

Keeping Kennet Special

CORPORATE ACTION AND IMPROVEMENT PLAN

Purpose:

- ♦ Provide a strategic corporate action plan to appraise, review, implement and efficiently co-ordinate council policies and programmes
- ♦ Provide a strategic corporate improvement plan to ensure Best Value by continuous improvement
- ♦ To monitor the progress and implementation of the Corporate Strategy
- ♦ To monitor and review actions arising from our Comprehensive Performance Assessment
- ♦ To monitor and review actions compliance against our standards for corporate governance

Corporate Priorities

CL Community Leadership

SE Stewardship of the Environment

SSHC Strong, Safe & Healthy Communities

IS Improving Services

Cross cutting Themes

CG Corporate Governance

SI Social Inclusion

SD Sustainable Development

CH Community Health

CS Community Safety

Action Plan Ref	Action	Owner	When	Resources	Measures of completion	Target	Status @ report	Cross cutting theme
Community Leadership								
To increase our level of influence and ensure local priorities are reflected externally – Key indicator BV3								
CORP1	Produce a partnership protocol for the council and its partners, present and future Produce codes of practice for funding, consultation and equalities To review our partnership arrangements to ensure they are relevant and support priority services	K Cook	2003 to 2006	Policy	Compact adopted by committee And codes of practice complete Implement the recommendations of the partnership audit commission inspection	Compact adopted By Mar 2004 Codes of practise adopted by Sept 2005. Adopt the partnership strategy by Dec 2005.	Compact Launched 12/12/03 Codes of practice in launched Sept 2005 External audit took place March 2005 Draft strategy produced. Note superseded by CORP71 – Audit Partnership report recommendations.	CG
CORP2	Production of a Member Development Strategy including specific development and community leadership training for Members	M Memoli A Ewing	2003 to 2005	Dem Rep/HR	Reviewing arrangements in place	31/01/04 to produce strategy June 2004 adopted by Members Dec 2004 Specific member training undertaken in December 2004	Strategy produced taken to Member working party and adopted by committee. Training needs identified. Further work is ongoing and is subject to WIP bid	CG
CORP2b	Implement further specific training and development for the O&S Management Board	K Cook M Memoli A Ewing	2005 - 2007	Member training budget	Satisfaction with training courses	Further visits to best practise and 4 th option Las Additional specific tailored training complete	4 th option authority identified and agreed to visit AC identifying best practice LA Training needs identified and current sessions taking place in Dec 2005 and Feb 2006	CG
CORP3	Introduce a section in the Member bulletin for Members to report on learning from conferences meetings and training	LPP	2004/05	Member champions	Members submission of articles	Quarterly report in member bulletin	Member champion newsletters go out with member bulletin.	CG
CORP4	Develop a Communications Strategy to improve our communications with all our stakeholders	C Hasted LPP	2003/04	Policy LPP Communications Group	Adopted strategy	Adopted by the Council in July 2005 Top quartile satisfaction on GOS in 2007 Increased coverage in local media	Adopted on 29/3/04 Implemented through Communications workshop	CG

