






Transitional Corporate Plan 2008/09



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Action Status	
	Completed
	Assigned; In Progress
	Unassigned; Check Progress; Not Started
	Overdue
	Cancelled

Priority: **1. Community**


Goal: **1.1 Housing - Maximise the opportunities for affordable, accessible and decent housing for all**

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Delivering 300 new affordable homes over two years	Delivering 300 new affordable homes over two years (from 01.04.07 to 31.03.09) – work with registered social landlords to enable 300 new affordable homes to be provided (through Council funding and the planning system) within 2 years.	31/03/2009		94 %	The Council's partnership with housing associations to provide affordable housing has been very successful in the last two years. 2007/08 saw the completion of 165 new homes and the first two quarters of 2008/09 have seen 117 homes completed. We anticipate by March 2009 that 178 homes will have been completed in the year. Over the two year period 343 homes should be completed. 14% over target.	Colin Keane
Improve housing conditions across the District	Improve housing conditions across the District – enable 110 homes for vulnerable households to reach the decent	31/03/2009		70 %	At the end of Q2 77 homes have been improved to the decent homes standard and 29 homes are undergoing works to bring them up to standard. A further 56 grant applications are being processed which are expected to be completed by April 2009.	Colin Keane

	homes standard by March 2009 (from 01.04.07 to 31.03.09).				Total homes improved for vulnerable households is expected to be 162 - 47% above target.	
Increase prevention of homelessness	Increase prevention of homelessness – Reduce the number of households in temporary accommodation by 20% by March 2009 (from April 2007 baseline).	31/03/2009		100 %	Homelessness has been prevented in 56 cases in the first two quarters (61 cases were prevented during 2007/08). At the end of Q2 32 households were in temporary accommodation. The government target to reduce the use of temporary accommodation by 50% was achieved at the end of 2007/08; the council's target has also been achieved.	Colin Keane



Priority: 1. Community

Goal: 1.2 Community Safety - Work with partner organisations to reduce crime and the fear of crime

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Reduce Anti-Social Behaviour	Work together with partners to reduce anti-social behaviour through education, projects and appropriate enforcement.	31/03/2009		50 %	Next quarter will see the general household survey to test the perception levels of crime. This is an annually recorded target. The delivery of programmes during the recent month of action was targeted at some of the key fear of crime triggers. Good media coverage was achieved including a series of programmes on Radio 4. This work is linked with LAA targets.	Jo Cogswell


Priority: 1. Community

Goal: 1.3 Economy - Support a diverse and thriving economy


Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Redeveloping Town Centres	Produce Development Brief for Bath Road in Chippenham in conjunction with Wiltshire County Council. Implement Phelps Parade Development Brief in Calne.	31/03/2009		30 %	Calne Phelps Parade: Agreements exchanged for re-development on 23rd June 2008. Works commence August 08 for completion Oct 09. Bath Road Redevelopment: Agents appointed to market the site. Expressions of interest sought for response in Sept 08. Projects currently being reviewed in line with overall Wiltshire assets review. Outsourced to Savills. Agreed at Executive 02.10.08. Technical Pack to be issued 17.10.08	David Stirling
Helping local projects to succeed	Provide more than £200,000 of community grants in the year.	31/03/2009		90 %	Commitments exceed £200,000. Reported progress monthly to Corporate Management Team. Subject of a review report to the November meeting of the Executive. Some of the local projects that NWDC has helped since April 08 have been:	Jo Cogswell


					<p>i. Malmesbury Youth Football Club was awarded £20k to provide a new clubhouse to provide changing facilities. The Executive committee then matched this contribution so total funding was £40k.</p> <p>ii. Colerne Parish Council were allocated £25,876 to convert the Old School into 4 units of affordable housing, a village playgroup, 2 community rooms, accommodation for the Parish Clerk and secure storage.</p> <p>iii. In September 08 £5k was awarded to Corsham Alternate Sports Event which included free activities such as climbing, skate boarding and BMX biking for young people. Funds will be granted at the November and Jan 09 meetings projects must fulfil all criteria including planning permission and matched funding and take receipt of funds by March 2009.</p>	
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Priority: 1. Community
Goal: 1.4 Transport - Support parking improvements in partnership with Wiltshire County Council

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Implement Parking Schemes	Introduce Residents' Parking Scheme in Chippenham and on street parking restrictions in Wootton Bassett (in partnership with Wiltshire County Council).	31/03/2009		85 %	Two residents' parking schemes in Chippenham were consulted on and rejected due to insufficient support from the residents. Preliminary plans for on-street parking restrictions in Wootton Bassett have been approved by the Executive. Wiltshire County Council will continue to progress this scheme with new restrictions predicted to be on the ground in Spring 2009.	Julie Higinbotham


