

PLANNING SERVICES – Mission, Values & Core Objectives

**High Level Objectives 2009/10 (in addition to our underlying service delivery)**

No.	Action	Lead(s)	Delivery Date(s)	Progress
1	<b>DLHE</b> - to implement the findings of the 'Kennedy Review' into the Destination of Leavers in Higher Education annual return, offering direct support to Careers Service this cycle, and making a step-change in the scope and quality of our service re DLHE and graduate employment data.	Laura Ottery, Paul Ruddock	December 2009 to May 2010	
2	<b>Reporting</b> – to identify, agree and spread good practice on reporting, focusing initially on the Admissions and Research (apps, awards, income) reports to VCEG.	Nicki Horseman	December 2009 initially, through April 2010.	
3	<b>Website</b> - to restructure the website, in conjunction with Communication Services, to simplify and polish the offering, and make it more external facing. With an interim milestone of January to have rationalised current content pre restructuring.	Cate Glead	January 2010 (interim), July 2010 (final)	
4	<b>New University Strategic Plan</b> – to research, write and produce, with Stuart Franklin, a fresh University Strategic Plan publication, based on current strategy and with right level of consultation, and that generates a sector-leading and externally-facing Plan.	Patrick Kennedy	April 2010	
5	<b>KPIs</b> – to review the University's KPIs, with a view to ensuring they are focused on our international as well as UK ambitions, for approval by Council.	Patrick Kennedy, Paul Ruddock	April 2010	
6	<b>HEFCE Leading Transformational Change Project</b> – setting up this major collaborative project, appointing project manager and commencing implementation.	Patrick Kennedy	April 2010	
7	<b>Business Intelligence and Business Planning programme</b> – to implement the first stages agreed by the BI Board, with a particular focus on data quality and on business planning (and with associated staffing changes in Planning).	Beth Reichwald, Nicki Horseman	Throughout 2009/10	
8	<b>Transition to Colleges</b> - to actively guide the transition as part of the Change Management Group, to oversee preparations in Planning for the Colleges	All	Throughout 2009/10	

	system, to build fresh relationships with College management teams and to implement interim planning arrangements for 2009/10.			
9	<b>Research reporting and REF preparations</b> – to work with the Research and Knowledge Transfer team to ensure that reporting on research activity in the run-up to the REF is substantially improved; confirming key milestones for the REF, and preparing the team’s programme of work.	Laura Ottery	Throughout 2009/10	
10	<b>Risk</b> – to review the major operational risks within the team, looking especially at high: volume, financial value, reputational impact and complexity areas, and to oversee the implementation of appropriate controls to manage the risks.	Patrick Kennedy	February 2010	
11	<b>Facts and Figures</b> – review current facts & figures/data compendium, and agree new presentational style and data coverage.	ANOther	February 2010	
12	<b>Statistical guide for the layman</b> – to produce and present a simple guide that explains the whys, do’s, don’ts and good practice tips for the statistical novice.	Nicki Horseman	April 2010	
13	<b>Durham LGM project</b> – to facilitate the Exeter aspects of the HEFCE funded project, which focuses on improving performance in those academic departments that tend to stubbornly under-perform.	Patrick Kennedy	Throughout 2009/10	
14	<b>Internationalisation</b> – to support the new Internationalisation Strategy, for example through information provision and research.	ANOther	Throughout 2009/10	
15	<b>Fees and Funding Review</b> – supporting the University’s response to the Lord Browne review.	Patrick Kennedy/all	Throughout 2009/10	
16	<b>HESES 09</b> – to ensure that the process and submission are fully compliant with HEFCE requirements	Beth Reichwald	December 2009	
17	<b>Stripping out lowest value activity</b> – looking at what we do, and stopping doing those things that add least value and/or create an adverse impact on our colleagues	Patrick Kennedy, All	January 2010	
18	<b>Student Number Planning</b> – reviewing our recent planning and achievement of plans, identifying lessons learnt, proposing and implementing modifications.	Fiona Kugele	February 2010	
19	<b>HESA (student) and associated data</b> – reviewing the approach from 08/09 return, clarifying who does what/when and where, and agreeing the data quality approach for 2009/10.	Laura Ottery	April 2010	

20	<b>HESA/HESES Audit</b> – to ensure that the preparations for the anticipated audit are well informed, documented and robust	Nicki Horseman, Julie Crispin, Beth Reichwald	Throughout 2009/10	
21	<b>Improving our core processes</b> – looking at how we do things, and doing these more smartly as well as robustly to save time and cost and improve service delivery.	Nicki Horseman  All	Throughout 2009/10	

*Actions 1-15 are major initiatives/key tasks; 16-21 are major process improvements. This plan excludes activities provided under a separate contract with Exeter Enterprises.*

### **Our Key Performance Indicators**

Committee paper circ/mins

Major rankings/issues briefings

Submissions quality/timings re HESA etc

Customer satisfaction survey

Staff satisfaction survey

Environmental impact