

Corporate Plan 2007/10 - Progress and Exceptions – April to June 2007

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Report Type: Action Report

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Parent Title: Community

Goal, Objective: Community Safety – Work with partner organisations to reduce crime and the fear of crime

Action Title	Description	Due Date	Status	Latest Update	Managed By
Reduce Anti-Social Behaviour	Reduce Anti-Social Behaviour - Appoint District-funded Anti-Social Behaviour Officer within 1 year.	31/03/2008		Appointment made. Partnership Officer in place.	Jo Cogswell

Parent Title: Community

Goal, Objective: Culture/healthy lifestyles – Creating opportunities to encourage people of all ages to get involved in leisure activities




Action Title	Description	Due Date	Status	Latest Update	Managed By
Improving leisure opportunities	Improving leisure opportunities – Secure future for leisure centres within 2 years	31/03/2009		Will now be taken forward in discussion with the County Council.	David Stirling
Improving access to the countryside	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.	31/05/2007		Bid made on time. Lottery announcement expected in September 2007.	David Stirling
Providing a new Arts Centre	Providing a new Arts Centre - Open the Pound Arts Centre by the end of May 2007.	31/05/2007		Official opening event planned for November 2007. Official key handover ceremony will take place on 28 September 2007.	David Stirling

Parent Title: Community




Goal, Objective: Economy - Support a diverse and thriving economy

Action Title	Description	Due Date	Status	Latest Update	Managed By
Redeveloping Town Centres	Redeveloping Town Centres - Produce Development Briefs for Bath Road in Chippenham and Phase 3 (including Phelps Parade) in Calne within 1 year	31/03/2008		Projects currently being reviewed in line with overall Wiltshire assets review.	David Stirling
Helping local projects to succeed	Helping local projects to succeed – provide more than £200,000 of grants each year.	31/03/2008		Area Committee grants are being allocated as requests are made.	Jo Cogswell



Parent Title: Community**Goal, Objective: Housing – Maximise the opportunities for affordable, accessible and decent housing for all**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Delivering 450 new affordable homes over the next three years	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	31/03/2010		22 new affordable homes completed to date. Still projecting 182 completions in 2007/08. New affordable 182	Janet O'Brien
Improve housing conditions across the District	Improve housing conditions across the District – enable 165 homes for vulnerable households to reach the decent homes standard within 3 years	31/03/2010		Our target for 07/08 is 55. We have approved 30 so far and have a further 46 in the pipeline. We continue to work with our partners to achieve the target	Janet O'Brien
Increase prevention of homelessness	Increase prevention of homelessness – Reduce the number of households in temporary accommodation by 30% within 3 years	31/03/2010		At the end of the end of the first quarter 07/08 55 households were in temporary accommodation. There has been an increased interest from private landlords to make their properties available for homeless households since the Landlords Forum in June. If we are able to increase the number of households being rehoused through the Rent Deposit/Bond Scheme into the private rented sector this will assist in meeting the target.	Janet O'Brien



Parent Title: Community**Goal, Objective: Transport - Help meet transport needs, especially in rural areas**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Review parking strategy for the future	Review parking strategy for the future - Consider Parking Strategy by December 2007 and implement schemes arising from Strategy by agreed timetable.	31/12/2007		Specific projects will continue. Long term strategy will need to be reviewed in light of new unitary council.	Chris Major
Identify rural and community transport needs	Identify rural and community transport needs – Identify community transport schemes by December 2008.	31/12/2008		Action to be reviewed in line with transition to new unitary council.	David Stirling
Implement, where beneficial, Residents' Parking Schemes	Implement, where beneficial, Residents' Parking Schemes - Progress towards the introduction of Residents' Parking Schemes within 3 years (in partnership with Wiltshire County Council).	31/03/2010		Partnership work progressing.	Chris Major

Parent Title: Customers**Goal, Objective: Budget - Use your money effectively and efficiently and explore new ways of working**




Action Title	Description	Due Date	Status	Latest Update	Managed By
Use your money and assets effectively and efficiently	Use your money and assets effectively and efficiently - Meet all our efficiency targets as set by central Government each year.	31/03/2008		Overall Gershon efficiency targets met a year ahead of schedule.	Sue Pangbourne
Carry out more joint working with other authorities to deliver savings	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.	31/03/2010		Focus for joint working is now around transition programme.	Delwyn Burbidge

