Derby City Partnership

Derby City Partnership
Business Plan 2009-2010

Director: Hazel Lymbery

Plan Produced: June 2009

Introduction

1.   Vision and Scope

Derby City Partnership was established in 1995 and acts as the Local Strategic Partnership for Derby. The Partnership is required to develop a long term Sustainable Community Strategy to improve the quality of life and services for people in Derby and use the Local Area Agreement to deliver these improvements. The coordination of funding programmes, activities and related services is an integral part of this.

Derby City Partnership works at the interface between the Public, Private and Third Sector organisations across Derby, and the Partnership's team aim is:

'To be the centre of excellence that drives Derby City Partnership in delivering the 2020 vision'

Derby City Partnership team is led by a Director and three managers with responsibility for:
- Funding Co-ordination
- Central Services
- Partnership Co-ordination

The service has seen considerable change and contraction over the last two years and during 2009 will reduce from 19 staff to 17staff, reflecting the changing nature of funding programmes.

2. SERVICE PROFILE

Funding Co-ordination Team

Highlights and achievements 2008-2009
- Setting up and preparing Single Programme
- Set up, develop and sustain working relationships with external organisations, including Business Links and emda
- Set up contracts with 2 external organisations
- Developed closure workshops which are now used as good practice tools by Government Office
- Successfully claimed all of our expenditure on European Programme and Small Change
- ERDF investment plan approved and successful first round of bids
- Partner in ESF consortium
- Successful Normanton Celebration event

Objectives and challenges
- Successful implementation of Single Programme
- Successful completion of the closure of existing programmes
- Delivery and completion of a minimum of 2 children's Play projects
- Ongoing support and advice for projects and organisations who have accessed funding.
- Seek and secure funding for the city of Derby
- Maximise opportunities for Single Programme, ESF and ERDF for the city.
- Market our expertise in securing funding
- Exemplar organisation in reporting financial actions
- Exemplar organisation in monitoring and reporting on performance and delivery of projects.

Central Services Team
We develop high quality systems to deliver first class services for Derby City Partnership. We ensure that our communication and working practices are open so that we deliver a consistent service.

Where are we hoping to be?
We want to be proactive in identifying ways of becoming a complete support service function rather than just an admin team. We want to develop our skills and knowledge to become experts in a range of areas including IT, Finance and Event Management.

Highlights and achievements: 2008-2009

- Meeting room bookings -

- Since we started in November 2008 we have generated an income of over £1000 and received lots of positive feedback
- Working better together as a team
    - We have created how to do's for each system and process that we use. This means we can deliver a consistent service to DCP
- Sorting out the Archiving
    - We have managed the track and sort the location of around 200 archive boxes.
- Performance Management
    - we received 100% for logging 1:1's and A&D's on vision for the last quarter
- Finance
    - We have streamlined the process for ordering and processing invoices and mastered Oracle!

Partnership Co-ordination Team
We work with partners to deliver the ambitions of the Sustainable Community Strategy to achieve our 2020 Vision, through:

Adding value, ensuring partners achieve more together than they could alone by:
- making connections between themes, organisations and individuals
- aligning plans and strategies to achieve the 2020 Vision
- joining up services to respond to the needs of the people of Derby

Managing relationships through:
- negotiation with partners
- balancing partner interests
- participation of all sectors
- involvement of people who live and work in Derby
- public face to regional agencies and linking to regional priorities

Promoting what we do by:
- Celebrating partnership achievements and the difference that partnership working makes

Providing a resource for:
- local information, learning and communications
- demystifying policy and processes and making them work locally
- an overview on national and regional policy and horizon scanning
- local intelligence and needs assessment

Highlights/Achievements 2008/09

- 2008-2011 LAA sign off and 2009 refresh
- 2009-2011 Sustainable Community Strategy sign off
- Completion of Comprehensive Area Assessment self assessment
- Appointing Derby CVS as provider for third sector participation
- Developing role of cities and ensuring greater accountability

- Delivery planning and innovation days led to more sophisticated cross-cutting discussion and activity in the partnership.
- Streamlining processes across organisations-single Derby newsletter, Strategic Intelligence Group, Performance Support Group
- DCP Week 2008
- Programme of varied learning opportunities to meet the needs of partners and DCP Centre
- Responding positively to a changing environment and changes within the team
- Improve work with Central Services, particularly communications and learning

Where are we hoping to be?

