

Insight, Policy & Performance Joint Service Plan 2018/19

Working together

What does the Service Unit do?

The Insight, Policy & Performance Service brings together key corporate functions including research, intelligence, consultation, performance management, corporate & service planning, equality, external funding, community & strategic partnership working.

Together we support political and executive leadership to make informed decisions which improve the quality of life for the people of our towns.

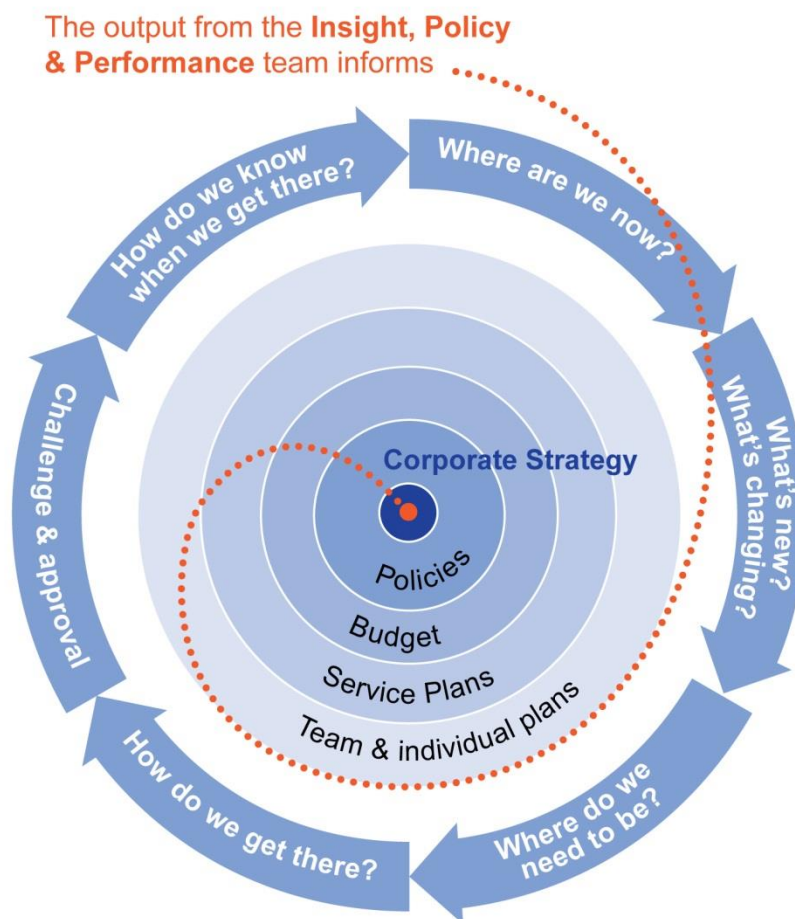
We lead on research corporately, providing a top quality in-house service which reaches national best practice standards as well as designing and delivering bespoke training and providing consultancy advice to service units carrying out their own research work.

We support service units with consultations for service design, service change and policy change.

We help them analyse and understand the impact of potential changes on our residents, service users, visitors, businesses and stakeholders, ensuring compliance with our public sector equality duties.

