

North Wiltshire District Council

Transitional Corporate Plan 2008/09

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 as agreed by Council in February 2007	Proposed Amendments	Impact of changes
<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 450 new affordable homes over the next three years – work with registered social landlords to enable 450 new affordable homes to be provided (through Council funding and the planning system) within 3 years 	<ul style="list-style-type: none"> No change – affordable housing programme continues as planned. Capital budget allocation unchanged 	<p>No impact</p> <p>Revised target of 300 new homes by March 2009 (av. 150 per year)</p>
	<ul style="list-style-type: none"> Improve housing conditions across the District – enable 165 homes for vulnerable households to reach the decent homes standard within 3 years 	<ul style="list-style-type: none"> No change – action will need reviewing to provide target for end of March 2009 	<p>No impact</p> <p>Revised target of 110 homes occupied by vulnerable households to meet decent homes standard by March 2009</p>
	<ul style="list-style-type: none"> Increase prevention of homelessness – Reduce the number of households in temporary accommodation by 30% within 3 years 	<ul style="list-style-type: none"> No change – action will need reviewing to provide target for end of March 2009 	<p>No impact</p> <p>Revised target to reduce no. of households in TA by 20% by March 2009 (from April 07 baseline)</p>
<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 - Appoint District-funded Anti-Social Behaviour Officer within 1 year. 	<ul style="list-style-type: none"> No change – Partnership Anti Social Behaviour Reduction Officer already in post. 	
<ul style="list-style-type: none"> Economy - Support a diverse and thriving economy 	<ul style="list-style-type: none"> Redeveloping Town Centres - Produce Development Briefs for Bath Road in Chippenham and Phase 3 (including Phelps Parade) in Calne within 1 year 	<ul style="list-style-type: none"> Bath Road Chippenham & Phase 3, Calne – Plans to be reviewed in conjunction with County Council asset plans. 	

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	<ul style="list-style-type: none"> • Helping local projects to succeed – provide more than £200,000 of grants each year. 	<ul style="list-style-type: none"> • No change - Area community grants to continue for 2008/09. However, budget proposal to top the grant pots up rather than put full amounts in again if not spent. (i.e. £8k revenue and £40k capital per community area) 	
<ul style="list-style-type: none"> • Transport - Help meet transport needs, especially in rural areas 	<ul style="list-style-type: none"> • Review parking strategy for the future - Consider Parking Strategy by December 2007 and implement schemes arising from Strategy by agreed timetable. 	<ul style="list-style-type: none"> • No further work to be carried out on long term strategy – on-street works at Wootton Bassett will be progressed 	
	<ul style="list-style-type: none"> • Identify rural and community transport needs – Identify community transport schemes by December 2008. 	<ul style="list-style-type: none"> • This work will not now be undertaken – Transport Officer post will not now be filled 	
	<ul style="list-style-type: none"> • Implement, where beneficial, Residents' Parking Schemes - Progress towards the introduction of Residents' Parking Schemes within 3 years (in partnership with Wiltshire County Council). 	<ul style="list-style-type: none"> • Chippenham scheme will progress as currently planned. 	
<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 – Secure future for leisure centres within 2 years 	<ul style="list-style-type: none"> • New contract for leisure centres will not be pursued – extended interim contract to be pursued to an end date to be agreed with the County Council 	
	<ul style="list-style-type: none"> • Improving access to the countryside – Support the further development of the Cricklade Country Way leisure corridor by submitting a further bid for Lottery funding by the end of May 2007. 	<ul style="list-style-type: none"> • Lottery decision expected in September – after that point Lead Authority role will be reviewed 	

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	<ul style="list-style-type: none"> • Providing a new Arts Centre - Open the Pound Arts Centre by the end of May 2007. 	<ul style="list-style-type: none"> • Official opening now in November – Client role to be covered but no Arts Officer to be appointed 	