We want to continue to be a team of experts on effective partnership working.

We want to put in place clear delivery plans and ensure that all strategies in the city are aligned, with all partners pro-actively engaging in the delivery of the 2020 Vision. We want to support the running of effective, strategic meetings with full engagement from all partners, where cross-cutting issues are effectively tackled.

We want to ensure the Local Area Agreement and Sustainable Community Strategy are fully embedded into partner organisations and that residents of Derby begin to see the difference that effective partnership working will make to their lives.

Purpose of DCP Centre – To be the centre of excellence that drives Derby City Partnership in delivering the 2020 Vision

A. Management, sustainability and added value of DCP Centre

No.	Objective	Action	Activity to meet action	Timescale	Progress	Lead resp
A1	**Maintain and promote the added value and sustainability of Derby City Partnership and DCP Centre**					
A1a			Ensure effectiveness and sustainability of DCP			
1a1			Review continuing effectiveness of DCP role, agenda and structures	Mar-10		HL, CL
1a2			Work with DCC Regeneration and Community to embed arrangements for economic development in Derby post Sub National Review, including development of EDC and management of emda Single Pot	Mar-10		HL, CL,
1a3			Ensure strategic overview and co-ordination of 2020 Vision, neighbourhood priorities, city strategies and LAA	Mar-10		HL, CL
1a4			Ensure effective delivery planning of LAA incorporating Outcomes Based Accountability	Mar-10	Session with partners tentatively planned for February 2010.	HL, CL
1a5			Benchmark DCP activity against other LSPs to identify best practice and new ways of working	ongoing	Visit from Rotherham Partnership for sharing of best practice - September 2009	HL, CL
A1b			Promote DCP and DCP achievements			
1b1			Contribute to DCP achievements plan by identifying and promoting achievements and best practice	Quarterly to Mar 09	On-going	All Managers, VB
1b2			Plan for, and contribute to, DCP Week including strategic review	Throughout the year with completion	Successful completion of DCP Week 2009	CL, All

				in June	including evaluation. Strategic review with MG & Board is on-going.	
A1c						
1c1			Manage accommodation moves during 09	Sep-09	Office move complete	Management Team
1c2			Continue to ensure sustainability of DCP Centre - identify funding and other opportunities for example through the LAA	Mar-10		HL
1c3			Use DCP Centre offer to promote and embed the work of the Centre in partner organisations	Mar-10		All Managers
A2	**Ensure effective management of DCP Centre**					
A2a		Effective management arrangements				
2a1			Complete effective 6 monthly A&Ds and monthly 1:1s for every Centre member	Mar-10		All Managers
2a2			Ensure effective and regular management and team meetings as key element of communications, consultation and performance management	Weekly, monthly, etc throughout the year	Ongoing - and on target	All Managers
2a3			Arrange annual team building day and other opportunities for more informal team building	Mar-10		Management Team
2a4			Share skills across teams and introduce opportunities for Centre members to learn and practice management skills	Mar-10	Ongoing	Management Team
A2b		Effective systems and processes				
2b1			Complete annual Stress Risk Assessments for all teams	Jan-10		All Managers
2b2			Ensure high quality approaches to customer care, green issues, office management through plans and attendance at team meetings	Mar-10	Ongoing	All

A3	DCP Week					
A3a		Effectiveness of DCP Week				
3a1			Review the effectiveness of DCP Week with DCP Centre, Board and Strategic Leads	Sep 09	Evaluation report complete and discussed at Mgt Group and Board. Proposals to December Board meetings.	HL / CL
A3b		Plan DCP Week 2010				
3b1			Develop working group for planning of DCP Week 2010	Sep 09		Management Team

B. Co-ordinate funding programmes and develop ongoing opportunities for funding identification and management

Purpose – To support the achievement of the 2020 Vision by aligning and maximising funding