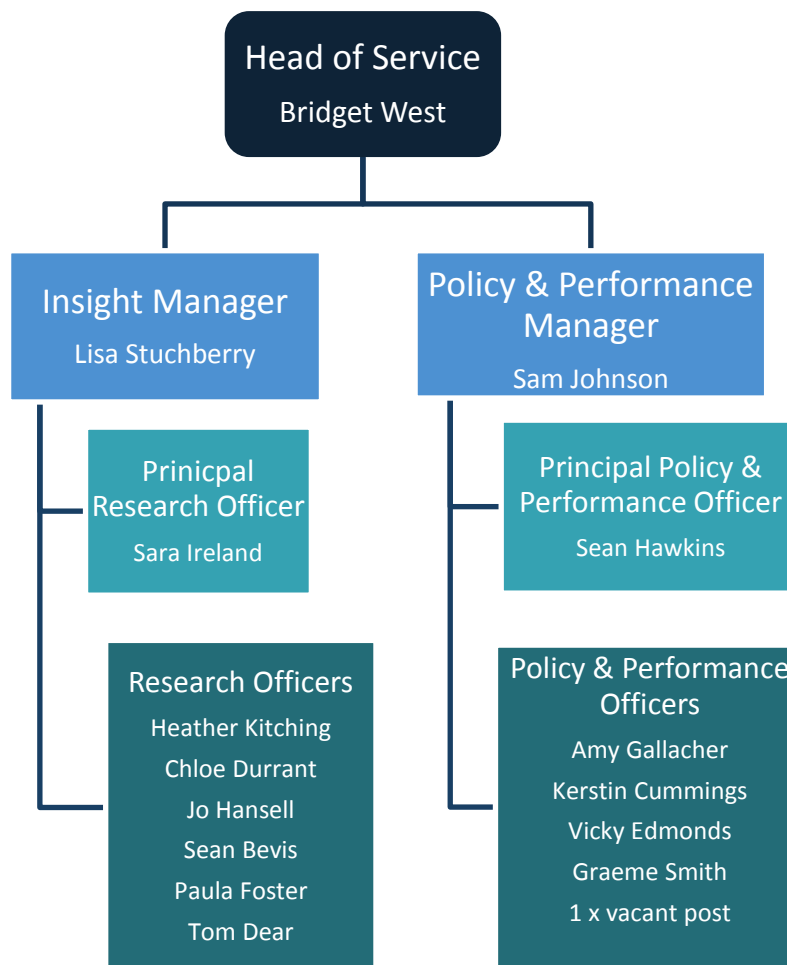
We work across the organisation, with partners and community groups, sourcing and securing funding opportunities and new capacity from the private and voluntary sector to help mitigate the impact of change on service delivery.

We support the organisations in managing and understanding their performance by setting out and monitoring outcomes in corporate plans and strategies and support service units in developing their service plans and monitoring their own performance.



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Service Structure @ 1st April '18



The Insight, Policy & Performance function is a joint Executive Function for Bournemouth and Poole, made up of two teams, formed on 1st April '18. The service plan focusses on our planned offer going forward, rather than looking back.

This new function pools the skills, knowledge and expertise of six individual teams previously in place across Bournemouth and Poole. Collectively we provide an efficient and effective corporate resource that underpins all activities identified in both Councils Corporate Plans.

The collective staff resource has reduced significantly over the previous 12 months and delivery of the service within budget is dependant on achieving a challenging but not insurmountable income target and a reduced portfolio of activity.

An overview of some of the key projects and planned activity at the start of the year is shown at [Annex A](#). We expect the list of tasks to increase and evolve as both authorities work towards the creation of a new single unitary by April 2019.

More information about the service is available on [Biz](#) and on [The Loop](#).

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We are here to help:

We can offer as much or as little help as you need throughout the research and consultation process, for policy development and review, to complete equality impact and needs assessments, to source external funding opportunities and the evidence to support the bids.

We may already hold the information you need, be able to quickly direct you to where relevant information is held or find it for you.

Why you need us:

- To minimise the risk of judicial review in the event of public or legal challenge to a service decision by ensuring projects comply with relevant legislation and due process has been followed
- To maximise business efficiency and ensure the planned activity is proportionate and relevant to the business need
- To ensure robust intelligence informs decision making and reduces the risk of reputational damage

When to engage with us:

- If you are redesigning, developing or considering ceasing a service
- For policy development, advice, guidance or briefing papers
- When the outcome/s of a consultation or research exercise is going to be used to inform a key decision about the development, redesign or removal of a service
- When completing ENIAs or EQIAs
- Before any formal or public commitment is made to undertake a research or consultation exercise
- To find out what information we hold or have access to, to help with forecasting and planning for the future
- To evaluate and review successes and learning opportunities

How we work:

We aim to deliver a prioritised, coordinated programme of activity which meets business need, in a timely way. Some of the work is delivered through agreed SLAs or ad hoc, one off projects and subject to internal recharge.

Not all of the work is known at the start of the year so to help us meet demand we need to know about planned service changes as soon as the service unit do.

If we cannot resource a project we will help to source an external alternative and sign off the project brief to ensure it meets standards that will stand up to scrutiny.

Please contact the [Head of Service](#), the [Insight Manager](#) or the [Policy and Performance Manager](#) at the earliest opportunity to find out how we can help.

Insight, Policy & Performance

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Budget 2018/19

	Bournemouth & Poole
Total Staffing costs	£582,000
Other costs	
Income	-£105,000
Net costs	

What are our key business risks?

