

# North Wiltshire District Council

## Transitional Corporate Plan 2008/2009

### Mission:

*Improving North Wiltshire*

### Vision:

*Vibrant, diverse and healthy communities living in a clean and safe environment*

*Improving North Wiltshire*

## 1. Community - To promote vibrant, safe and inclusive communities

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Lead Member and Owner	Links
<ul style="list-style-type: none"> <li><b>Housing</b> – Maximise the opportunities for affordable, accessible and decent housing for all</li> </ul>	<ul style="list-style-type: none"> <li><b>Delivering 300 new affordable homes</b> - work with registered social landlords to enable 300 new affordable homes to be provided (through Council funding and the planning system) by March 2009</li> </ul>	<b>NI 155:</b> Number of Affordable Homes completed <ul style="list-style-type: none"> <li>2007/08 &amp; 2008/09 (combined): 300 homes</li> </ul>	Howard Greenman Colin Keane	<b>LAA</b>
	<ul style="list-style-type: none"> <li><b>Improve housing conditions across the District</b> – enable 110 homes for vulnerable households to reach the decent homes standard by March 2009</li> </ul>	<b>LPI a:</b> Number of homes with vulnerable households meeting decent homes standard <ul style="list-style-type: none"> <li>2007/08 &amp; 2008/09 (combined): 110 homes</li> </ul>	Howard Greenman Colin Keane	<b>LAA</b>
	<ul style="list-style-type: none"> <li><b>Increase prevention of homelessness</b> – Reduce the number of households in temporary accommodation by 20% by March 2009 (from April 2007 baseline).</li> </ul>	<b>NI 156:</b> Number of households in temporary accommodation <ul style="list-style-type: none"> <li>2007/08 – 10% reduction on 2006/07 baseline</li> <li>2008/09 – 20% reduction on 2006/07 baseline</li> </ul>	Howard Greenman Colin Keane	<b>LAA</b>
<ul style="list-style-type: none"> <li><b>Community Safety</b> – Work with partner organisations to reduce crime and the fear of crime</li> </ul>	<ul style="list-style-type: none"> <li><b>Reduce Anti-Social Behaviour</b> – Work together with partners to reduce anti-social behaviour through education, projects and appropriate enforcement.</li> </ul>	<b>NI 17:</b> Perceptions of Anti-social behaviour <ul style="list-style-type: none"> <li>2008/09 – 12% improvement on 2005 baseline</li> </ul>	Bob Causer Jo Cogswell	<b>LAA</b>
<ul style="list-style-type: none"> <li><b>Economy</b> - Support a diverse and thriving economy</li> </ul>	<ul style="list-style-type: none"> <li><b>Redeveloping Town Centres</b> - Produce Development Brief for Bath Road in Chippenham in conjunction with Wiltshire County Council. Implement Phelps Parade Development Brief in Calne</li> </ul>	Plans for Phelps Parade on target to complete by Autumn 2009.  Agree way forward for Bath Road site by April 2008.	Dick Tonge David Stirling	
	<ul style="list-style-type: none"> <li><b>Helping local projects to succeed</b> – Provide more than £200,000 in community grants in the year.</li> </ul>	Total grant funds provided to community groups exceed £200,000.	Viv Vines Jo Cogswell	<b>LAA</b>

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Lead Member and Owner	Links
<ul style="list-style-type: none"> <li><b>Transport</b> – Support parking improvements in partnership with Wiltshire County Council</li> </ul>	<ul style="list-style-type: none"> <li><b>Implement Parking Schemes</b> – Introduce Residents' Parking Scheme in Chippenham and on street parking restrictions in Wootton Bassett (in partnership with Wiltshire County Council).</li> </ul>	<p>Complete evaluation of Park Lane scheme and decide on plan for other parts of Chippenham by April 2008.</p> <p>Implement Wootton Bassett High Street scheme by March 2009 at the latest.</p>	<p>Chuck Berry</p> <p>Chris Major</p>	
<ul style="list-style-type: none"> <li><b>Culture/healthy lifestyles</b> – Creating opportunities to encourage people of all ages to get involved in leisure activities</li> </ul>	<ul style="list-style-type: none"> <li><b>Improving leisure opportunities</b> – Continue to support community-run leisure centres in Cricklade and Calne, and work with County partners to agree leisure strategy for Unitary authority.</li> </ul>	<p>Six leisure centres remain open in North Wiltshire, two of which are run by community groups.</p>	<p>Viv Vines</p> <p>Graham Wilson</p>	<b>LAA</b>
	<ul style="list-style-type: none"> <li><b>Providing Sports Grants</b> – Provide grants for summer play schemes and leisure and sporting activities for all.</li> </ul>	<p>Number of schemes and clubs supported by grants from the Council.</p>	<p>Viv Vines</p> <p>Jo Cogswell</p>	