No.	Objective	Action	Activity to meet action	Timescale	Progress	Lead resp
B1	**Identify, and establish management arrangements for, new funding programmes to be managed by DCP Centre**					
B1a		Manage new ERDF Priority Axis 2				
1a2			Manage call out process for EOIs and ensure alignment with SP	ongoing		MN
1a3			Manage the appraisal of ERDF EOI's	Jul-09	Completed	MN
1a4			Support applicants with Full applications	August / Sept 09	Completed	MN
B1b		Maintain consortium arrangements with Lincolnshire re: ESF				

1b1			Manage contract arrangements under ESF with JET	Mar-10	Ongoing	ED
B1c		Manage processes for managing Big Lottery Children's Play funds				
1c1			quarterly meetings with Children's Play project partners and update report to Play Partnership	Mar-10	Ongoing	AC
B1e		Manage Single Programme				
			Prepare, develop and issue contracts	Mar-10	Ongoing	TW
			Liaise with and support projects from inception to completion	Mar-10	Ongoing	TW
			Consider requests for additional funding/increase in interventions and advise/action accordingly	Mar-10	Ongoing	TW
1e1			Manage EOI against City Growth priorities and ensure alignment with erdf	ongoing	In progress	HL/ED
B1f		Identify other funding streams for management by Funding Co-ordination Team				
1f1			Consult DCP prospectus of projects to use as basis for attracting / identifying new funding and continue to update thereafter	Ongoing	Ongoing	TW, ED
1f2			Set up arranagements to manage £273,000 Small Change funding subject to results of third sector consultation	Jul-09	Ongoing	HL,
B2	**Identify new funding opportunities for Derby and provide information to DCP cities and individual partners**					
B2a		ManageService Level Agreements with partners to provide funding information and expertise				
2a1			ManageService Level Agreement with DCC Environmental Services to provide information on funding opportunities and support with bids for one day a week	Mar-10	Ongoing - to arrange review meeting.	ED
2a2			Maintain regular contact with EMEO and disseminate their funding briefings	Monthly	Ongoing	FCT

2a3			Manage Service Level Agreement with Derby Homes to provide information on funding opportunities and support with bids for one day a week	From Oct 08	Review meeting held - ongoing	ED, TW
B3	**Manage the performance of DCP funding**					
B3a		Ensure effective and high quality project activity				
3a1			Work to achieve a 90% return of ESF/Lottery/NRFclaim forms received by deadline	Quarterly / half-yearly	Ongoing	,AC, TW, ED
3a2			Maintain and operate the Performance Management Procedures manual	Sep 09	Ongoing	FCT
B3b		Manage project and programme claims				
3b1			Process and verify financial and performance management project claims in accordance with the Funding Co-ordination Team procedures	As appropriate	Ongoing	AC
3b2			Clear 2 outstanding Small Change monitoring returns	Oct-09	Ongoing	AC
3b3			Prepare claim from National Lottery for Children's Play	May 09, Aug 09, Nov 09	Ongoing	AC
3b4			Prepare and verify JET ESF quarterly claims	Quarterly from May-09 to Sept 09	Ongoing	AC
3b5			Prepare and verify JET ESF quarterly claims	Quarterly from Oct 09	Ongoing	AC
3b6			Process and verify financial invoices and performance management project claims for 3rd Sector Support Contract	Quarterley	Ongoing	AC
B3c		Oversee contractual arrangements for all projects				
3c1			Make sure all projects Object 2 & URBAN II projects have an accurate final funding letter	May-09	Complete	AC
B3d		Undertake development & co-ordination and monitoring visits to all projects				
3d1			Ensure all ESF projects with funding from 1 April 2009 receive monitoring visits to verify expenditure and outputs	From Apr to Sept 09	Ongoing	AC