Priority: 1. Community
Goal: 1.5 Culture/healthy lifestyles - Creating opportunities to encourage people of all ages to get involved in leisure activities


Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
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.	31/03/2009		80 %	Wiltshire County Council looking to harmonise contract with West Wiltshire DC to 2011, until a decision about the longer term management arrangements can be made by the new council. NWDC continues to implement a programme of enhancements across the 4 leisure centres.	Graham Wilson

Providing Sports Grants	Provide grants for summer play schemes and leisure and sporting activities for all.	31/03/2009		51 %	<p>The Council is working with Calne, Cricklade and DCL to implement projects relating to Energy Efficiency and a £583,000 contract for enhancement works has commenced. By the Jan 09 automatic pool covers will be fitted in TAZ, Springfield and Lime Kiln, plus a liquid cover is to be fitted at the Olympiad leisure centre. Work is also being carried out to heating controls converting them to integral systems which allow them to be run more efficiently by Management systems. Reports for the 3 leisure centres are being agreed with DCL by end of October. Phase 3 works are planned for new year which will result in 100% spend of the budget.</p> <p>Extra £30K for this work. On target to increase number supported. Key projects delivered so far include; Midsummer Bike Night at Castle Combe race circuit in June and Corsham Alternative Sports Event in September attracted over 1500 people between them. Young people tried climbing, parkour, mountain biking, skateboarding and bmx-ing during a day of alternative sports activities at Corsham whilst Castle Combe saw people of all ages involved in a high quality cycling experience to celebrate National Bike Week.</p> <p>A whole series of projects have been run this year with 'Gifted and Talented' programmes for 5 - 7 year olds in Chippenham and Wootton Bassett, a successful Summer Holiday activity programme in Malmesbury, a district wide programme of schools Tag Rugby coaching and a series of activity projects currently being run for 5 - 19 year olds. An older people's activity afternoon was arranged at The Activity Zone and a Tai Chi course has started in Corsham. January will see the launch of 'Return to Sport' projects for adults and a programme of Dance in Calne and Wootton Bassett alongside the development of an alternative sports club in Chippenham.</p>	Jo Cogswell
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Priority: 2. Environment


Goal: 2.1 Waste & Recycling - minimise waste and increase our recycling rates

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Improving the amount you recycle	Future plans for recycling to be developed through Wiltshire Waste Partnership.	31/03/2009		50 %	A series of road shows entitled 'Are you doing enough' were held during June which identified the demand for plastics and cardboard. In response the Executive agreed six sites across the district to locate bring sites for these recyclates with a planned introduction date of 10th November. in	Chris Couzins-Short

					addition, a further series of road shows entitled 'Love Food/Hate Waste' will take place across the district at the end of October helping to launch the bring sites and promoting the reduction of food waste in the run up to Christmas.	
Helping you to recycle green waste	Continue to increase green waste collection service from households.	31/03/2009		75 %	Due to supply issues with bins across Europe the garden waste strategy has been held back. However, we are now working to increase numbers from 11% to 15% coverage across the district. We have distributed our first batch of 600 bins and with further deliveries planned for November and December we are confident of hitting the 15% target by the end of the financial year.	Chris Couzins-Short



Priority: 2. Environment
Goal: 2.2 Climate change - take action to reduce the impact of climate change on our activities and to promote energy awareness to our customers

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Improve the energy efficiency of Council-owned buildings	Implement programme and recommendations from Carbon Trust Report for Monkton Park Office.	31/03/2009		50 %	For 2008/09 there is currently a £10,000 saving predicted on electricity use (which represents 12% savings). Further investment in voltage optimisation plant can bring savings across the building as a whole even before other energy savings are considered. In the case of Monkton Park savings of at least 10% are predicted by the installation of this type of equipment which is currently on order. Order placed with Power Perfecta. The consultant has predicted that the net effect of applying these 'housekeeping' changes to Monkton Park will produce a 20% saving in electricity usage.	David Stirling
Provide support for community led sustainable energy projects	Provide grants for energy saving schemes for community-owned buildings.	31/03/2009		45 %	36 Energy Efficiency Audits conducted. 34 facilities will receive funding to implement recommendations. Once implemented these adaptations will improve the energy efficiency of the building and reduce running costs. Each facility has been provided with an efficiency meter to monitor these improvements in real time. Facilities are being supported to look for the most cost effective suppliers to reduce costs and to modify behaviours to determine the most efficient use of the buildings. Just a few examples are: i. Bradenstoke Village Hall was allocated £1625 to replace their heaters with new more efficient heaters with central	Jo Cogswell

					timers and thermostats. ii. Wootton Bassett Memorial Hall were awarded £21,602 for new heating systems, loft insulation and lighting. This scheme is dependent on external companies under taking work and any acquired planning consents.	
Home energy efficiency improvements	Continue to support Warm Hearted Homes to achieve improvements in home energy efficiency of 5% (from April 2007 baseline).	31/03/2009		50 %	The annual HECA report will be produced at the end of November and will detail the energy efficiency improvements that have been achieved. We continue to work with insulation installers to provide free energy efficiency measures to those on means tested benefits and the over 70's.	Colin Keane