## 2. Environment - To protect and enhance the local environment

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Lead Member and Owner	Links
<ul style="list-style-type: none"> <li><b>Waste &amp; Recycling</b> – minimise waste and increase our recycling rates</li> </ul>	<ul style="list-style-type: none"> <li><b>Improving the amount you recycle</b> – Future plans for recycling to be developed through Wiltshire Waste Partnership.</li> </ul>	<b>NI 192:</b> % Waste recycled and composted <ul style="list-style-type: none"> <li>2007/08 – 22.5%</li> <li>2008/09 – 23%</li> </ul> Evaluate Overview & Scrutiny report on future strategy for recycling and prepare implementation plan in conjunction with Wiltshire County Council	Toby Sturgis  Chris Couzins-Short	<b>Cleansing &amp; Amenities Improvement Plan</b>  <b>LAA</b>
	<ul style="list-style-type: none"> <li><b>Helping you to recycle green waste</b> – Continue to increase green waste collection service from households.</li> </ul>	<b>LPId:</b> % of households with green waste collection <ul style="list-style-type: none"> <li>2007/08 – 10%</li> <li>2008/09 – 15%</li> </ul>	Toby Sturgis  Chris Couzins-Short	<b>Cleansing &amp; Amenities Improvement Plan</b>  <b>LAA</b>
<ul style="list-style-type: none"> <li><b>Climate change</b> – take action to reduce the impact of climate change on our activities and to promote energy awareness to our customers</li> </ul>	<ul style="list-style-type: none"> <li><b>Improve the energy efficiency of Council-owned buildings</b> – Implement programme and recommendations from Carbon Trust Report for Monkton Park Office.</li> </ul>	<b>NI 185:</b> CO <sub>2</sub> reduction from LA operations <ul style="list-style-type: none"> <li>2008/09 – Baseline year</li> </ul> <b>NI 188:</b> Strategic planning to respond to climate change <ul style="list-style-type: none"> <li>2008/09 – Baseline year</li> </ul>	Peter Roberts  David Stirling	
	<ul style="list-style-type: none"> <li><b>Provide support for community led sustainable energy projects</b> – Provide grants for energy saving schemes for community-owned buildings.</li> </ul>	CO <sub>2</sub> reduction from grant funded community schemes.	Dick Tonge  Jo Cogswell	
	<ul style="list-style-type: none"> <li><b>Home energy efficiency improvements</b> – Continue to support Warm Hearted Homes to achieve improvements in home energy efficiency of 5% (from April 2007 baseline).</li> </ul>	<b>LPle:</b> Improvement in home energy efficiency <ul style="list-style-type: none"> <li>2007/08 – 2.5% improvement (from April 2007 baseline)</li> <li>2008/09 – 5% improvement (from April 2007 baseline)</li> </ul>	Howard Greenman  Colin Keane	

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Lead Member and Owner	Links
<ul style="list-style-type: none"> <li><b>Controlled Development</b> – protect our countryside and built environment through our planning activities</li> </ul>	<ul style="list-style-type: none"> <li><b>Identifying land for future housing and employment needs</b> – Deliver Housing Land Availability Assessment and Strategic Flood Assessment</li> </ul>	Delivery of Housing Land Availability and Strategic Flood Assessments linked to Local Development Framework	Chuck Berry Lachlan Robertson	<b>LDF</b>
	<ul style="list-style-type: none"> <li><b>Support the development of mixed and sustainable communities</b> - Revise Affordable Housing Supplementary Planning document to better reflect rural needs.</li> </ul>	Delivery of revised Affordable Housing Supplementary Planning	Chuck Berry Lachlan Robertson	<b>LDF</b>
<ul style="list-style-type: none"> <li><b>Cleaner streets</b> – improve the cleanliness of our local roads and public open spaces</li> </ul>	<ul style="list-style-type: none"> <li><b>Maintaining public open spaces and cleaning up grot spots</b> – Implement revised maintenance schedules from April 2008. Introduce emergency litter response squads.</li> </ul>	<b>LPIf:</b> % of scheduled works completed on time <ul style="list-style-type: none"> <li>2008/09 – baseline year</li> </ul> <b>NI 195:</b> Improved street and environmental cleanliness. <ul style="list-style-type: none"> <li>2007/08 – 17.5%</li> <li>2008/09 – 14% (lower %age reflects improved performance)</li> </ul> Emergency litter response squads operational.	Toby Sturgis Chris Couzins-Short	<b>Cleansing and Amenities Improvement Plan</b>