3d2			Ensure all ESF projects with funding from 1 April 2009 receive monitoring visits to verify expenditure and outputs	From Oct 09	Ongoing	AC
3d3			Ensure all SP projects with funding from 1 April 2009 receive development & co-ordination visits to verify expenditure and outputs	From Apr-09	Ongoing	TW
3d4			Ensure all SP projects with funding from 1 April 2009 receive monitoring visits to verify expenditure and outputs	From Apr to Sept 09	Ongoing	TW
3d5			Ensure all SP projects with funding from 1 April 2009 receive monitoring visits to verify expenditure and outputs	From Oct 09	Ongoing	TW
B3e		Make payments and reconcile accounts				
3a1			Prepare for programme financial reconciliation (including journals) between Oracle/TOTAL for verification by the Funding Manager	Apr-10	On-going	AC
3a2			Verify, authorise and submit all financial reconciliations (including journals) to Accountable Body	Apr-10	On-going	AC
3a3			Make external payments to all projects as appropriate	Ongoing	On-going	AC
3a4			Arrange internal journals for DCC projects as appropriate	Ongoing	On-going	AC
3a5			Undertake all Objective 2 and URBAN 11 programme reconciliations	Sep-09	Complete	AC
B3f		Ensure comprehensive management of all documentation				
3f1			Ensure all Obj. 2 & URBAN 11 project files are up to date and complete	Sep-09	On-going	FCT, CST
3f2			Create library of documents for funding programmes	Mar-10	On-going	FCT, CST
3f3			Review and streamline relevant electronic filing	Dec-09	On-going	FCT, CST
3f4			Maintain asset register on all projects from 2009 / 2010	Mar-10	On-going	FCT, CST

B3g			Identify performance and monitoring requirements for new programmes			
3g1			Identify performance and monitoring requirements for Single Programme	Sep-09	On-going	FCT
3g2			Identify performance and monitoring requirements for ERDF	Sep-09	On-going	FCT
B4	**Co-ordinate programme audits**					
B4a			Manage overall audit arrangements in conjunction with auditors and DCC			
4a1			Continue to work with DCC Resources and Audit to develop audit arrangements for DCP funding programmes	Ongoing	On-going	HL, AC
4a2			Provide ERDF 50 reports to GOEM	Apr-10	Complete	AC
4a3			Follow up action points/recommendations raised by internal/external auditors	Sep-09	On-going	AC
4a4			Compile all programme audit certificates (including all supporting documentation) for verification by the Accountable Body	Apr-10	On-going	AC
4a5			Submit programme audit certificates to Grant Thornton	Apr-10	On-going	AC
B4b			Manage audit visits effectively			
4b1			Review all Article 4 audit files in preparation for audit and closure, in accordance with DCP audit procedures	Sep-09	On-going	AC, PM
4b2			Prepare for all audit visits and liaise with CLG, GOEM and Grant Thornton throughout visits	As required	On-going	AC
B5	**Manage closure arrangements for programmes ending in 2008**					
B5a			Develop and deliver effective systems for programme closure			
5a1			Complete internal reports & journals	Jun-09	Complete	AC

5a2			Ensure effective closure of SRB Merged Delivery Plan Programme	May-09	Complete	AC
5a3			Ensure effective closure of Objective 2 and URBAN II programmes	Sep-09	On-going	AC
5a4			Attend Regional Closure Meetings	As required		AC
5a5			Draw up closure workplan	Apr-09	In prgress	FCT
B5b		Undertake Article 4 visits and and register irregularities as required				
5b1			Report quarterly to GOEM on irregularities	Sep-09	On-going	FCT
5b2			Clear all URBAN irregularities for all projects	Sep-09	On-going	AC
5b3			Clear all Objective 2 irregularities for projects with a completion date prior to 30/09/07	Sep-09	Complete	AC
B6	**Ensure effective governance arrangements are in place for all existing and new funding programmes**					
B6a		Ensure effective and appropriate funding management group arrangements are in place				
6a1			Establish future role of EFMG and arrange meetings to suit new timetables	Apr-09	In progress	HL, DC
6a2			Link DCP Centre and funding management group arrangements with DCP cities' reporting and commissioning arrangements to integrate governance across DCP	May-09	In progress	HL
6a3			Work with Partnership Co-ordination Team to establish new governance for City Growth and related funding from April 09	Jun-09	In progress	HL,CL
B6b		Provide reports and plans to funding bodies, DCP groups, Accountable Body and public				
6b1			Provide annual AIR report on progress and successes to Brussels	Jun-09	In progress	AC
6b2			Report programme progress to all relevant funding management groups	As required		HL,AC