2. Environment - To protect and enhance the local environment

Goals:	Actions as agreed by Council in February 2007	Proposed Amendments	Impact of changes
<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 – Sorted Weekly Collection of waste (one week refuse; one week recyclables) to be phased in within 2 years. 	<ul style="list-style-type: none"> • Sorted Weekly Collection will not proceed in 2008/09 – Scrutiny Task Group looking at how best to increase recycling and Council will continue to work with Wiltshire Waste partnership 	<p>This will have an impact on our recycling targets. Although with the increase in garden waste collections we may be able to achieve target. SB 29/08/07</p>
	<ul style="list-style-type: none"> • Helping you to recycle green waste – Increase green waste collection areas to cover 10% of households in the District within 1 year. 	<ul style="list-style-type: none"> • No change – extension of green waste collection scheme going ahead 	<p>Target is on schedule to be met. SB 29/08/07</p>
<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 	<ul style="list-style-type: none"> • Improve the energy efficiency of Council-owned buildings – Implement programme and recommendations from Carbon Trust Report within 3 years. 	<ul style="list-style-type: none"> • Only recommendations for changes at Monkton Park will be implemented 	

Goals:	Actions as agreed by Council in February 2007	Proposed Amendments	Impact of changes
customers	<ul style="list-style-type: none"> • Provide advice and guidance on sustainable energy and climate change to customers, suppliers and communities – Carry out awareness campaign and demonstrate improvements in home energy efficiency of 7.5% within 3 years. 	<ul style="list-style-type: none"> • AWARE days promoting actions to reduce impact on climate change will continue, linked to Area Committees. Home energy efficiency works will continue – action will need to be revised to include new target for March 2009. 	<p>No impact</p> <p>Revised target to achieve 5% improvement in home energy efficiency by March 2009 (from April 2007 baseline)</p>
<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 - Set policy framework (through Local Development Framework work) to provide infrastructure improvements and promote the rural economy in accordance with agreed timetable. 	<ul style="list-style-type: none"> • LDF work continues – timetable may be reviewed in line with Wiltshire-wide plans. 	<p>The impact could vary from a possible slowdown in delivering new policies to a wholesale redefinition of the Local Development Framework and consequently the programme for delivery.</p>
	<ul style="list-style-type: none"> • Support the development of mixed and sustainable communities - Publish a protocol for the achievement of new community infrastructure facilities and affordable housing (for example through the use of Planning Agreements) within 3 months and publish the results of this work in an annual monitoring report. 	<ul style="list-style-type: none"> • Protocol on s.106 agreements produced. Annual Monitoring Report will be produced. 	

Goals:	Actions as agreed by Council in February 2007	Proposed Amendments	Impact of changes
<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– Introduce litter response squads within 2 years and Introduce quality maintenance standards for all public open spaces within 3 years. 	<ul style="list-style-type: none"> Introduction of litter response squads and quality maintenance standards to be reviewed – unlikely to now be implemented by March 2009. 	<p>Emergency response units were a fundamental improvement to the service. Quality maintenance standards will be difficult to achieve without additional resources. SB 29/08/07</p>
	<ul style="list-style-type: none"> Promoting more care for our local environment - Carry out awareness and enforcement campaign to respect the environment, linked to late night economy within 1 year. 	<ul style="list-style-type: none"> Awareness and enforcement work to continue. 	<p>This may be difficult to achieve from a C&A perspective if officers are needed to play a role in the Transition to one Council for Wiltshire. SB 29/08/07</p>

3. Customers - To put our customers at the heart of everything we do

Goals:	Actions as agreed by Council in February 2007	Proposed Amendments	Impact of changes
Goals:	Outcome-focused actions		
<ul style="list-style-type: none"> Performance & Satisfaction - Improve our service performance and customer satisfaction 	<ul style="list-style-type: none"> Improve service performance – Benefits, Recycling and Planning national Performance Indicators to be in the top 50% in the country within 2 years 	<ul style="list-style-type: none"> Benefits & Revenues and Recycling remain high priorities for improvement. Planning performance remains priority for maintaining good performance. Add: Review and consider the impact on service provision of the new Comprehensive Area Assessment, so that the new unitary authority is prepared. 	<p>Scope of Business Process Re-engineering and ICT enablement may impact on existing ICT resource and could conflict with ICT resources required for transitional work. PB – 29/08/2007</p>

