

Governance Framework – Revised Basket of Measures 2010/11

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. 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
5. Performance Management	(a) Effective Project Management (b) Periodic review of Risk Management Strategy by relevant Committee	(a) Major Projects risks and milestones are identified and effectively project managed (b) Risk Management Strategy is reviewed by Governance (Audit) Committee annually
6. Ethical Framework	(a) Up to date job descriptions for Statutory Officers	(a) In place and annual PPR undertaken

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	(b) Up to date Member/Officer Protocols (c) Up to date pay and conditions practices	(b) In place and subject to annual review (c) In place and reviewed annually
7. 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
8. 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
9. Levels of public satisfaction/ community confidence	(a) Number of service level complaints received. (b) No.of complaints upheld by the ombudsman	(a) Reduction year on year. (b) none
10. Avenues of accessibility to Council Services	(a) DDA compliance (previously LP158) (b) Average waiting times for all contact centre areas(previously LP157) (c) Website visitors (previouslyLP156) (d) Website accessibility rating (previously LP155)	No unplanned reduction in service from 2009/10 levels
11. Legality of decision making	(a) Number of ultra vires decisions (b) Number of breaches of Constitution	(a) 0 (b) 0