6b3			Report on final issues on the URBAN programme to URBAN PMC	Jun-09	Complete	AC
6b4			Update URBAN II & Obj. 2 closure information sheets	Apr-09, Jul-09	Complete	AC
6b5			URBAN II Final Programme Report	draft Jul 09 - Final Sept 09	Submitted	AC
B7	**Deliver training and support to projects**					
B7a		Provide support and training to projects				
7a1			Provide informal and one to one training/support for new and existing projects on relevant issues	As required	On-going	FCT
7a2			Establish workshops for new funding programmes	As required	On-going	FCT
B8	**Promote funding programme successes and establish best practice from previous programmes**					
B8a		Identify and promote the achievements of DCP external funding				
8a1			Produce press releases promoting project successes and new project approvals	Jun-09	On-going	FCT, VB
8a2			Provide funding delivery update reports to DCP Cities	Ongoing	On-going	FCT, CL
B8b		Develop best practice from previous programmes				
8b1			Update procedure manuals using lessons learnt from previous programmes	Mar-10		FCT
8b2			Produce 'What Works' guide to reflect best practice in project activity, launch and promote to partners	May-09	Ongoing	FCT
C. Partnership Co-ordination Team						
Purpose - To work with partners to drive the 2020 Vision and to improve the effectiveness of the Partnership						

No.	Objective	Action	Activity to meet action	Timescale	Progress	Lead resp
C1	**Develop Derby's Sustainable Community Strategy and track policy related to partnership strategy**					
C1a			Embed Derby's Sustainable Community Strategy 2009-2011			
1a1			Ensure effective links between Sustainable Community Strategy, Core Strategy, Local Area Agreement and 'city' strategies	Mar-10	On-going	PCT
1a2			Ensure that the Sustainable Community Strategy is embedded into the work of all DCP groups	Mar-10	On-going	PCT
1a3			Arrange launch of new strategy during DCP Week 2009	Jun-09	Complete	PCT
C1b			Begin development of SCS for 2011 - 2014			
1b1			Identify working group for development of joint DCP / DCC plans	Sept 09	Delayed due to changes within DCC - to be reviewed in January 2010.	HL / CL
1b2			Through work of the Stratgic Intelligence Group, ensure up to date evidence base is developed for production of SCS	Mar-09		HL / KC
1b3			Develop plan for production of SCS for 2011-2014	Mar 10		KC
C1c			Track policy related to Sustainable Community Strategy and other city strategies			
1c1			Scan horizon for issues on national, regional and local environment relevant to DCP	Monthly to Mar 09	on-going	PCT
1c2			Establish links with Policy Team to ensure no overlaps with DCP policy role	Sep-09	Complete	CL
C2	**Increase knowledge and skills of DCP members and partner teams through learning**					
C2a						

2a1			Identify learning and skills needs of partners and develop appropriate programmes, to include outcomes based accountability	Mar-10	Two sessions have taken place for partners at the start of the CAA process in April 09. Follow up sessions to take place after the report is published. Outcomes based Accountability session arranged for the new year.	SJ
2a2			Work with other Centre staff to deliver the Centre Learning Programme	Dec-09	Ongoing, six sessions delivered so far with the final session planned for this year in early December.	SJ
2a3			Review effectiveness and evaluate the Centre Learning Programme	Dec-09	Ongoing	SJ
2a4			Attend networking and training events to identify best practice in learning and skills	Mar-10	Ongoing	SJ
2a5			Prepare and keep to to date a standard pack of presentations for Co-ordinators on relevant topics	Mar-10	Some standard presentations completed but decision taken to produce as required.	SJ
C3	**Improve participation**					
C3a						

