

Our key commitments for 2009-11	What are the key actions we will take to achieve these commitments?	Completion date	Cabinet lead	Strategic lead	Latest Commentary	Date Provided
Deal positively with all complaints alleging discriminatory treatment	All complaints of a discriminatory nature to result in further action	Throughout 2009-11	Corporate Customer Services & HR	Deputy Chief Executive	All complaints/request for support/ advice, result in further action. To date (Oct 09) we have dealt with 41 incidents of which 18 were internal (Council related).	October
Rationalisation of Council and PCT estates	Implement Accommodation Strategy	Mar-11	Resources	Director of Resources	The Joint Strategy was approved by Cabinet and the PCT Board in December 2009. In the same month, the purchase of the Plough Lane site was completed. Work has commenced to deliver the new joint corporate HQ, which will make it possible to reduce the number of offices in Hereford from 11 to one.	December
Ensure the Council is fully prepared to meet the challenges in the Local Government & Public Involvement in Health Act 2007	Improved PACT and other consultation mechanisms in place	Mar-09	Corporate Customer Services & HR	Deputy Chief Executive	A community engagement strategy has been developed.	December
	Implement changes identified by review of constitution	Mar-11				
Reach the 'excellence' rating of the equality standard for local government	Continue to roll out EIA process		Corporate Customer Services & HR	Deputy Chief Executive	The Equality Standard for local government has been superseded by the Equality Framework and we have been assessed as "Achieving" in February 2009. We have until 2011 to progress to the next level which is "Excellent".	October
	Ensure up-to-date equality schemes in place:				It has been agreed by Cabinet, JMT and the PCT board (OCT 2009) to pursue joint equality policies. A new Single Equality Policy will be in place by April 2010.	October
	- Disability scheme	Oct-09			Work to review this scheme will start in January 2010.	October
	- Gender scheme	Apr-10				
	Complete roll-out of impact assessment plans across all directorates	Mar-11			Most of the Council directorates are continuing with a programme of Impact needs assessments which has become embedded within the service planning process, however, there is concern that within PCT service areas there is little or no evidence of Impact assessments taking place and there is no organised/managed or monitored programme of assessments in place.	October
Continue to achieve improvements in data quality	Continue to implement data quality action plan – score 3 or equivalent in 2009-10	Mar-10	Corporate Customer Services & HR	Deputy Chief Executive	Improved progress in September which was reported to JMT and Cabinet, with more tasks being completed. Still behind schedule overall.	October

Our key commitments for 2009-11	What are the key actions we will take to achieve these commitments?	Completion date	Cabinet lead	Strategic lead	Latest Commentary	Date Provided
Improve the effectiveness of services	Shared Services Review	Aug-09	Corporate Customer Services & HR	Deputy Chief Executive	The business case was completed August 2009 and the recommendations approved by JMT and HHT Board. These recommendation included a soft market sounding exercise that is due to be completed October 2009 and a procurement quick wins review. The outcome of the Soft Market Test will be taken to Cabinet, PCT and HHT Board during November and December 2009 and will include recommended options for approval. A supporting communications plan includes member / non-executive director briefings, staff briefings and Trade Union briefings.	October
Improve customer service	Customer Strategy	To be confirmed	Corporate Customer Services & HR	Deputy Chief Executive	The Customer Strategy was signed off by JMT in October 2009. The strategy covers the period 2009-2011. Progress against the action plan is currently on schedule. For example, the first major milestone is the creation of a Corporate Customer Insight Unit in January 2010.	October