Service Plan Review 2008/09

Report Author: Sue Turfrey
Report Type: Action Report
Generated on: 18 December 2008

Service Area: **ADR**

Objective	Action Code & Title	Latest Note	Managed By	Progress
Improving access to the countryside	SP-ADR 2.3 Complete local Sustrans cycle routes	Maintenance and lease renewals on-going but overdue · Agree inspection regime for structures Oct 08 · Agree works by CTC within SLA Nov 08 · Orders for small other works Nov 07-ongoing · Tender preparation for structures works Dec 07 · Structures works Jan-Jul 08 · Renegotiate leases/ purchase Oct 07– Nov 08 Design and implement Sect 106 £70K Corsham Katherine Park cycleway Apr – Nov 08	David Stirling	80 %
Providing a new Arts Centre	SP-ADR 3.1 Providing a new Arts Centre - Open the Pound Arts Centre by the end of May 2007	Handover took place on 28 September 2007. * Snagging and final inspections and certificate Sept 08 * Final Account issued Sept 08	David Stirling	98 %
Helping local projects to succeed	SP-ADR 5.1 Preparation of Chippenham Vision	SWRA funding to support work. Partnership with WCC/CTC/CoC King Sturge report completed. SWRDA approved £50k funding. Vision to be considered by JIE on 21.10.08. Stage 2 works to be resourced and a date to be agreed for completing work.	David Stirling	50 %
Local Area Agreement - Economic Development and Enterprise Partnership delivery	SP-ADR 6.1 Review and deliver action plans as set out in Economic Regeneration Strategy	6 monthly review completed for the period from August 2007-March 2008. Due to the unitary situation the strategy has been updated and extended to cover the final year of NWDC. Further reviews will be carried out in September 2008 and March 2009 in association with the Wessex Association of Chambers of Commerce and the portfolio holder for regeneration. Executive commissioned an economic assessment of North Wiltshire - Delivered - Nov 08	David Stirling	95 %
Improve the energy efficiency of Council -owned buildings	SP-ADR 18.1 Implement programme and recommendations from Carbon Trust Report within 3 years	Work will now concentrate on recommendations linked to Monkton Park offices , Depot and Leisure Centres when related to maintenance programme	David Stirling	80 %

Objective	Action Code & Title	Latest Note	Managed By	Progress
Provide advice and guidance on sustainable energy and climate change to customers, suppliers and communities	SP-ADR 19.2 Carry out Flood Risk Assessments and Survey Work	Severe Resource impact on Engineer resources Admin and technical support now aligned.	David Stirling	50 %

Service Area: **Customer Relations**

Objective	Action Code & Title	Latest Note	Managed By	Progress
Continue to gather and analyse Customer Feedback (incl. Govmetric)	SP-CR 2.1 Review feedback from access channels and make report to Management Team	Feedback is revised via Govimetric and forwarded to relevant officer for action. A report is sent on a monthly basis to the corporate management team detailing comments and complaints, customer feedback from Govimetric and any changes to services as a result of comments and complaints.	Julie Higinbotham	80 %
Continue to gather and analyse Customer Feedback (incl. Govmetric)	SP-CR 2.2 Encourage take up of access methods to capture Customer Feedback	All web pages have the facility to enable customers to give feedback. At front of house customers are encouraged to use the govimetric kiosk customer feedback cards.	Julie Higinbotham	95 %
Continue to capture Statistics and Values Framework	SP-CR 5.1 Capture on a quarterly basis information required as part of the Values Framework and other statistics	Information required as part of the values framework gathered and sent to acting head of customer relations at Wiltshire County Council. Customer contact report sent to cabinet office on a quarterly basis. Performance indicators entered on to Covalent system on a monthly basis.	Julie Higinbotham	75 %
Transfer the first point of contact for Cleansing & Amenities to the Customer Centre	SP-CR 9.3 Introduce bulky waste collection via RMS at Monkton Park	ICT currently developing bulky waste software through refuse management system. It is envisaged this will be tested early January with the aim to introduce it Mid-late January.	Julie Higinbotham	80 %
1CW Workstreams	SP-CR 10.1 Support Customer Focus, Resources and Frontline Workstreams	Regular meetings and workshops are being attended involving visioning, transition and transformation work.	Julie Higinbotham	80 %

Service Area: **Development Services**

Objective	Action Code & Title	Latest Note	Managed By	Progress
Ensure all performance information, including national and local indicators are met	SP-DS 1.1 Continue to review the use of the Major Applications Protocol	Ongoing until Mar 09. Major application protocol is to be used by new council. This approach will continue to be used for the expected forthcoming applications.	Sally Canter	50 %
Ensure all performance information, including national and local indicators are met	SP-DS 1.2 Monitor minor applications performance on a monthly basis	Ongoing until Mar 09. An audit trail has been implemented to understand the reasons why any minor applications pass there target date.	Sally Canter	76 %