3a1			Proactively contact public, private and voluntary and community sector organisations to increase participation in partnership activity	Mar-10	Ongoing	SJ
3a2			Provide support and training for new third sector support structure	Mar-10	Ongoing	SJ
3a3			Identify and attend networks relevant to DCP to raise profile and increase participation in partnership activity	Mar-10	On-going	PCT
3a4			Establish link and contribute to Compact working group and sub-groups as appropriate	Mar-10	Ongoing	SJ
3a5			Review membership and format of State of the City Forum	Mar-10	Complete	JH
3a6			Plan State of the City Forum events	Oct 09 and Mar 10	On-going	JH
C4	**Develop and deliver Derby's LAA**					
C4a		Delivery planning				
4a1			Lead on the refresh of the Local Area Agreement 2010 - 2011	Mar 10		CL
4a2			Ensure completion and co-ordination of LAA delivery plans	June 09	Complete	JH
4a3			Explore feasibility of using Outcome Based Accountability for LAA delivery plans	Sep-09	Still being discussed because of appointment of new Chief Exec - approach to be discussed and agreed	JH
C4b		Equalities Impact Assessment				
4b1			Circulate quarterly performance information to equality groups	Quarterly to Mar 10	Aawiting to be informed of the capabilities of the new performance	JH

					system	
4b2			Review and refresh EIA and action plan at the end of the year	Mar-10		JH
C4c		Provide additional support for the LAA				
4c1			With learning co-ordinator, identify partner training needs around the LAA and CAA and run learning sessions as required	Mar-10	On-going	JH
4c2			Work with colleagues in performance and finance to ensure a strategic approach to the LAA, taking into account risk and data quality	Mar-10	On-going	JH
4c3			Contribute to Comprehensive Area Assessment	Mar-10	On-going	JH
C5	**Ensure effective communication and promotion of achievements**					
C5a						
5a1			Embed Communications Plan and monitor progress quarterly	Quarterly to March 10	On-going	VB
5a2			Review of website and supporting processes	Sep-09	Review undertaken - changes to website to be made November 2009	CL/EM/LB/VB
5a3			Proactively establish relations with key communication partners	Mar-10	On-going	VB
5a4			Develop a shared newsletter with key partners for delivery to all Derby residents	Oct-09	Complete	VB
C6	**Governance and commissioning**					
C6a						
6a1			Develop effective governance and commissioning framework for DCP and ensure ownership by all DCP groups	Dec-09	On-going	HL, CL and PCT

6a2			Develop robust governance for DCP Groups and Sub-groups	Sep-09	On-going	VB
6a3			Identify and support training for partners	Dec-09	On-going	VB
6a4			Develop clear commissioning principles and support DCP groups in adopting these principles	Sep-09	On-going	CL, VB
6a5			Identify best practice models of governance review and make consistent current arrangements	Jul-09	On-going	VB
6a6			Produce governance arrangements for LAA including financial decision making	Oct-09	On-going	CL, VB, JH
6a7			Update partnership agreement and link with new Compact	Oct-09	On-going	VB
C7	**Co-ordination of work of DCP Groups**					
C7a						
7a1			Act as key contact for DCP Centre at quarterly 'city' executive meetings	Quarterly to March 10	On-going	PCT
7a2			Provide quarterly reports on funding, performance management and DCP activity for 'city' executives	Quarterly to March 10	On-going	PCT
7a3			Advise DCP 'cities' on national and local policy on LSPs, LAAs, CAA, direction of DCP through reports, presentations and away days	Quarterly to March 10	On-going	PCT
7a4			Work with LAA Co-ordinator, Performance and Finance Teams to embed new performance management framework, LAA, CAA and risk assessment into DCP 'cities'	Mar-10	On-going	PCT
7a5			Review the effectiveness of Be Inspiring within DCP and develop forward plan	Sep-10	On-going	PCT
7a6			Organise and act as advisor at quarterly meetings of strategic leads	Quarterly to March 10	On-going	PCT
C8	**Links with other teams**					
8a1			Identify potential future projects from 'city' strategies for inclusion in the DCP Prospectus	Mar-10	On-going	PCT

No.	Objective	Action	Activity to meet action	Timescale	Progress	Lead resp
8a2			Work with Funding Co-ordination Team to maximise opportunities arising from sub-national review	Sep-10	On-going	PCT
8a3			Ensure effective links with Central Services Team, working on support to DCP cities	Jun-10	On-going	PCT
8a4			Develop clear reporting arragements between nieghbourhoods and DCP cities	Mar-10	The restructering will effect neighbourhhoods. Waiting for confirmation as to new arrangements	JH and PCT
8a5			Work with City Growth towards the development of the City Development Company	Mar-10	No confirmation as to the structure of the company and if there is still the support for the creation of the company	CL / JH
8a6			Support Funding Co-ordination Team with appraisal of projects	Mar-10	On-going	PCT