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CORP4a	Implement Communications Strategy	C Hasted	2004 - 2008	Communications working party	See action plan	Strategy implemented in accordance with action plan	See CWP minutes	SI/CG
CORP5	Develop a statement of Community involvement to ensure all consultation achieves a minimum standard within the local development framework	E White	2005 to 2007	Forward Planning Policy	Adopted Statement	Statement adopted in line with legislation	LDS brought into effect March 2005. SCI submitted to secretary of state in line with timetable BV200a, b, c all achieved Dec 2005	SD
CORP6	Develop a feedback form on the consultation web site to ensure proper feedback is given as a result of consultation	K Cook	2005/06	IT capacity	Form developed	March 2006	Spec produced IT bid in SDP	CG
CORP7	Increase funding attracted into Kennet by using the grants budget to attract match funding	K Davies	2004 to 2008	Grants budget	100% of grants attract match funding	60% funding levered in for all grants we contribute to	Target exceeded 100% had match funding and KDC contribution was 13% against a target of 40%.	SI
CORP8	Participate in the Wiltshire Community Plan – Lead on the Street Scene objective	M Boden	2004/2009	Time/WCC funding	Efficiency savings from combined contracts for grounds maintenance to pay for additional grass cuts to improve the environment	BV 89, BV90, BV119 all top quartile compared to 2003 in 2007	BV89 = 68% 03/04 TC = 66% BV90a = 87% TC = 89% BV90b = 62% TC = 75% BV119e = 68% TC = 77%	SD
CORP9	Develop a Kennet Community Strategy with the KLSP (BV1)	K Cook/KLSP	2004/05	Policy/KLSP	Adopted strategy	Agreed community plan by Sept 2005	All four community areas have developed a plan. Final draft produced of Kennet wide plan and consultation taking place Kennet LSP strategy adopted 16 th September 2005.	CG
CORP10	Review resourcing of local/Kennet Community Planning	MT/LPP	2005 to 2007	MT time	Review complete	Corporate awareness of CP improved by 31/03/07	Baseline questionnaire established Mar 2005	CG

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CORP71a – From Jan 2006 To take in partnership audit work	Develop criteria that can enable the council to identify which partners to engage in and how to manage partnerships effectively.	MT	2005 – 2007	MT time O&S task group	Effectiveness of links between the LSP, strategic and operational partnerships and the role the LSP plays in rationalising partnerships.	Partnership strategy adopted. Links to existing performance management framework (to be undertaken at Wiltshire wide level. O&S task group recommendations adopted. Audit letter recognition of improvement.	O&S task group established. Questionnaires to officers and members being analyse. Draft strategy to go to April committee	CG
CORP71b		SM's	By Mar 2007	Officer and partner time	An information sharing protocol is developed between the council and key partners. Note all these are in place where appropriate. An analysis will be undertaken to identify gaps.		Information protocols developed between:- <ul style="list-style-type: none"> • Housing benefits • Building Control • Homes@Kennet • Community Safety 	CG
CORP71c					An information mapping exercise is undertaken to ensure that partner views and information are used in a consistent manner to identify and address need across the district			CG

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CORP71d		HR	Ongoing	Training budget	We ensure that members and officers have sufficient training and are aware of their responsibility to represent the council's interests but, at the same time work towards the partnership agenda.	To successfully attract funding through the Wiltshire Improvement Partnership by March 2006.	<ul style="list-style-type: none"> We have continued to provide the training programme for elected members explaining their roles and responsibilities. We have continued to identify need through the EDR process for staff 	CG
CORP71e		HR	Ongoing	Training & PR budgets	Existing internal communication mechanisms are used to share good practise in partnership working.		This has been achieved through Kennet News, Teamwork, the Underground etc, staff seminars and the customer first project	CG
CORP71f		O&S	Dec 2005 – Mar 2006	O&S Task group	Expand the partnership data collection exercise to ensure that the council has up to date information about its involvement in partnerships.	To ensure the information includes how much resources it invests in partnership work, both through financial contributions and through officer time	O&S task group established, questionnaire out to officer and members, analysis due March 2006	CG
CORP71g		K Cook	Apr 2006 – Dec 2006	Policy time	Performance Indicators are developed that include measures of achievement in partnership.	Targets established to feed into the 2007/08 cycle	Awaiting completion of CORP71f	CG