The key threats to our objectives are identified in the unit risk register as:

Corporate Risks:

1. Failure to equip both organisations to make timely and informed decisions
2. Failure of both organisations to comply with the Public Sector Equality Duty

Unit Risks:

3. Failure to deliver service within budget.
4. Lack of professional and other capacity
5. Failure to comply with General Data Protection Regulations
6. Failure to protect staff and visitors from injury & harm
7. Failure to meet current business needs as resources are redirected to support new initiatives

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Service plan sign off

This service plan has been agreed for operation from 1 April 2018 by:

Portfolio Holder: Councillor [Insert name here \(add electronic signature\)](#) Date:

Executive Director: [Insert name here \(add electronic signature\)](#) Date:

Service Director: [Insert name here \(add electronic signature\)](#) Date:

Insight, Policy & Performance Projects and Activities

Key Tasks & Projects for 2018/19	Council	Lead Officer	Due by or frequency	Business Area
Residents' survey dissemination for both Councils	Bmth/Poole	LS	June '18	Primary research
Develop community profiles for BCP using residents survey intelligence & secondary data	BCP	LS	Ongoing	Primary/secondary research
Strategic analysis - topical themes & emerging issues papers	BCP	LS	Ongoing	Research
Deliver an agreed programme of specified research for 0 - 5 Services, CYP&L, Borough of Poole	Poole	LS	Ongoing	Primary/secondary research
Children's Centre Research Reporting	Poole	LS	Quarterly	Primary research
Economic Trend Report	BCP	Jayne Dale (Planning Policy)	Sept '18	Secondary Research
Population trends report	BCP	Jayne Dale	Sept '18	Secondary Research
Pupil Place Planning Research Programme	Poole	LS	Ongoing	Secondary Research
Loneliness, Isolation & QOL Research - Shaping Poole	Poole	LS	Ongoing	Primary / Secondary Research/Community
Social Wellbeing Collaborative Programme Evaluation	Poole	LS	Ongoing	Primary/ Secondary Research
Customer face to face and telephone satisfaction survey	Bournemouth	LS	Half yearly	Primary research
Parents Survey 30 hours childcare impact	Bournemouth	LS	May '18	Primary research
Visitor Survey research (Hengistbury Head, Stour Valley)	Bournemouth	LS	Nov '18	Primary research
Town Centre North Regeneration	Poole	LS	Tbc	Consultation / Research/EqDiversity
Tackling anti-social behaviour in Alderney research paper	Poole	LS	Tbc	Research
Poole Museum consultation	Poole	LS	June '18	Consultation
Harbourside Park consultation	Poole	LS	June '18	Consultation
Alexandra Park consultation	Poole	LS	TBC	Consultation
Council Tax Support (PAN Dorset) (June- November)	Bmth/Poole	LS	Nov '18	Consultation
Deliver a joint programme of research with Public Health	Poole	LS	Ongoing	Research
Provide on demand advice and guidance on all consultation and research projects for service units across both Councils	Bmth/Poole	LS	Ongoing	Research

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2018/19 Corporate Plan	Bournemouth	BW	April '18	Policy
2019/20 Corporate Plan for new authority	BCP	BW	April '19	Policy
Develop and deliver new IPP e newsletter	Bmth/Poole	BW	End of April '18 then fortnightly	Policy
Review Policy Framework for new authority	BCP	SJ	TBA	Policy
Impact of Brexit - policy paper and ongoing monitoring	Bmth/Poole	BW	End of April '18	Policy
District Heating Study	Poole	BW	April '18	Policy
Develop complaints policy for new authority	BCP	BW	TBA	Policy
2017/18 Q4/end of year report reporting	Bmth/Poole	BW	June '18	Performance
2018/19 Half yearly performance reporting	Bmth/Poole	BW	Sept '19	Performance
2018/19 Service Planning	Bournemouth	BW	End of April '18	Performance
2017/18 Employee Monitoring Report	Bournemouth	SJ	June '18	Performance
Develop service planning and performance framework for new authority	BCP	SJ	TBA	
LGI Inform Quarterly Benchmarking	Bournemouth	SJ		Performance
Single Data List (Annual Refresh)	Bournemouth	SJ		Performance
Complaints investigation & reporting	Bmth/Poole	BW/SJ	ongoing	Performance
Local Government Ombudsman single point of contact for Poole	Poole	BW	ongoing	Performance
PDSA (Place Based Social Action) funding programme – linked to loneliness project	Poole	SJ	March '19	Ex Funding/ Community
Support Poole's Community Leadership Group	Poole	SJ	Ongoing	Community
Poole Older People's Steering Group	Poole	SJ	Ongoing	Community
Early Help Board	Bmth/Poole/Dorset	SJ	Ongoing	Community
Poole Conversation (faith community, Bournemouth University and Borough of Poole)	Poole	SJ	Ongoing	Community
Bournemouth and Poole Sustainable Food City Partnership	Bmth/Poole	SJ	Ongoing	Community
Panel member on funding programmes – Dorset Community Foundation and Social Care grant programme	Bmth/Poole	SJ	Ongoing	Community
Fairtrade Town programme	Poole	SJ	TBC	Community
Poole CVS Grant award and monitoring	Poole	BW	Quarterly	Community