D. Central Services Team						
Purpose - To support DCP and the DCP Centre with delivery of the 2020 Vision by providing effective and efficient administrative services						
No.	Objective	Action	Activity to meet action	Timescale	Progress	Lead resp
D1	**Provide HR and Performance Management support**					
D1a		Recruitment				
1a1			Ensure all Centre HR requirements are effectively fulfilled	Ongoing		LP

1a2			Review recruitment check list	Sep-09		LP
1a3			Prepare job description and person specification for CST Team Leader position	Apr-09		JC
1a4			Advertise and recruit for position	May and June 09		JC
1a5			Complete handover period	Jul-09		JC
1a6			Identify gaps in central services function and roles	Jun-09		JC
1a7			Appoint modern apprentice?	Jul-09		JC
1a8			Complete 'How to do's' for Central Services Manager position	Jul-09		JC
D1b		Business Plan and Performance Management				
1b1			Prepare new template for coming year and transfer any actions not completed or ongoing.	Mar 09 and Mar 2010		LP
1b2			Distribute Business Plan quarterly to DCP Centre to update, and collate responses	Quarterly		LS
1b3			Train Centre on the new DCC A&D process	Sept 09?		JC
D1c		Derby City Council HR Policies and Procedures				
1c1			Update Management Team on updates or Changes to DCC HR Policies and Procedures	As required		JC
D1d		Leave sheets and bank holiday grids				
1d1			Request managers to sign off leave and include any carry over from 2009/10	Apr-09		LS
1d2			Check 2009/10 annual leave sheets and bank holiday grids then save onto S Drive	Apr-09		LP

1d3			Inform DCP Centre that leave sheets and bank holiday grids are available	Apr-09		LP
1d4			Request Leave sheets and bank holiday grids from HR for 2010/11	Mar-10		LP
D1e		Sickness Management				
1e1			Review and maintain a sickness management log	Ongoing		LP
1e2			Send email to managers reminding them to send CST complete sickness forms	May-09		LP
D2	Provide support to Derby City Partnership and Derby City Partnership Centre					
D2a		Meeting administration including arranging dates, booking venues, circulating papers, taking and circulating minutes, following up actions				
2a1			Arrange alternative meeting venues for Management Group meetings and City Executives	May 09	Complete	LS / LP
2a2			Inform city executive sub groups of findomg alternative meeting venues	May 09	Complete	LS
2a3			Circulate papers and take minutes at quarterly Board meetings	Quarterly	March, June, September complete	LP
2a4			Make arrangements for DCP Board Away Day, circulation of papers and minutes	Sept 09	March, June, September complete	LP
2a5			Circulate papers and take minutes at six weekly Management Group minutes	6 weekly	Complete and ongoing	LP
2a6			Circulate papers and take minutes at Strategic Intelligence Group		Complete and ongoing	LP
2a7			Circulate papers and take minutes at quarterly City Growth Executive, Cultural City and Healthy City Exec meetings	Quarterly	Complete and ongoing	LS
2a8			Take minutes at the DCP Centre meeting	Quarterly	Complete and ongoing	LS / CH

2a9			Make arrangements for State of the City Forum	Sep-09	Complete	CST
D2b		Arranging events				
2b1			Start to plan for DCP Week 2010	Sep-09	Postponed until Dec Board meeting	All
2b2			Allocate Central Services support for events	As required	Ongoing	LP
D2c		Provide support to Derby City Partnership and Derby City Partnership Centre				
2c1			Develop and maintain support for Director	Ongoing	Ongoing	LP
2c2			Provide administrative support to Partnership Co-ordination Team	Ongoing	Ongoing	CST
2c3			Provide administrative support to Funding Co-ordination Team	Ongoing	Ongoing	CST
2c4			Provide support to the Derby City Partnership Centre	Ongoing	Ongoing	CST
D3	**Oversee DCP Centre office management and systems**					
D3a		Efficient and effective office management				
3a1			Ensure all repairs and modifications take place immediately and cost effectively	Ongoing	Ongoing	CS Team
3a2			Establish a secure, healthy and enjoyable working environment including daily premises checks	Ongoing	Ongoing	CS Team
3a3			Manage and maintain all DCP equipment	Ongoing	Ongoing	LS
3a4			Complete and report annual DCP Centre Health and Safety Assessment and Stress Risk Assessment	Apr-09		JC
3a5			Update Fire Evacuation Plan for DCP Centre	May-09	Complete	JC