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CORP71h		KLSP Also to link into LAA and WIP bid	By Mar 2007	Officer & KLSP time WIP funding	We have ensured that proportional to the risk and responsibilities and risks of the partnership:- <ul style="list-style-type: none"> • There is a reporting route for each partnership • Performance of key partnerships is formally reported to an appropriate forum • There is a procedure for exception reporting • Partnerships take prompt action when monitoring targets 	Start on completion of CORP71f, 71g & 71c		CG
CORP72	Review of the Corporate Strategy	LPP	2006	Officer time	Strategy reviewed in line with recommendations from developing SMART targets audit undertaken in 2005	Review to feed into 2006/07 BVPP	Analysis being prepared to take to Leading Members in Feb 2006	CG
CORP11	BVPP Production (C001)	K Cook	annual	Staff time	Adopted by committee	Produced by 30/06/2005 Adopted by committee	Achieved and adopted by council on 26 th July 2005	CG
To encourage maximum involvement by local people in the democratic process – Key indicator F003								
CORP12	Increase voter turnout at elections (PSA target)	J Gale	2003 to 2006	Democratic services	Turn out for district elections top quartile Achievement of the PSA target for eligible 17 year olds to be on the electoral register Receipt of PSA funding	39% turnout at elections 87% of eligible 17 year olds on the electoral register	35.73% achieved 2002/03 – next election 2005/06 84% achieved in 2004	SI
Strong Safe & Healthy Communities								
To fulfil our statutory responsibilities by working in partnership to reduce crime and the fear of crime in Kennet District Council – Key indicators VB126, 127 & 128								
CORP13	Undertake the 3 rd crime & disorder audit and review the Community Safety Strategy	M Bradley	2004/05	CSP	Audt complete 3 rd strategy adopted by the partnership	Reviewed Strategy adopted in June 2005	Complete - Audit complete and strategy adopted by council	CS

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CORP14	Work in partnership to tackle national priorities and key local issues identified in the Community Safety Strategy for 2005 to 2008	M Bradley	2005	CSP	Achieve targets set out in the action plans for:- Drug & Alcohol Domestic Violence Youth issues Anti social & criminal behaviours	Targets achieved by 2008	Groups established – outcomes to be reported March 2006	CS
To continue to support and provide cultural leisure and recreational opportunities to meet the needs of local communities								
CORP15a	To continue to support and provide cultural, leisure and recreational opportunities to meet the needs of local communities	A Smith	2005	Leisure	Cultural Strategy integrated into Community Plans by April 2005	Cultural Strategy delivered and targets implemented	60% - subject to the BVR of the Arts function	CH
CORP15b		A Smith	2004/2007	Leisure	Measurements of participation, retention and excellence for sport as identified by Sport England and County Sports and Activity Partnership	Leisure & Arts Strategy delivered by January 1 st 2005 Wiltshire Sports & Activity Partnership Strategy agreed by April 2005	Complete	CH
To work in partnership with others to maintain, develop and promote health through improved facilities and lifestyle								
CORP16	Implementation of the recently adopted Health Strategy	M Bradley	2004/2005	Community Services Directorate	Partnerships in place	Ongoing – 1 st review due April 2005	10% - deferred due to staff vacancy	CH
CORP17a	To work in partnership with others to maintain, develop and promote health through improved facilities and lifestyle	M Bradley A Smith	2004 to 2008	Environmental Health/Health Partnerships, Leisure & Arts Services	Adopted strategy and BV and local indicators contained in the action plan 12 promotional activities per annum to promote healthy lifestyles	Strategy adopted by 2004 Action Plan implemented by 2008	Adopted strategy by WSB Promotional programmes in place for both services	CH
CORP17b		P Cooper	2004 to 2009	Supporting People Partnership	Action plans and performance indicators within the Housing Strategy and Supporting People Strategy	Draw up and implement the Supporting People Strategy	Draw up a joint accommodation strategy for older people	SI
To create a healthy and safe environment by providing our statutory and community agreed priorities in relation to public health								
CORP18	Undertake a Best Value Review of Public conveniences	M Smith	2004/05	Environmental services	BV report to O&S	Mar 2005	Complete	CH
CORP19	To protect the public by implementing and maintaining high environmental health standards	M Bradley	2004 to 2007	Environmental Health	BV166 Environmental Health checklist Local PIs	Achieve top quartile in all Environmental Health BV & Local Indicators by 2007	BV166 04/05 = 97% TC 03/04 = 90%	CH