### 3. Customers - To put our customers at the heart of everything we do

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Owner	Links
<ul style="list-style-type: none"> <li><b>Performance &amp; satisfaction in priority services</b> - Improve our service performance and customer satisfaction in priority service areas, namely: <b>Cleansing &amp; Amenities, Revenues &amp; Benefits, and Customer Focus</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Improve service performance in Revenues and Benefits</b> – Continue to deliver Benefits improvement plan, and implement recommendations arising from “Lean” review of revenues service.</li> </ul>	<p><b>NI 181</b> – Time taken to process new benefits claims and changes in circumstances.</p> <p><b>New claims:</b></p> <ul style="list-style-type: none"> <li>2007/08 – 29 days</li> <li>2008/09 – 24 days (top quartile)</li> </ul> <p><b>Changes in circumstances:</b></p> <ul style="list-style-type: none"> <li>2007/08 – 9.5 days</li> <li>2008/09 – 7.1 days (top quartile)</li> </ul> <p><b>BVPI 9</b> - % council tax collected in year.</p> <ul style="list-style-type: none"> <li>2007/08 – 98.2%</li> <li>2008/09 – 98.6% (top quartile)</li> </ul> <p><b>BVPI 10</b> - % NNDR collected in year.</p> <ul style="list-style-type: none"> <li>2007/08 – 99%</li> <li>2008/09 – 99.4% (top quartile)</li> </ul>	<p>Howard Greenman &amp; Allison Bucknell</p> <p>Jackie Tavener</p>	<p><b>DWP Benefits Improvement Plan,</b></p>
	<ul style="list-style-type: none"> <li><b>Improve service performance in Cleansing &amp; Amenities</b> – Deliver service improvements arising from Cleansing &amp; Amenities Improvement plan</li> </ul>	<p>Delivery of Cleansing and Amenities Improvement Plan as agreed by Executive.</p>	<p>Toby Sturgis</p> <p>Chris Couzins-Short</p>	<p><b>Cleansing &amp; Amenities Improvement Plan</b></p>
	<ul style="list-style-type: none"> <li><b>Improve service performance in Customer Focus</b> – Deliver actions from Customer Focus Improvement Plan Increase customer satisfaction from 2006/07 baseline.</li> </ul>	<p><b>LPI 16</b> - % of visitors surveyed who said they were satisfied with the overall quality of service provided.</p> <ul style="list-style-type: none"> <li>2008/09 – 5% improvement on 2007/08 baseline from Govmetric system</li> </ul>	<p>Caroline Ramsey</p> <p>Jackie Tavener</p>	<p><b>Customer Focus Improvement Plan</b></p>