3a6			Arrange training for two nomindated Fire Wardens	Jul-09	LS complete	LS/LP
3a7			Monitor effectiveness of green action plan quarterly at DCP Centre meetings	Quarterly	Complete	LP
3a8			Promote successes of green plan to external partners by sharing good practice and attending DCC green team meetings	Ongoing	Ongoing	LP
D3c		Filing				
3c1			Review and simplify all current filing arrangements	Oct-09		All
3c2			Arrange twice yearly sort outs of filing	Aug-09		CH
3c3			Make sure electronic filing system mirrors paper system	Sep-09	Postponed until Feb 2010	?
3c4			Devise a timetable for the smooth transfer of archiving files from the Council House basement and St Peter's House	May-09	Complete and ongoing	LS
3c5			Categorise archive files kept in Council House Basement	Sep-09	Complete	LS
3c6			Sort out archiving and project files at St Peters House	Sep-09	Complete	LS
3c7			Update spreadsheet listing location of archived files	Sept 09	Complete	LS
3c8			File all final funding letters for URB and Objective 2	July 09	Complete	CH
3c9			Create sheets for all NRF project file and identify the destroy date	Aug 09	Complete	CH
3c10			Create a spreadsheet of files within the new filing system	Sept 09		CH
D3d		IT Strategy for e-office				
3d1			Access new developments in IT in developing an IT strategy for the DCP Centre	Ongoing		JC

D3e			DCP Centre finances and budget control			
3e1			100% of invoices to be paid within 2 days of receipt of invoice	Ongoing	Ongoing	LP
3e2			Queries to be rectified within five working days	Ongoing	Ongoing	LP
3e3			Reconcile income and expenditure monthly and liaise with R & C finance	Monthly		AC
3e4			Attend training on how to process invoices onto Oracle	May-09	Complete	LP
3e5			Maintain current finance systems	Ongoing	Ongoing	LP
3e6			Review current finance systems	Oct-09		LP
D4	**Develop effective Customer Service and Communications support**					
D4a			Communications - database, website, e-bulletins			
4a1			Review the design/branding of all DCP Publications	Jul-09	Not started	JC,VB
4a2			Send out weekly bulletins in line with E-Bulletin programme	Weekly	Ongoing	LP
4a3			Review the look, content and opportunities of the DCP Website	Jul-09	On-going	JC,VB
4a4			Update the DCP Website	Weekly	Ongoing	LP
4a5			Increase understanding of DCP branding guidelines and project branding requirements	Ongoing		JC
4a6			Request quartly updates for database and update email groups and membership booklets	Quarterly	Ongoing	LS
4a7			Maintain accurate email and distribution lists for group membership and monitor quartly	Quarterly	Ongoing	LS

4a8			Update suppliers and venues database	Quarterly	Ongoing	LS
D4b		Develop effective Customer Service arrangements				
4b1			Monitor effectiveness of customer care guidelines - Quarterly - via DCP Centre meetings	Quarterly	Complete	LP
4b2			Promote successes of customer care to external partners by sharing good practice and attending DCC customer care champions meetings	Ongoing	Ongoing	LP
D4c		Office move				
4c1			Explore potential accomodation for DCP Centre	Mar-09	Complete	JC
4c2			Make arrangements for DCP Centre to visit potential premises	May-09	Complete	JC
4c3			Liaise with Andy Elliot on requirements for the move	May-09	Complete	JC
4c4			Prepare a timetable of activity for the move	May-09	Complete	JC
4c5			Keep DCP Centre updated on any progress	Ongoing	Complete	JC