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CORP20	Investigate and implement decriminalised parking across Kennet	M Smith	2004 - 2006	Countywide partnership	Improved Traffic Management through improved enforcements	Report to Comm Dev by 25/05/04 to seek approval to negotiate at a County wide level Implementation of a scheme by Oct 2005 9,000 PCN's issued per annum	Approval granted for further exploration. To be implemented in 2006.	SD
To promote equality of opportunity – Key indicator BV2								
CORP21	Compliance with Race Relations (Amendment) Act 2000, and meeting the requirements of the Equalities Standard for Local Government Review the Equalities and Race Relations scheme annually	A Ewing	2005 to 2007	Equalities team/training budget Access sub-committee	Top quartile for BV2 Top quartile for BV156	Level 3 of Equalities Standard by 2005	Level 3 achieved by 31/3/2005	SI
CORP21b	Prepare for new equalities legislation	A Ewing	2005 to 2006	Equalities Team	Top quartile for BV2 Top quartile for BV156	Level 3 of Equalities Standard by 2005	Level 3 achieved by 31/3/2005	SI
CORP22a	Seek to achieve continuous improvement in the equalities agenda	A Ewing	2005 to 2009	Equalities Team	Step change improvement of 5% per annum	100% of BV2b by 2009	04/05 81%	SI
CORP22b	Implement part 4 of the Disabled Discrimination Act 1995	A Crooks	2004/05	Access sub-committee	BV target achieved	83% for BV156	04/05 83%	SI
To promote economic activity in the area in partnership with other agencies								
CORP23a	To promote economic activity in the area in partnership with other agencies	DoCS	2004 to 2008	TCP/PSWRD A	New employment opportunities created	Facilitate the development of site 23 in Ludgershall	Site purchased, RDA marketing complete	SD
CORP23b		DoCS	2004/2005	DCPP	Masterplanning exercise for Devizes complete	New planning policy in place by June 2005	Consultation complete awaiting consultants report	SD
CORP23c		DoCS	2004 -2007	DCPP	Improvement of town centre facilities and appearance by the rejuvenation of a brownfield site	Rejuvenation of the Northgate site in Devizes in conformity with the development brief.	Subject to corp 23c	SD
CORP24	Ensure that unemployment levels in Kennet are below the national average (local indicators C004 & C005)	Community Planning Partnerships	Ongoing	Community Planning Partnerships	Unemployment remains below national average	Less than 3.35%	NOMIS figures monitored quarterly. Figures remain low and reducing	SD
To work to provide sufficient good quality housing to meet the full range of needs within our local communities – Key local indicator H019								

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CORP25	Develop the new Housing Strategy	P Cooper	2003/04	Housing section budget	Adopted by CD committee	Adopted by the Council in May 2004 Assessed as fit for purpose by GOSW and published on web site.	100% complete	SI
CORP26	Implement the Housing Strategy in particular the delivery of 400 new affordable homes	W Bryant	2004 to 2008	Housing Team	New affordable homes enabled	400 new homes between 2004 and 2008	04/05 = 63 completions	SI
CORP27a	Implement the Homelessness Strategy	P Cooper	2004 to 2007	Housing Team	Action plans implemented and average length of stay in b&b and hostels in top quartile for all councils	BV183a & b = 0	04/05 BV183a = 0 BV183b = 17.25	SI
CORP27b	Develop a Homeless single people strategy	P Cooper	2005/2006	Housing Team	Adopted by CD Committee	Adopted by Comm Dev Exec on 13 th Sept 2005	Agreed subject to committee	
To facilitate support services for disadvantaged and vulnerable people – Key national indicator BV78a								
CORP28	To undertake a scrutiny review on the Council's approach to services to young people	A Smith	2004/05	Leisure	Report to O&S Strategy adopted Interim report to O&S in July 05 Final report to O&S in November 2004	Recommendations implemented 2005	50%	SI
CORP29	Implement the Social Inclusion Best Value Review	B Fleet	2004 to 2007	Social Inclusion Team	Social Inclusion Action Plan	Action plan achieved by 2007	80% complete Final report by March 2006	SI
CORP30a	Best Value Review of Benefits service	A Hart F Marshall	2004	Benefits staff	Review adopted and published by Overview & Scrutiny	Report to O&S: 23/11/04 Report to Resources Exec: 1/2/05	Review reported to O&S 29 th March 2005 Progress reported to each O&S cycle.	SI
CORP30b	Introduce strategic policies for all key areas of benefit administration	A Hart I Brown	2004/05	Benefits staff	Strategic policies adopted	Reported to Resources Exec 1/2/05	complete	SI
CORP30c	Develop a set of local targets to support BV indicators to provide measures of quality, accuracy, and security	A Hart I Brown	2004	Benefits staff	Indicators agreed and recorded	Reported to Resources Exec by 16/11/04	complete	SI
CORP30d	Increase the levels of management checking to minimum levels recommended by the audit commission	A Hart	2004/05	Benefits staff	Standards achieved	In place by March 2005	Complete October 2004	SI