Service Area: **Environmental Health**

Objective	Action Code & Title	Latest Note	Managed By	Progress
Deliver new performance framework and national indicator set	SP-EH 2.1 Carry out satisfaction survey of businesses with local authority regulatory services	Satisfaction Surveys are now being covered across all Wiltshire authorities. NWDC have not seen any drop in Customer Satisfaction.	Mike Doran	95 %
Ensure that we are meeting all government standards applicable to Environmental Health year on year to 2008	SP-EH 5.4 Continue with "scores on the doors" star rating scheme and bring together County-wide.	Completed Food Hygiene Stars Award for NWDC (found on website). Final agreement on the unitary Food Hygiene Stars Award will be subject to a final decision by FSA. Scheme may be adapted following further FSA guidance.	Mike Doran	100 %
Implement EP Service plan for 2008/9 and enforce legislation	SP-EH 6.1 The carrying out of the Review and Assessment of local air quality against health-based standards	County wide quality report to be produced post April 09. Data was collected and produced April 08 for 2007/08	Mike Doran	100 %
Implement EP Service plan for 2008/9 and enforce legislation	SP-EH 6.5 Carry out housing enforcement and implement House in Multiple in Occupation registration.	2 outstanding premises to be licensed however these will be completed by Mar 09	Mike Doran	80 %

Service Area: **Human Resources**

Objective	Action Code & Title	Latest Note	Managed By	Progress
Deliver the HR elements of the transition to a new authority by April 2008	SP-HR 1.1 Work as part of the Joint HR Transition Team to deliver policies, processes and procedures that support the transition	The Head of HR has and continues to play a significant role in the work of the HR Transition Team. Since September 2008 three days of her working week is spent at WCC working on transition ensuring staff are matched to posts, advising Service Directors and negotiating and consulting with Trade Unions. The HR Advisers are also working closely with the HR Advisers group contributing to compiling joint policies and procedures for the Unitary Council. The following draft policies have been prepared for consultation with the Union:- Sickness Absence, Disciplinary, Grievance, Capability, Redundancy & Dismissal. Additionally there has been significant input from the HR function with regard to recruitment & resourcing, occupational health and BMP in terms of the migration of HR data. The Head of HR & the HR Team are also supporting NWDC Managers through the transition.	Elaine Orchard	70 %
Deliver the following elements of the recruitment & retention target in the HR strategy	SP-HR 4.2 Carry out at 1 workshop per year on Recruitment & Selection and Interviewing Skills. This will continue to ensure managers have this transferable skill	Three workshops have been delivered during 2008; 13th January, 11th June & 4th July. One of the workshops was delivered to managers at the Parsonage Way Depot.	Elaine Orchard	100 %
Deliver the following elements of the recruitment & retention target in the HR strategy	SP-HR 4.4 Seek innovative ways to manage recruitment and retention during the lead up to 1C4W – to ensure the delivery of business as usual	Training & development has been realigned to provide employees of NWDC with the skills necessary to carry out new or future roles e.g. Recruitment Workshops, NVQs, Project Management. HR has devised a flexible retention scheme approved by Personnel, Licensing & Administration Committee to enable managers to retain and reward staff as appropriate.	Elaine Orchard	100 %

Service Area: **ICT**

Objective	Action Code & Title	Latest Note	Managed By	Progress
Revenues & Benefits	SP-ICT 18.1 Assist in improving processes within the Revenues and Benefits teams using Systems Thinking techniques and identify opportunities to move services to the Customer Centre	The Business Change team within ICT Services have carried out a "LEAN" system intervention working within Customer Services for both Revenues and Benefits processes. Revenues - Improved ways of working have been implemented, improving "end to end" process times for change of address and change of circumstances from 28 days to 10 days. ICT have also reconfigured calls within the call centre software to ensure that customers speak to the correct staff member first time. Benefits – systems redesign has been completed, with implementation of the improved "end to end" process about to commence.	Pete Barnett	65 %
Cleansing & Amenities	SP-ICT 19.1 Implement Whitespace Power Depot in a phased approach as agreed by the C&A Service Improvement Board	The Whitespace waste management system went live on 15th Dec 2008, the first module implemented being trade refuse. Phase 2 of the project will implement domestic collections, street scene and grounds maintenance, this is due for completion by March 2009	Pete Barnett	60 %
Technical Infrastructure Group	SP-ICT 23.1 Definition or ratification of technical solutions	The IT Server Room has been reorganised and reconfigured in preparation for use as the Wiltshire Council second data centre. This involved the relocation of equipment, a reconfigured electrical supply and installation of links to Wiltshire County Council network and the SAP hosting location in Bridgend. Wiltshire County Council hardware has now been installed and has been connected to the new Wide Area Network (WAN) for testing purposes.	Pete Barnett	85 %