Priority: 2. Environment

Goal: 2.3 Controlled Development - protect our countryside and built environment through our planning activities

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Identifying land for future housing and employment needs	Deliver Strategic Housing Land Availability Assessment and Strategic Flood Assessment	31/03/2009		90 %	The Strategic Housing Land Availability work was completed March 2008 and is now live and public information. The Strategic Flood Risk Assessment is completed and will be published by end July 2008.	Lachlan Robertson
Support the development of mixed and sustainable communities	Revise Affordable Housing Supplementary Planning document to better reflect rural needs.	31/03/2009		100 %	Revised Affordable Housing SPD completed. Update on its use to Executive & Overview and Scrutiny due September 2008.	Lachlan Robertson



Priority: 2. Environment


Goal: 2.4 Cleaner streets - improve the cleanliness of our local roads and public open spaces

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Maintaining public open spaces and cleaning up grot spots	Implement revised maintenance schedules from April 2008. Introduce emergency litter response squads.	31/03/2009		70 %	New cleaning schedules and working patterns have been introduced in Street Cleansing. Two emergency response units are in place and working closely with enforcement to identify and clear grot spots. Schedules are regularly fine tuned and adjusted as the service is monitored. Schedules and inventories are currently being collated for open spaces which will enable a new management plan to be produced.	Chris Couzins-Short

Priority: **3. Customers**



Goal: **3.1 Performance & satisfaction in priority services - Improve our service performance and customer satisfaction in priority service areas, namely: Cleansing & Amenities, Revenues & Benefits, and Customer Focus**


Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Improve service performance in Revenues and Benefits	Continue to deliver Benefits improvement plan, and implement recommendations arising from "Lean" review of revenues service.	31/03/2009		60 %	As far as the benefits improvement plan is concerned, all actions have been delivered 100%; furthermore, the transformation and turnaround in performance of the benefits team was formally recognised by the DWP which resulted in a Ministerial visit in March this year. Council tax collection is up by approx 1% compared to the same stage last year. Non domestic rate collection is up by approx 0.5%. At present this is a positive sign that in year collection figures will improve from 98.3% and 98.5% respectively. For the last year the outstanding correspondence volumes continue to be around the 1000 mark (we receive approx 550 items per week). Before Sept last year, outstanding correspondence volumes were usually between 1,500 and 2,000. Lean Review in Revenues continues to make progress. Currently 8 members of staff trying new ways of working.	Julie Higinbotham; Paul Southway
Improve service performance in Cleansing & Amenities	Deliver service improvements arising from Cleansing & Amenities Improvement plan.	31/03/2009		80 %	Performance across C&A services has improved significantly in the last year as highlighted by the Peoples Voice feedback, the independent Encams Report and our own in house monitoring system. In particular, Street Cleansing performance has improved dramatically resulting in the dept. beating its LPSA stretch target for 07/08 by nearly five percentage points from 17.5% to 12.67% (the lower the % the better the performance). Progress on improvements continues to be monitored by the Service Improvement Board led by the Lead Member.	Chris Couzins-Short

Improve service performance in Customer Focus	Deliver actions from Customer Focus Improvement Plan Increase customer satisfaction from 2006/07 baseline.	31/03/2009		55 %	Comments & Complaints Update report sent to Standards Committee in July. For the whole Council, the number of events has reduced by 40% and the proportion of complaints/negative comments has remained relatively static.	Julie Higinbotham
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Priority: 3. Customers



Goal: 3.2 Equality of Access - Make it easier for all our customers to access our services