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CORP30e	Ensure the telephone service is available for the Performance Standard minimum of 36 hours per week	A Hart	2004	5 additional staff	Telephone service reintroduced	31/12/04	Additional staff have now been approved for recruitment Complete October 2004	SI
CORP30f	Improve benefits performance against BVPIs to meet the standards and upper 25%	A Hart	2004/05	Additional staff as above	Targets achieved	BV78a 36 days BV78b 9 days BV78c 83% BV79a 99% BV79v 60%	New Performance Management system in place 1/12/04. New claims now at 35.7 days	SI
CORP30g	Assess the standard of service against the requirements of the DDA Act 1995 and 1999 and take action to meet those requirements	F Marshall	2004/05	Capital investment and staff training	Kenet access panel approves arrangements	By 31/03/05	Complete.	SI
CORP30h	Develop a strategy for promoting and encouraging the take up of benefits that targets information at particular groups	A Hart S Kimber	2005/07	Publicity budget of £25,000 and staff time	Campaigns accepted as mainstream benefits work	Benefits recipients increased by 10% by 2007	Joint take up campaign with the pensions service undertaken in 2005	SI
CORP30i	Develop benefits specific business continuity and IT recovery plans that are tested and reviewed annually	A Hart	2005/06	Benefits staff	Plan adopted and tested	31/03/06		SI
Stewardship of the Environment								
Waste & Recycling Key national indicator BV82								
CORP31a	Introduction of kerbside collection of multiple recyclables in Devizes & Marlborough	M Smith	2004/05	£45,000 running cost and DEFRA funding for capital	Service introduced	60% participation rate	Complete	SD
CORP31b	Kerbside paper collection to 9,000 rural properties	M Smith	2004/05	£110,000 running costs	Service introduced	55% participation rate	Complete	SD
CORP31c	Extend newspaper collection to 90% of the district	M Smith	2004/05	£110,000 running costs	Service introduced upon ending of MoD refuse collection contract	55% participation rate	Complete.	SD
CORP31d	Review Waste & Recycling Strategy	F Marshall M Smith	2004 -2006	Staff time	Strategy produced that will deliver targets	25% waste recycled 15% reduction in waste generated by 2007	Complete.	SD

