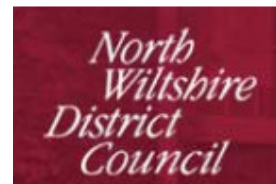







Corporate Plan 2007/08


Quarter 3 update



Action Status - Key	
	Completed
	Assigned; In Progress
	Unassigned; Check Progress; Not Started
	Overdue
	Cancelled




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		Action Completed. Partnership Anti Social Behaviour Reduction Officer now in post.	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		Calne Leisure Centre reopened on 04.01.08 (now operated by community group). Cricklade Leisure Centre continues to be run by community group. Interim contract for the 4 District-managed centres extended until 31.03.09. Discussions continuing with all Wiltshire authorities to secure continued leisure provision beyond start date of new 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		Lottery bid was unsuccessful. North Wilts continues to support the project within existing resources. Lead authority role being discussed with County Council.	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		Pound Arts Centre officially opened in October.	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		Future of Bath Road site being reviewed in conjunction with County Council. Executive resolved (in September 2007) to proceed with Phase 3, Calne.	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 300 new affordable homes over the next two years	Delivering 300 new affordable homes over the next two years (to 31.03.09) – work with registered social landlords to enable 300 new affordable homes to be provided (through Council funding and the planning system) within 2 years	31/03/2009		182 new affordable homes are due to be completed in 2007/08. Early projection for completions in 2008/09 is 128 – a total of 310 completions in the pipeline up until 31.03.09.	Colin Keane
Improve housing conditions across the District	Improve housing conditions across the District – enable 110 homes for vulnerable households to reach the decent homes standard within 2 years	31/03/2009		Our target for 07/08 is 55. We have approved 45 so far and have a further 51 in the pipeline. We continue to work with our partners to achieve the target	Colin Keane
Increase prevention of homelessness	Increase prevention of homelessness – Reduce the number of households in temporary accommodation by 20% within 2 years	31/03/2009		At the end of the second quarter 2007/08, 51 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.	Colin Keane

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Parent Title: **Community**

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

Action Title	Description	Due Date	Status	Latest Update	Managed By
Parking strategy for the future	Parking Strategy for the future	31/12/2007		No further work to be carried out on specific long term parking strategy for North Wilts as this will now be taken forward by the new Wiltshire Council, addressing the needs of the whole County. On-street car parking at Wootton Bassett being progressed.	Chris Major
Implement, where beneficial, Residents' Parking Schemes	Implement, where beneficial, Residents' Parking Schemes - Progress towards the introduction of Residents' Parking Schemes (in partnership with Wiltshire County Council).	31/03/2009		Chippenham residents' parking scheme being progressed.	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

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		Young People's Council has met five times to date in 2007/08, including the Activ8 conference in Local Democracy Week in October 2007, focusing on young disabled people.	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		Work continuing as planned. Annual report to be prepared by 31 March 2008.	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 in line with plans for new unitary Council	31/03/2009		Head of Customer Relations appointed. Customer Focus and the establishment of a Customer Contact Centre is one of the 3 areas for improvement work over the next 18 months.	Jackie Tavener
Improving access to local Council services	Improving access to local Council services – Expand the use of technology, increase take-up of online services and review payment methods for customers.	31/03/2010		Payment methods are being reviewed as part of the Revenues service improvement plans. This will include the introduction of pre-payment for services such as pest control and bulky waste collections and the ability to pay by credit card and chip and pin, as well as paperless direct debit and BACS.	Pete Barnett
Training staff and councillors to understand diversity	Training staff and councillors to understand diversity - and embed good equality and diversity practices in the Council's work	31/03/2009		The five Wiltshire authorities have now agreed to concentrate on building best practice in equality and diversity into the new unitary Council. Efforts are concentrating on this and therefore this Council is not aiming to achieve level 3 of the Equality Standard for local government.	Elaine Orchard; Sue Pangbourne