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Creating a one-stop-shop to deal with all your enquiries	Establish customer contact centre in line with plans for new unitary Council.	31/03/2009		70 %	A review of the Service Plan has been undertaken in light of the time remaining before transition to One Council. The Customer Liaison Team is focusing on the current services it provides as well as seeking to take on additional services on behalf of Cleansing & Amenities. The Service has also taken on first level contact for the new Wiltshire Electoral Service which is based at Monkton Park. Work will continue to deliver the emerging plans for Customer Contact for the new Wiltshire Council. Resource has been allocated to capture demand so that the new service can be shaped accordingly. A revised Service Plan will be submitted by end of September 2008.	Julie Higinbotham; Paul Southway
Improving access to local Council services	Expand the use of technology, increase take-up of online services and review payment methods for customers.	31/03/2009		80 %	The Council now offers a wide range of payment options for services, including debit & credit card over the internet, by phone and at reception. Services covered include, car parking building control, trade refuse, planning, rents, licenses, council tax and business rates. BACS is now the preferred method of payment for Council creditors. Specifically, access to local services have improved by having an improved web search facility for planning applications and associated plans and documents with the ability to consult online. NWDC also now have improved online information for waste and recycling, including the ability to apply for additional wheeled bins and assisted collections, reporting missed collections and a postcode search to determine bin collection days.	Pete Barnett

Training staff and councillors to understand 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.	31/03/2009		90 %	All new Depot staff have undertaken Respect for People Equality and Diversity training. Most Members have undertaken Equality and Diversity training.	Elaine Orchard
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Priority: **3. Customers**

Goal: **3.3 Consultation & Communication - Listen and talk with our residents, young people and businesses**

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Listening to young people	Support a Young People's Council in North Wiltshire, meeting at least six times in the year.	31/03/2009		50 %	Meeting bi-monthly. 6 meetings have already taken place this Service now delivered by Wiltshire County Council's Youth Development Service. There was a specific event held at the Olympiad in October as a part of Local Democracy week. Schools from North Wiltshire were invited to attend a half day workshop to learn how they can have a voice in the new Unitary Council.	Jo Cogswell
Support Community Area Partnerships and Community Plans	Develop Pilot Area Boards linking to the existing Community Areas and Community Area Partnerships in North Wiltshire.	31/03/2009		50 %	All five Community Areas in the development phase for Area Boards. Area Committees are being used as a development forum. Community First providing support to Community Area Partnerships. Each Community Area has now had at least one pilot Area Board. The meetings are aiming to address sticky issues that have been identified in each of the Areas. The public attendance at the meetings has been good as has the levels of participation. The pilots are providing positive experiences and key learning points that will inform the creation of the Area Boards proper in the new authority.	Jo Cogswell


Priority: **3. Customers**

Goal: **3.4 Training & Development - Develop our staff and Councillors to give their best to residents**

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
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.	31/03/2009		60 %	We have been conducting a programme of member training. Since April 08 the following workshops have been delivered: Better Engagement, Lean Overview, Community Leadership, Advanced Chairing, and Corporate Manslaughter Awareness. In addition, in conjunction with Wiltshire County Council, we are developing Members for the new unitary roles e.g.: the delivery of Area Boards Training.	Elaine Orchard
Invest in our staff	Support training and development for staff throughout transition process to the new authority.	31/03/2009		75 %	A number of workshops have been offered to employees including embracing change, career decisions, interviewing skills and cv writing. Delegate attending the workshops are also given an opportunity to have a 1-1 session with the trainer. A 2 day in-house pre-retirement course is also currently being arranged and will be offered to interested employees. In addition, we are working closely with Wiltshire County Council to make best use of their training programme.	Elaine Orchard


Priority: **3. Customers**


Goal: **3.5 Budget - Use your money effectively and efficiently and explore new ways of working**

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
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.	31/03/2009		100 %	The various budgets and plans already demonstrate that NWDC has met its 3% Gershon efficiency target for the three year period, as at 31st March 2008. There is an ongoing drive for efficiency and this will be driven further by the new Unitary Authority to enable it to reduce costs and improve services	Stuart McGregor

Priority: **3. Customers**

Goal: **3.6 Transition to new Unitary Authority - Ensure "business as usual" for service delivery to the public and a smooth handover to the new Council**

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Provide seamless service over transition period	Ensure smooth transition of services from North Wiltshire District Council to the new Unitary Authority by vesting	31/03/2009		50 %	NWDC's Transition Team now subsumed into the Corporate Management Team. As the new Wiltshire Authority Service Directors are appointed, there is a move towards the various Project Teams looking to the SDs for future guidance. The	Lachlan Robertson

<p>Service planning for the future</p>	<p>day. Ensure that North Wiltshire District Council plays a full role in shaping the services of the new unitary authority.</p>	<p>31/03/2009</p>		<p>50 %</p>	<p>Work streams are being wound up in consequence as SDs are appointed over the next weeks and months. Staff have generally engaged in all Project Teams. New County-wide Elections team in place within Monkton Park.</p>	<p>Lachlan Robertson</p>
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