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CORP31e	To provide a high quality waste collection service	M Smith	2006	Refuse Team	Top quartile satisfaction with the service	BV90a top quartile compared to 2003 survey		SD
CORP31f	Introduction of green waste collection scheme	M Smith	2005/2006	Refuse team		80% capacity take up in 2005	Complete.	
CORP31g	Introduction of waste minimisation/fortnightly collection	M Smith	2006/2007	Refuse team	Scheme approved by council and Implemented	15% reduction in waste collection by 2010	Scheme approved due to be implemented in July 2006.	
CORP73	To develop a new strategy for Waste, Recycling & Minimisation, (outcome of review of completed improvement targets in Feb 2006)	M Smith	2006/2007		A strategy for 2007 – 2016 complete	Adopted by the council by March 2007		SD
Street Scene key national indicator BV199								
CORP32	To maintain the highest possible cleanliness standards	M Smith	Ongoing	Cleansing Team	Achievement of top quartile performance against the grade B standard	14% by 2007/8 PSA outcomes agreed and achieved	Actual 2004/05 = 12.4%	SD
Planning								
CORP33a	To protect and enhance the built, historic and natural heritage of the district by responsible decision making and advice.	E White	2004 to 2008	Forward Planning	BV106 Homes built on previously developed land BV200 Adopted Development Plan	Meet the regional planning target by 2008 Adopt a local development framework	59% 04/05	SD
CORP33b		M Willmott	2004 to 2008	Development Control	Determine all planning applications in line with Government's development control targets	BV109a 60% BV109b 67% BV109c 82% BV188 92%	83.78% 75.2% 87.2% 90.2%	SD
CORP33c		A Crooks	2004 to 2008	Building Control	Ensure all relevant building works conforms to statutory and regulatory requirements	M011 Benchmark against BSA Quality and performance matrix 86%	82.75%	CS
CORP34	Monitor legislation and guidance to ensure we are ready to implement the Local Development Framework	E White	2004/05	Forward Planning	Plan adopted by the council	Adopt the framework in line with the statutory timescales	See corp5 Complete	SD
CORP35	Implement a phase 2 plan for Choice Base Lettings service based on customer feedback	B Eastland	2004	Housing Team	Action Plan agreed	Improvements in place by Sept 2004	75%	SI
Environmental Protection								
CORP36	Secure an environmental accreditation	M Bradley	2006/07	Sust Dev team/training budget	Departmental action plans completed	Formal recognition as a sustainable organisation	Reviewed resources and no longer a target. Action to be deleted.	SD
CORP37	To ensure the Council contributes to the achievement of national standards for air quality, land and energy use	M Bradley	2004 to 2008	Environmental Health	Air pollution processes carried out within nationally agreed timescales	Q020 100% Q021 100%	100% 100%	CH

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Improving Services								
To focus our resources on what matters to stakeholders – Key indicator BV3								
CORP38	Undertake an annual Satisfaction survey to monitor improvements of Corporate Strategy and awareness of the community plan and LSP's to measure improvements in community leadership	K Cook	Sept each year	People's Voice & Tomorrow's Voice	Annual survey achieved	Top quartile compared to 2003 survey	Survey undertaken March 2005, baseline results now established.	CG
CORP39	To undertake a scrutiny review of the Council's grant giving	M Boden	2004/05	Leisure	Report to O&S	All grants to be contained within £279k by 2006/7	100% complete	SI
CORP62a	Gershon statements	J Ditte	15/04/2005	Accountancy/SMT		Forward looking statement 15 Apr 2005 Backward looking statement 15 th Jun 2005 Mid year statement Nov 2005	Forward looking statement complete.	CG
CORP63	Statement of Internal Control	J Ditte	Jun 2005	SM's	Adopted by Resources Executive	Adopted in Statement of accounts in July 2005	100%	CG
To develop and enhance processes to support continuous improvement								
CORP41	Develop a computer based performance information system in support of existing performance management arrangements	K Cook	2003 to 2005	Staff time/Policy and IT	System implemented	30/06/04 services using the system	System live across the council Jan 2005 complete	CG
CORP42	Risk Management and monitoring	D Price	April and Sept each year	Accountancy	Two reports per annum to MT	Regular reporting of RM at strategic level	Complete	CG
CORP43	Review Service Delivery Plans to ensure they take account of the new Corporate Strategy	SMT	June 2004	SMT	Adopted at SMT	June 2004	Complete	CG
CORP44	Review EDR's and Teamwork procedures to ensure Team targets are developed and captured in Team action plans	A Ewing	2004/05	HR capacity	Adopted at SMT	March 2005	75%	CG
CORP45	Introduce checking of targets in the EDR and Teamwork process	A Ewing	2004/05	M Wells	100% checking to ensure all targets are SMART and relate to the corporate strategy and Service Delivery Plans	March 2005	Complete.	CG
CORP46	2005/06 council wide workplan and timetable	K Cook	2004/05	DoR	Work plan and timetable agreed by the council	Timetable and work plan circulated by 25/02/2005	100% complete	CG
CORP47	Carry out a Fee income review to increase the income received by the authority	A Hart	2004	Finance	Review completed and adopted at committee	£100,000 additional income identified by 31/10/04	Complete – undertaken in 2004 as part of the budget setting process	SI