Parent Title: **Customers**

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

Action Title	Description	Due Date	Status	Latest Update	Managed By
Making sure we meet high standards of customer service	Improvement Priority Making sure we meet high standards of customer service – Increase customer satisfaction from 2006/07 baseline	31/03/2009		Govmetric system now in place to establish customer satisfaction across all services and methods of contact (telephone, website and face to face). Baseline data now collated	Jackie Tavener
Benefits performance	Improvement Priority Key performance measures to be in the top 50% for 2007/08 and top quartile for 2008/09	31/03/2009		Performance measures on target. Consistent and significant improvements in processing new claims and changes in circumstances have continued through the year. Speed of processing new claims is now performing in the top quartile and the time taken to process changes in circumstances is on target to be in the top 50% for 2007/08. Accuracy of processing benefits claims has also shown a marked improvement, with current performance suggesting top quartile performance will be achieved for 2007/08.	Julie Higinbotham
Revenues performance	Improvement priority Key performance measures to be in the	31/03/2009		In year collection rates for Council Tax and Business Rates are showing a marked improvement to the previous year. This is due to increase staffing	Paul Southway

Appendix 1

	top 50% in the country			levels, a reduction of the mail backlog, prompter billing, regular reminders & summonses, and more debt recovery action. Collection rates for Council Tax and Business Rates are on target to be in the top 50% of councils for 2007/08.	
Recycling performance	Improvement Priority Recycling performance to be in top 50% in the country	31/03/2009		The current overall recycling rate suggests that performance is in the borderline between bottom and 3rd quartile performance. The proportion of waste composted has improved to over 6%, due to the expansion of the green waste service.	Chris Couzins-Short
Planning Performance	Key performance measures to remain in top 50% in the country	31/03/2009		Speed of processing major planning applications is on target and performing in the top quartile. Speed of processing minor planning applications has dropped into the 3rd quartile. This area is being closely monitored and it is anticipated that the target will be achieved. Speed of processing other planning applications improved in the most recent quarter, but is still off-target and performing in the bottom quartile. Performance around planning appeals allowed against the Council's decision is in the best quartile.	Sally Canter

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.	31/03/2009		Officers from District and County Councils are working together to plan this work for the new authority. A benchmark assessment on this authority will be undertaken in the Spring 2008.	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 and Introduce maintenance schedules for all public open spaces from April 2008.	31/03/2009		Introduction of emergency litter response squads and maintenance schedules form part of the Cleansing & Amenities Improvement Plan, agreed by the Executive on 06.12.07. Community clear up events held in Corsham and Calne.	Chris Couzins-Short

Promoting more care for our local environment	Promoting more care for our local environment - Carry out awareness and enforcement campaign to respect the environment.	31/03/2009		Cleansing & Amenities Improvement Plan (approved by Executive on 06.12.07) and revised structure (approved by PLA Committee 20.12.07) set out plans for delivering educational and awareness raising campaigns.	Chris Couzins-Short
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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 for Monkton Park Office within 2 years.	31/03/2009		Officer group met in November to discuss options for implementing Carbon Trust recommendations.	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 5% within 2 years.	31/03/2009		AWARE day for businesses held in September. Well attended by the business community. 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.	Colin Keane; David Stirling

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.	31/03/2009		The Panel Report for the Draft Regional Spatial Strategy has been published. This indicates an increase in the requirement for housing and hence affordable housing over the next 20 years. This will be reflected in the Core Strategy DPD.	Lachlan Robertson
Support the development of mixed and sustainable communities	Support the development of mixed and sustainable communities - Publish a protocol for	31/03/2009		Annual Monitoring Report will be produced. Affordable Housing Supplementary Planning Document published but policy is currently under review. Protocol on s.106 agreements produced.	Lachlan Robertson

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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.				
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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 considered.	31/03/2009		Scrutiny Task Group looking at how best to increase recycling. Due to report back to Overview & Scrutiny Committee in early 2008.	Chris Couzins-Short
Helping you to recycle green waste	Helping you to recycle green waste – Increase green waste collection areas to cover 10% of households in the District within 1 year.	31/03/2008		Target is on schedule to be met for 2007/08.	Chris Couzins-Short