

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

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"> • Transport – Support parking improvements in partnership with Wiltshire County Council 	<ul style="list-style-type: none"> • Implement Parking Schemes – Introduce Residents' Parking Scheme in Chippenham and on street parking restrictions in Wootton Bassett (in partnership with Wiltshire County Council). 	<p>Compete 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"> • Culture/healthy lifestyles – Creating opportunities to encourage people of all ages to get involved in leisure activities 	<ul style="list-style-type: none"> • Improving leisure opportunities – Continue to support community-run leisure centres in Cricklade and Calne, and work with County partners to agree leisure strategy for Unitary authority. 	<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>	LAA
	<ul style="list-style-type: none"> • Providing Sports Grants – Provide grants for summer play schemes and leisure and sporting activities for all. 	<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"> Waste & Recycling – minimise waste and increase our recycling rates 	<ul style="list-style-type: none"> Improving the amount you recycle – Future plans for recycling to be developed through Wiltshire Waste Partnership. 	NI 192: % Waste recycled and composted <ul style="list-style-type: none"> 2008/09 – 23% Evaluate Overview & Scrutiny report on future strategy for recycling and prepare implementation plan in conjunction with Wiltshire County Council	Toby Sturgis Chris Couzins-Short	Cleansing & Amenities Improvement Plan LAA
	<ul style="list-style-type: none"> Helping you to recycle green waste – Continue to increase green waste collection service from households. 	LPId: % of households with green waste collection <ul style="list-style-type: none"> 2007/08 – 10% 2008/09 – 15% 	Toby Sturgis Chris Couzins-Short	Cleansing & Amenities Improvement Plan LAA
<ul style="list-style-type: none"> Climate change – take action to reduce the impact of climate change on our activities and to promote energy awareness to our customers 	<ul style="list-style-type: none"> Improve the energy efficiency of Council-owned buildings – Implement programme and recommendations from Carbon Trust Report for Monkton Park Office. 	NI 185: CO ₂ reduction from LA operations <ul style="list-style-type: none"> 2008/09 – Baseline year NI 188: Strategic planning to respond to climate change <ul style="list-style-type: none"> 2008/09 – Baseline year 	Peter Roberts David Stirling	
	<ul style="list-style-type: none"> Provide support for community led sustainable energy projects – Provide grants for energy saving schemes for community-owned buildings. 	CO ₂ reduction from grant funded community schemes.	Dick Tonge Jo Cogswell	
	<ul style="list-style-type: none"> Home energy efficiency improvements – Continue to support Warm Hearted Homes to achieve improvements in home energy efficiency of 5% (from April 2007 baseline). 	LPle: Improvement in home energy efficiency <ul style="list-style-type: none"> 2008/09 – 5% improvement (from April 2007 baseline) 	Howard Greenman Colin Keane	

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<ul style="list-style-type: none"> • Controlled Development – protect our countryside and built environment through our planning activities 	<ul style="list-style-type: none"> • Identifying land for future housing and employment needs – Deliver Housing Land Availability Assessment and Strategic Flood Assessment 	Delivery of Housing Land Availability and Strategic Flood Assessments linked to Local Development Framework	Chuck Berry Lachlan Robertson	LDF
	<ul style="list-style-type: none"> • Support the development of mixed and sustainable communities - Revise Affordable Housing Supplementary Planning document to better reflect rural needs. 	Delivery of revised Affordable Housing Supplementary Planning	Chuck Berry Lachlan Robertson	LDF
<ul style="list-style-type: none"> • Cleaner streets – improve the cleanliness of our local roads and public open spaces 	<ul style="list-style-type: none"> • Maintaining public open spaces and cleaning up grot spots – Implement revised maintenance schedules from April 2008. Introduce emergency litter response squads. 	LPIf: % of scheduled works completed on time <ul style="list-style-type: none"> • 2008/09 – baseline year NI 195: Improved street and environmental cleanliness. <ul style="list-style-type: none"> • 2008/09 – 14% Emergency litter response squads operational.	Toby Sturgis Chris Couzins-Short	Cleansing and Amenities Improvement Plan