Goals:	Actions as agreed by Council in February 2007	Proposed Amendments	Impact of changes
	<ul style="list-style-type: none"> • Making sure we meet high standards of customer service – Increase overall customer satisfaction by 10% within 3 years (based on 2006/07 baseline figures) 	<ul style="list-style-type: none"> • Customer contact remains a high priority for improvement and change – action needs review is not now relevant. 	
<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 to deal with 80% of enquiries at first point of contact within 1 year (90% within 2 years; 95% within 3 years) 	<ul style="list-style-type: none"> • Customer contact remains a high priority for improvement and change – target may need amending in line with aspirations of new unitary authority 	<p>Scope of customer contact centre may impact on existing ICT resource and could conflict with ICT resources required for transitional work. PB – 29/08/2007</p>
	<ul style="list-style-type: none"> • Improving access to local Council services – Expand the use of technology and increase take-up of online services by 20% over 3 years (based on 2006/07 baseline figures). 	<ul style="list-style-type: none"> • Continue to improve access – target no longer relevant 	<p>Will continue to introduce common technological improvements where relevant (some in partnership with other Wiltshire LA's) prior to vesting day. PB – 29/08/2007</p>
	<ul style="list-style-type: none"> • Training staff and councillors to understand diversity - Achieve level 3 of the Equality Standard for local government within 1 year. 	<ul style="list-style-type: none"> • Plans to achieve Level 3 to be taken forward jointly across the 5 Wiltshire authorities 	
<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 – Hold a minimum of 2 consultations a year with young people to link into decision making. 	<ul style="list-style-type: none"> • No change 	

Goals:	Actions as agreed by Council in February 2007	Proposed Amendments	Impact of changes
	<ul style="list-style-type: none"> • Support Community Area Partnerships and Community Plans - Make decisions based on the Community Strategy and the five Community Plans and publish an annual report to demonstrate this support. 	<ul style="list-style-type: none"> • No change 	
<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 - Sign up to the South West Charter for Member Development within 1 year and achieve the standard within 2 years. 	<ul style="list-style-type: none"> • No change 	
	<ul style="list-style-type: none"> • Develop our employees to deliver better services - Deliver workforce development plan to equip the Council for the future within 1 year. 	<ul style="list-style-type: none"> • Workforce Development Plan will now be subsumed into workforce planning for the new authority 	
<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 - Meet all our efficiency targets as set by central Government each year. 	<ul style="list-style-type: none"> • No change 	
	<ul style="list-style-type: none"> • Carry out more joint working with other authorities to deliver savings - Achieve savings from shared services and joint working with other authorities equivalent to one quarter of Government efficiency targets within 3 years. 	<ul style="list-style-type: none"> • Joint working will now focus on transition to new authority. Target no longer relevant but efficiencies will be measured. 	

Goals:	Actions as agreed by Council in February 2007	Proposed Amendments	Impact of changes
<ul style="list-style-type: none"> New: 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"> 	<ul style="list-style-type: none"> New: Establish Transition Team and programme of work to: <ul style="list-style-type: none"> ensure that North Wilts DC plays a full role in shaping the services of the new unitary authority. ensure smooth transition of services from North Wiltshire District Council to the new Unitary Authority by vesting day ensure that North Wilts staff are supported throughout the transition process and their interests pursued wherever possible. 	<p>This will be drawing in resources from the other service areas of the Council. There will be a need for a project plan for the Transition and therefore resource issues will be considered as part of that plan.</p>