

Governance Framework – Revised Basket of Measures 2008/09

Factor	Measure	Target
1. Ethical Standards	(a) Number of complaints upheld against (i) Members (ii) Formal Service Delivery (iii) Officers (b) Turnover rate (c) Number of grievances upheld against staff (d) Number of disciplinaries against staff (i) Major (ii) Minor (e) Sickness levels	(a) 0 (b) < 5% (c) 0 (d) 0 (e) <8 days/employee/year
2. Constitutional Review undertaken	(a) Effective Scheme of Delegation (b) Effective Financial Procedure Rules (c) Effective Contract Procedure Rules	Completed and reviewed annually by the relevant Committee
3. Clear and up to date Corporate Objectives	(a) Corporate Plan (b) Medium Term Financial Plan (c) Annual Budget	(a) Completed and reviewed annually by the relevant Committee (b) Completed and reviewed annually by the relevant Committee (c) Budget delivered within tolerance
4. Use of Resources assessment	(a) Value for Money (b) Internal Control & Risk Management (c) Financial Management (d) Financial Reporting (e) Financial Standing	Overall Level 3 score for 2007/8 based judgement
5. Openness and Transparency	(a) Accurate Records of Decisions (b) Easy access to decision making process (c) Up to date Anti Fraud and Corruption Policy, including a Whistleblowing Policy (d) Effective Scrutiny Committee (e) Agendas published in accordance with Statutory requirements	(a) No significant challenge (b) Agendas, reports & minutes available online(except exempt information) (c) Reviewed annually (d) Number of reviews undertaken and number of recommendations accepted (e) All agendas published 5 clear days prior to meetings

Factor		Measure	Target
6.	Performance Management	(a) Quarterly reporting of performance against Corporate Priorities (b) Effective Project Management (c) Periodic review of Risk Management Strategy by relevant Committee	(a) Evidence of positive action taken to monitor red indicators (b) Major Projects risks and milestones are identified and effectively project managed (c) Risk Management Strategy is reviewed by Governance (Audit) Committee annually
8.	Efficiency Reviews	Number of internal efficiency reviews completed	Three reviews based on a risk process All recommendations are implemented
9.	Ethical Framework	(a) Up to date job descriptions for Statutory Officers (b) Up to date Member/Officer Protocols (c) Up to date pay and conditions practices	(a) In place and annual PPR undertaken (b) In place and subject to annual review (c) In place and reviewed annually
10.	Partnerships	(a) Partnership Evaluation Criteria in place and used effectively for new, existing and exit strategy (b) Framework for Partnership Working	(a) Evidence of use for all partnerships (b) In place and reviewed annually
11.	Member and Officer Development	(a) Up to date Training Plan that addresses Corporate Priorities (b) Up to date Member and Officer Induction Scheme	(a) (i)50% minimum attendance at training events (ii)Annual review of training provision for Members (b) Delivered and kept up to date
12.	Levels of public satisfaction/ community confidence	(a) Positive statements in response to QB10 on the Place Survey (b) LPI59 @ Your Service provision	(a) 50% (b) Target as per Performance Management Report
13.	Avenues of accessibility to Council Services	(a) DDA compliance LP158 (b) Average waiting times for all contact centre areas LP157 (c) Website visitors LP156 (d) Website accessibility rating LP155	(a) Target as per Performance Management Report (b) Target as per Performance Management Report (c) Target as per Performance Management Report (d) Target as per Performance Management Report
14.	Legality of decision making	(a) Number of ultra vires decisions (b) Number of breaches of Constitution	(a) 0 (b) 0