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CORP48	Budget Reductions Time limited sub committee to consider possible areas of savings for 05/06 budget setting	F Marshall	2004	Finance	Significant reductions recommended to the policy committees	£300,000 reductions identified for 05/06 budget setting by 31/12/2004	100% complete	CG
CORP49	Completion of detailed estimates as a basis for decisions on further action required	A Hart	2004	Accountancy	General Fund Summary complete	Budget balanced by 15/12/2004	complete	CG
CORP50	Committee reports on budgets and Council Tax setting	A Hart	2004/05	Accountancy	Reports to committees	Budget balanced with 5% council tax by 31/01/2005	Complete. 5% council tax set for 05/06	CG
CORP51	Flexible working practises roll out pilot to all parts of the council	A Ewing	2003 to 2005	Staff time, HR consultancy	Flexible working option available throughout the Council where appropriate	Technology and HR procedures in place. Flexible working options for all staff where appropriate by 30/03/2005	Pilot completed and extended across the council complete	SI
CORP51b	Investigate home working and implement an authority wide pilot	A Ewing	2006	IEG funding		Introduction of a policy by 31/3/05 Trials investigated 2005/06	Policy produced Jan 2005	IS
CORP52	Procurement Strategy developed and procedures to implement E procurement in place	N Tasker	2002 -2006	IT	E procurement system installed Policy is aligned with the national Procurement Strategy for Local Government	Strategy complete by Dec 2004 E procurement used for at least 95% of procurement	Team established, guidance in progress.	SD
CORP53	Web site development, majoring on tourism and economic development	N Tasker	Ongoing	Staff time and new E tourism member of staff	Increase hit to the web pages	Prize winning tourism web site	110890 hits at 31/3/05	SD
CORP54	Development of Employee Friendly Policies to reduce staff turnover and sickness	A Ewing	2005/06	HR/training budget/capital and revenue investment to be determined	Prioritised Action Plan. Benefits statement issued to all staff	Staff turnover reduced to below 13% Sickness to below 8.3%	Health initiatives planned. Exit interviews reviewed.	SI

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CORP55	Produce a new Human Resources Strategy	A Ewing	2006/07	HR/SMT	New strategy adopted	Adopted by 31/3/07 BV11a – 31.8% BV11b – 4% BV12 – 8 days BV14 – 0.14% BV16a – 2.7% BV17X- 2.4% A004 – 13%	2004/05 30% 5% 8.85 0.29% 2.41% 2% 12.85%	SI
To provide equitable access to services – Key national Indicator BV157								
CORP56	Annual development of IEG Statements in line with Council programme and achievement of BV 157	F Marshall N Tasker	Dec 2004	IEG Funding	IEG Funding Allocated & IEG satisfactory	BV 157 – 100% by 2005	2004/05 – 85%	SD
CORP57	MVM integrated Planning, Health, Building Control and Land Charges system	A Morris	2002 to 2004	Staff time and software - £15,000 and temp staff resource	Final system – land charges implemented	All systems operational by 31/10/06	80%	SD
CORP58a	To provide equitable access to services	N Tasker	2005	Customer First Team	BV 157	Develop and implement an Access Strategy	Strategy adopted with IEG statement – further development with customer first going live.	SI
CORP58b		N Tasker	2006	Customer First Team	BV 157	All services capable of being delivered in a single way to multiple access channels – from home and site visits through to self-service	2004/05 – 85%	SI
CORP58c		M Memoli	2005	Data Protection/Freedom of Information Team/Training/legal budget	Compliance with Freedom of Information & Data Protection Act.	Corporate compliance throughout 2004 to comply with the statutory timetable. Individual rights by 2005	Complete.	CG