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Owner	Links
<ul style="list-style-type: none"> <li><b>Equality of Access</b> - Make it easier for all our customers to access our services</li> </ul>	<ul style="list-style-type: none"> <li><b>Creating a one-stop-shop to deal with all your enquiries</b> – Establish customer contact centre in line with plans for the new unitary council.</li> </ul>	<p><b>LPI 15</b> - % of customers dealt with at first point of contact</p> <ul style="list-style-type: none"> <li>2007/08 – 93%</li> <li>2008/09 – 94%</li> </ul> <p><b>NI 14</b> – Number of contacts per resolved request.</p> <ul style="list-style-type: none"> <li>2008/09 – baseline year</li> </ul>	<p>Caroline Ramsey</p> <p>Jackie Tavener</p>	<p><b>Customer Focus Improvement Plan</b></p>
	<ul style="list-style-type: none"> <li><b>Improving access to local Council services</b> – Expand the use of technology, increase take-up of online services and review payment methods for customers.</li> </ul>	<p>Introduce new online transactional services, linked to improvement areas in Revenues &amp; Benefits, Cleansing &amp; Amenities and Customer Focus.</p> <p>Introduce credit and debit card payment options for all Council services</p>	<p>Allison Bucknell</p> <p>Pete Barnett</p>	<p><b>Benefits, Cleansing &amp; Amenities and Customer Focus Improvement Plans</b></p> <p><b>1C4W</b></p>
	<ul style="list-style-type: none"> <li><b>Training staff and councillors to understand equality and diversity</b> – Work jointly with Wiltshire councils to build on best practice into the new authority. All new staff and members to undertake Equality and Diversity training</li> </ul>	<p><b>LPI g i &amp; ii</b> - % new staff and members who have completed Equality and Diversity training.</p>	<p>Caroline Ramsey</p> <p>Elaine Orchard</p>	
<ul style="list-style-type: none"> <li><b>Consultation &amp; Communication</b> - Listen and talk with our residents, young people</li> </ul>	<ul style="list-style-type: none"> <li><b>Listening to young people</b> – Support a Young People’s Council in North Wiltshire, meeting at least six times in the year</li> </ul>	<p>Number of young people involved with Young People’s Council and number of meetings per year.</p>	<p>Viv Vines</p> <p>Jo Cogswell</p>	

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and businesses	<ul style="list-style-type: none"> <li>• <b>Support Community Area Partnerships and Community Plans</b> – Develop Pilot Area Boards linking to the existing Community Areas and Community Area Partnerships in North Wiltshire.</li> </ul>	Pilot Area Boards established in North Wiltshire, in partnership with the County Council.	Caroline Ramsey & Allison Bucknell  Jo Cogswell	<b>1C4W</b>
<ul style="list-style-type: none"> <li>• <b>Training &amp; Development</b> – Develop our staff and Councillors to give their best to residents</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Invest in our elected members who represent you</b> – Benchmark assessment for Charter for Member Development to be undertaken. Develop transition plan for all Wiltshire Councils to achieve county-wide accreditation for the new authority.</li> <li>• <b>Invest in our staff</b> – Support training and development for staff throughout transition process to the new authority</li> </ul>	Plans agreed for new authority to achieve Charter for Member Development  Ensure all staff appraisals are carried out as planned during 2008/09	Allison Bucknell  Elaine Orchard  Allison Bucknell  Elaine Orchard	<b>1C4W</b>
<ul style="list-style-type: none"> <li>• <b>Budget</b> - Use your money effectively and efficiently and explore new ways of working</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Use your money and assets effectively and efficiently</b> – Achieve 3% cashable efficiency gains over 2008/09 in line with 2007 Comprehensive Spending Review (CSR07) requirements.</li> </ul>	<b>NI 179</b> – cash releasing value of value for money gains for 2008/09 <ul style="list-style-type: none"> <li>• 2007/08 – 3%</li> <li>• 2008/09 – 3% cashable efficiency gains (in line with previous “Gershon” efficiency gains)</li> </ul>	Dick Tonge  Stuart McGregor	
<ul style="list-style-type: none"> <li>• <b>Transition to new Unitary Authority</b> – Ensure “business as usual” for service delivery to the public and a</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Provide seamless service over transition period</b> - Ensure smooth transition of services from North Wiltshire District Council to the new Unitary Authority by vesting day.</li> </ul>	Council services to the public provided at current (or improved) levels of performance throughout transition process	Dick Tonge and Allison Bucknell  Delwyn Burbidge	<b>1C4W</b>



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smooth handover to the new Council	<ul style="list-style-type: none"> <li>• <b>Service planning for the future</b> - Ensure that North Wiltshire District Council plays a full role in shaping the services of the new unitary authority.</li> </ul>	Ensure North Wiltshire District Council contributes to all District service planning groups	Dick Tonge and Allison Bucknell  Delwyn Burbidge	<b>1C4W</b>

**Abbreviations used in table above:**

1C4W One Council for Wiltshire

BVPI Best Value Performance Indicator (previous national performance indicators)

CMB Corporate Management Board

CO<sub>2</sub> Carbon dioxide

DWP Department for Work and Pensions

LAA Local Area Agreement

LDF Local Development Framework

LPI Local Performance Indicator

NI National Indicator (new performance indicators coming in for 2008/09)