Insight, Policy & Performance Projects and Activities

Key Tasks & Projects for 2018/19	Council	Lead Officer	Due by or frequency	Business Area
Review the Disability Consultation Contract	Bmth/Poole	SJ	Dec 2018	Community
Faithlinks and Chaplaincy in Poole	Poole	SJ		Community
Maintain/create external Funding Bid Register	Bmth/Poole	SJ	Ongoing	External funding
External funding reporting - CP30	Bmth/Poole	BW/SJ	Monthly	External funding
Housing Pivotal Funding project (April '18)	Poole	BW	May '18	External funding
Upton Country Park HLF Funding project (2nd phase application)	Poole	SJ	June '19	External funding
Sea Warriors funding bid - advice and guidance	Poole	SJ		External funding
Dorset Race Equality Council	Bmth/Poole	SJ	Quarterly	Eq & Diversity
Equality Leadership Groups – supporting & reporting	Bmth/Poole	SJ	Quarterly	Eq & Diversity
Community Cohesion - analysis of impact & response to Integrated Communities green paper	BCP	SJ	May 18	Eq & Diversity
EQIA new authority budget	BCP	SJ	Feb '19	Eq & Diversity
Community Right to Bid - Branksome Bowls Club	Poole	SJ		Community
Prejudice Free Dorset/reporting centre	Bmth/Poole	SJ	Ongoing	Eq & Diversity
Evaluation of EQIAs - reporting and learning	Bmth/Poole	SJ	Ongoing	Eq & Diversity
Equality & Diversity Policy for new authority	BCP	SJ	March '19	Eq & Diversity
Poole Town Centre North EQIA	Poole	SJ	April '18 and ongoing	Eq & Diversity
Provide on demand advice and guidance on all aspects of the Public Sector Equality Duty for service units across both Councils	Bmth/Poole	SJ	Ongoing	Eq & Diversity
Provide on demand advice and guidance on all aspects of policy, performance and service planning for service units across both Councils	Bmth/Poole	BW/SJ	Ongoing	Policy/Performance
Review of IP&P intranet pages	Bmth/Poole	BW	April '18	Business Eff
IPP - compliance with GDPR	Bmth/Poole	BW	May '18	Business Eff
Review approach to horizon scanning parliamentary activity	Bmth/Poole	SJ	May '18	Business Eff

Insight, Policy & Performance Projects and Activities

Key Tasks & Projects for 2018/19	Council	Lead Officer	Due by or frequency	Business Area
Team projects/roles under review:				
<i>Community Infrastructure Levy</i>	<i>Bournemouth</i>	<i>SJ</i>	<i>tbc</i>	<i>Community</i>
<i>Covenant of Mayors monitoring report - carbon reduction</i>	<i>Poole</i>	<i>BW</i>		<i>Policy</i>
<i>Local Energy Advice Programme</i>	<i>Bmth/Poole</i>	<i>BW</i>		<i>Policy</i>
<i>Publish Home Energy Conservation Act report</i>	<i>Poole</i>	<i>BW</i>		<i>Policy</i>
<i>Administer corporate utilities contracts</i>	<i>Poole</i>	<i>BW/GS</i>	<i>Monthly</i>	<i>Property/Facilities Management</i>
<i>Produce Display Energy Certificates and Energy Performance Certificates for Council buildings</i>	<i>Poole</i>	<i>BW/GS</i>	<i>Annually</i>	<i>Property/Facilities Management</i>