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CORP59	Establish local Customer Service Points in Devizes, Tidworth, Pewsey and Marlborough.	Nicola Tasker	2004 -2007 with Pewsey reviewed at end of VAK contract	Staff time, building works in consultation with WC	Customer Service Point operational on joint basis with WCC	Marlb. 04/05 Tidworth 04/05 Devizes 04/05 Pewsey 05/06 80% of all queries dealt with at first point of contact	100% complete Ongoing consultation with WCC.	SI
CORP60	Business Process Re-engineering. Analysis of "as is" position for all services, and design of "to be" position that exploits the opportunities provided by new technology and placing customer first in designing services.	Nicola Tasker Brad Fleet	Three-years 2004/05 to 2006/07	Staff time, training and consultancy	All relevant processes re-engineered	March 2007 process completed	60%	CG
CORP61	Establish a customer contact/call centre	F Marshall B Fleet	31/12/05	Capital budget and staff time	Contact centre operational	Implemented by 31/12/05	Complete	CG
CORP63	Achievement of all Egov priority outcomes	N Tasker	2005/06	IT	Government funding received	100% complete by 2005/06	80%	CG
CORP64	Electronic Document Management System implemented	F Marshall	By Mar 2007	IT	System in place	Operational system by Mar 2007	Consultants appointed.	
To implement the recommendations arising from the customer focus BVR								
CORP65	Ensure it is clear to customers and key stakeholders how we will develop our access channels and improvements in service performance	F Marshall	By Mar 2007	BPR team	Publish an Access Strategy	Access strategy adopted by Mar 2007	Draft strategy produced	SI
CORP66	Ensure customers and the local community are well-informed about the standards and services they can expect from the council	Service Managers	By Jun 2006	SM's	<ul style="list-style-type: none"> Promotion of the availability of information in different formats Implementation of a corporate complaints system and demonstrable learning from this Published corporate service standars 	To implement for inclusion in 2006/07 BVPP. Top quartile for satisfaction with how people feel about the council	Draft service standards being developed across all services. BPR complete on corporate complaints procedure Scripts being written and new standards communicated across the council.	SI

Action Plan Ref	Action	Owner	When	Resources	Measures of completion	Target	Status @ report	Cross cutting theme
CORP67	Actively involve local people in developing our plans	Service Managers Equalities team	2006 2008	Customer First Team	<ul style="list-style-type: none"> Local people involved in the design of the new reception area and services to be provided at community information points The times at which information and services are available to the public Regular user surveys to assess customers's experience and expectation are undertaken Potential barriers for no-users and minority groups are identified 	Take up and satisfaction of different user groups measured and improved	Satisfaction surveys established across the council.	SI
CORP68	Set performance targets to measure the success of customer first programme in delivering efficiency gains and improved value for money	H Luty	By Mar 2006	Contact Centre	Included in the 2006/07 BVPP	Base line established by April 2006 and improvement by Mar 2007	Draft targets for BVPP	SI
CORP69	Develop long term ambitions for customer focus with key partners, in order to inform delivery of medium term improvement plans for customer first	F Marshall	2005 2008	Wiltshire Customer First Partnership	Our own policies formed in respect of joined up customer access and integration of service delivery with other councils	Support secured from other councils and a co-ordinated delivery programme is formulated.	Customer First partnership broadened to encompass Gershon agenda	SI
CORP70	Develop programme management expertise and apply the learning.	DoR	2005 2008	Wiltshire Customer First Partnership	Learning applied in the delivery of objectives for customer first	Learning applied for the delivery of future partnership work		SI

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