

Progress and Exceptions to Corporate Plan – April to June 2006

Priority	Actions with target dates between 1 April 2006 and 30 June 2006	Update, Exceptions and Implications
Customer Focus	Implement Benefits Freephone by 31 May 2006.	The Benefits Freephone has been operational with effect from the 29 May 2006. The number is 0800 0270 428. Guidelines have been produced for Customer Services Officers. Internal publicity includes insert with all Benefit correspondence, letter to Stakeholders, number publicised on notification letters, electronic notice board, posters etc. The number has been publicised externally in the Council's news update publication and on the website.
	To extend the use of the Call Centre to Planning and Cleansing & Amenities by 31 May 2006.	Braxtel's fluency system was extended to Planning and Cleansing & Amenities with effect from 28 April 2006. Following changes made to the system configuration the system is now working well.
	Prepare a Charter Mark Action Plan by 30 June 2006.	Following the award of the Charter Mark to the Customer Contact Team, an action plan for making further improvements has been put in place.
Equality & Diversity	No target dates for end of June and no exceptions to report.	
Partnership Working	No target dates for end of June and no exceptions to report.	
Waste & Recycling	Implement a waste strategy as part of Wiltshire Waste Partnership by 31 July 2006.	The joint waste strategy was approved by Executive on 15 June 2006.
	To complete and implement review of refuse and trade waste rounds by 31 January 2007.	Indicon have completed the rounds review and implementation will commence in October 2006.

Report No.8 - Appendix 1

Priority	Actions with target dates between 1 April 2006 and 30 June 2006	Update, Exceptions and Implications
	Continue to roll out an opt-in green waste service across the District by 31 March 2007.	750 customers have now registered to take part in the scheme.
Housing	Produce a Private Sector Renewal Strategy and Policy by 31 May 2006.	New Private Sector Renewal Strategy and Policy completed and approved by Executive on 15 June 2006.
	Complete review of the Housing Advice Service by 30 June 2006.	Housing Advice Service Review completed. Executive approved creation of new prevention service. Implementation plan agreed by Executive on 13 July.
	Produce an Empty Homes Strategy by 30 June 2006.	Draft Empty Homes Strategy is out for extensive Consultation from July to October. Strategy expected to be completed by December 2006.
	Enable at least 90 adaptations for disabled residents in the district by 31 March 2007.	15 adaptations enabled by end of June. Target for the year expected to be met.
	Complete 150 new affordable homes including at least 10 rural homes by 31 March 2007.	43 new affordable homes completed by end of June.
Cleaner, Safer, Better Streets	No target dates for end of June and no exceptions to report.	
Spatial Planning	Publish the Submission Document of the Statement of Community Involvement by 30 April 2006.	Statement of Community Involvement submitted to Government. Confirmation received from the Inspectorate that there will be no need for a formal Examination. An Inspector now has the authority to issue a binding report on behalf of the Secretary of State using only the written material. This means that whilst we programmed an adoption of the SCI in March 2007, we may in fact be able to adopt it earlier

Report No.8 - Appendix 1

Priority	Actions with target dates between 1 April 2006 and 30 June 2006	Update, Exceptions and Implications
	Develop and finally Publish the Housing and Employment Issues and Options by May 2006.	Document delayed due to resource pressures. Housing and Employment document now likely to be published in October 006.
Buoyant Economy	No target dates for end of June and no exceptions to report.	
Healthy Lifestyles	Start construction work on the North Wiltshire Arts Centre by 31 May 2006.	Construction works commenced on site before end of May 2006.
	Work with Wiltshire Alternative Youth Sports Partnership (WAYS) to deliver alternative sports, including transfer of mobile skate park by 30 June 2006.	Mobile skate park transferred to WAYS partnership on target.
Car Parks & Decriminalisation	No target dates for end of June and no exceptions to report.	