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"> Performance & satisfaction in priority services - Improve our service performance and customer satisfaction in priority service areas, namely: Cleansing & Amenities, Revenues & Benefits, and Customer Focus 	<ul style="list-style-type: none"> Improve service performance in Revenues and Benefits – Continue to deliver Benefits improvement plan, and implement recommendations arising from “Lean” review of revenues service. 	<p>NI 181 – Time taken to process new benefits claims and changes in circumstances.</p> <ul style="list-style-type: none"> 2008/09 – top quartile (for whole year) <p>BVPI 9 & 10 - % council tax and NNDR collected in year.</p> <ul style="list-style-type: none"> 2008/09 – 2nd quartile 	Howard Greenman & Allison Bucknell Jackie Tavener	DWP Benefits Improvement Plan,
	<ul style="list-style-type: none"> Improve service performance in Cleansing & Amenities – Deliver service improvements arising from Cleansing & Amenities Improvement plan 	Delivery of Cleansing and Amenities Improvement Plan as agreed by Executive.	Toby Sturgis Chris Couzins-Short	Cleansing & Amenities Improvement Plan
	<ul style="list-style-type: none"> Improve service performance in Customer Focus – Deliver actions from Customer Focus Improvement Plan Increase customer satisfaction from 2006/07 baseline. 	<p>LPI 16 - % of visitors surveyed who said they were satisfied with the overall quality of service provided.</p> <ul style="list-style-type: none"> 2008/09 – xx% improvement on 2007/08 baseline (<i>target to be set</i>) 	Caroline Ramsey Jackie Tavener	Customer Focus Improvement Plan
<ul style="list-style-type: none"> Equality of Access - Make it easier for all our customers to access our services 	<ul style="list-style-type: none"> Creating a one-stop-shop to deal with all your enquiries – Establish customer contact centre in line with plans for the new unitary council. 	<p>LPI 15 - % of customers dealt with at first point of contact</p> <ul style="list-style-type: none"> Xx % (<i>Target to be set to align with unitary authority</i>). <p>NI 14 – Number of contacts per resolved request.</p> <ul style="list-style-type: none"> 2008/09 – baseline year 	Caroline Ramsey Jackie Tavener	Customer Focus Improvement Plan

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	<ul style="list-style-type: none"> • Improving access to local Council services – Expand the use of technology, increase take-up of online services and review payment methods for customers. 	<p>Introduce new online transactional services, linked to improvement areas in Revenues & Benefits, Cleansing & Amenities and Customer Focus.</p> <p>Introduce credit and debit card payment options for all Council services</p>	<p>Allison Bucknell Pete Barnett</p>	<p>Benefits, Cleansing & Amenities and Customer Focus Improvement Plans</p> <p>1C4W</p>
	<ul style="list-style-type: none"> • Training staff and councillors to understand equality and diversity – 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 	<p>LPI g i & ii - % new staff and members who have completed Equality and Diversity training.</p>	<p>Allison Bucknell Elaine Orchard</p>	
<ul style="list-style-type: none"> • Consultation & Communication - Listen and talk with our residents, young people and businesses 	<ul style="list-style-type: none"> • Listening to young people – Support a Young People’s Council in North Wiltshire, meeting at least six times in the year 	<p>Number of young people involved with Young People’s Council and number of meetings per year.</p>	<p>Viv Vines Jo Cogswell</p>	
	<ul style="list-style-type: none"> • Support Community Area Partnerships and Community Plans – Develop Pilot Area Boards linking to the existing Community Areas and Community Area Partnerships in North Wiltshire. 	<p>Pilot Area Boards established in North Wiltshire, in partnership with the County Council.</p>	<p>Caroline Ramsey & Allison Bucknell Jo Cogswell</p>	<p>1C4W</p>

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<ul style="list-style-type: none"> Training & Development – Develop our staff and Councillors to give their best to residents 	<ul style="list-style-type: none"> Invest in our elected members who represent you – 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. 	Plans agreed for new authority to achieve Charter for Member Development	Allison Bucknell Elaine Orchard	1C4W
	<ul style="list-style-type: none"> Invest in our staff – Support training and development for staff throughout transition process to the new authority 	Ensure all staff appraisals are carried out as planned during 2008/09	Allison Bucknell Elaine Orchard	
<ul style="list-style-type: none"> Budget - Use your money effectively and efficiently and explore new ways of working 	<ul style="list-style-type: none"> Use your money and assets effectively and efficiently – Achieve 3% cashable efficiency gains over 2008/09 in line with 2007 Comprehensive Spending Review (CSR07) requirements. 	NI 179 – cash releasing value of value for money gains for 2008/09 <ul style="list-style-type: none"> 2008/09 – 3% cashable efficiency gains (in line with previous “Gershon” efficiency gains) 	Dick Tonge Stuart McGregor	
<ul style="list-style-type: none"> Transition to new Unitary Authority – Ensure “business as usual” for service delivery to the public and a smooth handover to the new Council 	<ul style="list-style-type: none"> Provide seamless service over transition period - Ensure smooth transition of services from North Wiltshire District Council to the new Unitary Authority by vesting day. 	Council services to the public provided at current (or improved) levels of performance throughout transition process	Dick Tonge and Allison Bucknell CMB	1C4W
	<ul style="list-style-type: none"> Service planning for the future - Ensure that North Wiltshire District Council plays a full role in shaping the services of the new unitary authority. 	Ensure North Wiltshire District Council contributes to all District service planning groups	Dick Tonge and Allison Bucknell CMB	1C4W

Abbreviations used in table above:

1C4W One Council for Wiltshire

BVPI Best Value Performance Indicator (previous national performance indicators)

CMB Corporate Management Board

CO₂ 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)