Parent Title: Customers**Goal, Objective: Consultation & Communication - Listen and talk with our residents, young people and businesses**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Listening to young people	Listening to young people – Hold a minimum of 2 consultations a year with young people to link into decision making.	31/03/2008		Working in partnership with Connexions to set up consultation for NEET young people (not in employment, education or training) around retraining, employment opportunities and skills with a view to offering apprenticeships and work placements. NWDC's Young People's Council (YPC) is contributing action points to the Community Strategy Action Plans. Working in partnership with police and the Youth Development service to challenge negative perceptions of young people. Monthly meetings of the YPC.	Jo Cogswell
Support Community Area Partnerships and Community Plans	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.	31/03/2008		Annual report to be prepared by 31 March 2007.	Jo Cogswell



Parent Title: **Customers**



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

Action Title	Description	Due Date	Status	Latest Update	Managed By
Creating a one-stop-shop to deal with all your enquiries	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)	31/03/2008		<p>Head of Customer Relations appointment has been made and will take effect from 3.9.07.</p> <p>Meetings arranged with existing customer focus Team Leaders and the Deputy Chief Executive Officer to agree vision, objectives and project plan for the introduction of the customer centre. The project plan will be presented to CMB in due course.</p> <p>Local performance indicators exist to measure the percentage of enquiries handled at the first point of contact at front of house, by the switchboard and within the call centre. The year to date performance is currently 90%, 18% and 93% respectively.</p>	Jackie Tavener
Improving access to local Council services	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).	31/03/2010		Automated telephone payments extended to Council tax, Non-Domestic Rates and Sundry Debtors. Other services will link to the introduction of the one-stop-shop	Pete Barnett
Training staff and councillors to understand diversity	Training staff and councillors to understand diversity - Achieve level 3 of the Equality Standard for local government within 1 year.	31/03/2008		Level 2 of the Equality Standard achieved by 31 March 2007. Action plan for further improvement in place.	Elaine Orchard



Parent Title: **Customers**

Goal, Objective: **Performance & Satisfaction - Improve our service performance and customer satisfaction**




Action Title	Description	Due Date	Status	Latest Update	Managed By
Improve service performance	Improve service performance – Benefits, Recycling and Planning national Performance Indicators to be in the top 50% in the country within 2 years	31/03/2009		<ul style="list-style-type: none"> The percentage of waste recycled (BV82a) has increased slightly and is on target, but remains in 3rd quartile. The percentage of waste composted (BV82b) has shown a significant improvement, due to new green waste collections, but remains in the 3rd quartile 	Steve Bowcock
				<ul style="list-style-type: none"> Major applications have shown a significant improvement in the first quarter of 2007/08, currently performing in top quartile Minor applications have shown a slight improvement in the first quarter of 2007/08, but is around the mid quartile mark and is off-target. Other applications have shown a dip in performance in quarter 1, currently performing around the 	Sally Canter

				<p>bottom quartile</p> <ul style="list-style-type: none"> The number of successful appeals against the Council's decision has reduced (improved), currently in top quartile <p>Targets set to be in top and second quartile for planning application processing BVPIs.</p>	
				<p>Following a BFI inspection in 2005, the Benefits team has been working with the Department for Works and Pensions Performance Development Team to improve performance. Since then, processing time has reduced for new claims from 88 days to 35 days and for changes in circumstances from 58 days to 22 days. In both cases this is in excess of a 60% reduction in processing time.</p> <p>From April 2007, the backlog in benefit claims has been eliminated and the Benefits Service has been operating at its full compliment. As of the 18th June 2007, new processes have been implemented to improve work flow, to better gather information and to better use management information.</p> <p>Although there are still a number of old cases that are yet to be resolved, which will affect performance, it is envisaged that performance will be in the top 50% of district councils for 2007/08.</p>	Julie Higinbotham
Making sure we meet high standards of customer service	Making sure we meet high standards of customer service – Increase overall customer satisfaction by 10% within 3 years (based on 2006/07 baseline figures)	31/03/2010		<p>A recommendation arising from the recent charter mark inspection, is that the Council needs to adopt a more corporate, consistent and standardised approach to measuring satisfaction levels and that this data should be used pro-actively and as a basis to improve service delivery.</p> <p>In response to this, the Council has procured the Govmetric system which is designed to collate real time feedback from customers on each occasion they contact the Council via face to face, telephone and website access channels.</p>	Jackie Tavener


Parent Title: Customers**Goal, Objective: Training & Development – Develop our staff and Councillors to give their best to residents**


Action Title	Description	Due Date	Status	Latest Update	Managed By
Invest in our elected members who represent you	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.	31/03/2008		Signed up to South West Charter for Member Development with the aim to achieve standard by 31 March 2008.	Elaine Orchard
Develop our employees to deliver better services	Develop our employees to deliver better services - Deliver workforce development plan to equip the Council for the future within 1 year.	31/03/2008		Workforce Development Plan now linked to transition planning.	Elaine Orchard

Parent Title: Environment**Goal, Objective: Cleaner streets – improve the cleanliness of our local roads and public open spaces**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Maintaining public open spaces and cleaning up grot spots	Maintaining public open spaces and cleaning up grot spots- Introduce litter response squads within 2 years.	31/03/2009		Litter response squad included in 3 year budget proposal agreed by Council in February 2007. To come in from 2008/9.	Steve Bowcock
	Introduce quality maintenance standards for all public open spaces within 3 years.	31/03/2008		Work is assigned and underway to achieve this target. Maintenance schedules being written for implementation on 1/04/08.	David Stirling
Promoting more care for our local environment	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.	31/03/2008			David Stirling; Mike Doran



Parent Title: Environment**Goal, Objective: 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	Latest Update	Managed By
Improve the energy efficiency of Council-owned buildings	Improve the energy efficiency of Council-owned buildings – Implement programme and recommendations from Carbon Trust Report within 3 years.	31/03/2010		Work will now concentrate on recommendations linked to Monkton Park offices.	David Stirling

Provide advice and guidance on sustainable energy and climate change to customers, suppliers and communities	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.	31/03/2010		Partnership working at promotional events, press releases and mailouts with the local Energy Efficiency Advice Centre (EEAC) and Warm Front. Providing home improvement grants to increase energy efficiency of homes. Working with Wiltshire HECA (Home Energy Conservation) Team to raise awareness of energy efficiency measures available.	Janet O'Brien; David Stirling
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Parent Title: Environment

Goal, Objective: Controlled Development – protect our countryside and built environment through our planning activities






Action Title	Description	Due Date	Status	Latest Update	Managed By
Identifying land for future housing and employment needs	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.	31/03/2010		Completed Core Strategy consultation and formal document is in preparation.	Lachlan Robertson
Support the development of mixed and sustainable communities	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.	31/03/2010		Affordable Housing SPD published. Section 106 protocol published. Annual Monitoring report in progress, and is due for completion by the end of December 2007.	Lachlan Robertson

Parent Title: Environment

Goal, Objective: Waste & Recycling – minimise waste and increase our recycling rates

Action Title	Description	Due Date	Status	Latest Update	Managed By
Improving the amount you recycle	Improving the amount you recycle – Sorted Weekly Collection of waste (one week refuse; one week recyclables) to be phased in within 2 years.	31/03/2009		Sorted weekly collections are the main driving force associated with this action. Overview and Scrutiny have set up a task group to look at improving recycling rates.	Steve Bowcock
Helping you to recycle green waste	Helping you to recycle green waste – Increase green waste collection areas to cover 10% of	31/03/2008		The second garden waste collection round rolled out during the end of July and the beginning of August. This could add up to another 1800 customers to our existing 3501 paying customers. If	Steve Bowcock

	households in the District within 1 year.			we add to this the 1500 customers we have in the Pewsham scheme potential we could have 6800 customers on the garden waste scheme which represent represents 11.9% of the properties within the district.	
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Action Status	
	Completed
	Assigned; In Progress
	Unassigned; Check Progress; Not Started
	Overdue
	Cancelled