

Corporate Plan Progress Update April to June 2006

1.0 Purpose of the Report

- 1.1. To provide an update and exceptions report on the delivery and performance of the Corporate Plan for the period April to June 2006.

2.0 Recommendations

- 2.1. **That Overview and Scrutiny notes the exception reporting for delivery and performance of actions under the priority areas in the Corporate Plan for April to June 2006.**

3.0 Background Information

- 3.1. The Corporate Plan for 2006/09 focuses on ten priority areas. These priorities were identified in a number of ways, including:
- Government priorities and targets
 - Emerging Legislation
 - External inspections
 - Feedback from the local community and stakeholders including the Local Strategic Partnership (LSP)
- 3.2. As agreed at Council on 21 February 2006, the Corporate Priorities for the Corporate Plan for 2006/09 are as follows. The Lead Member for each priority is also shown:

Rank	Priority	Lead Member
1.*	Customer Focus	Gill Offord
1.*	Equality & Diversity	David Evans
1.*	Partnership Working	Ann Davis
2.	Waste and Recycling	Sylvia Doubell
3.	Housing	Olivia Thomas
4.	Cleaner, Safer, Better Streets	Ross Henning
5.	Spatial Planning	Helen Dixon
6.	Buoyant Economy	Helen Dixon
7.	Healthy Lifestyles	Dianne Moore
8.	Car Parking and Decriminalisation	David Evans

* Customer Focus, Equalities and Diversity and Partnership Working are seen as linking together as the joint top priorities for the Council

- 3.3. The Council's Corporate Plan has a three year focus, looking at what we aim to achieve in priority areas over three years, to take us closer to our longer term vision for 2020. The Plan is rolled forward each year, with key tasks for the current year being set out in detail under each of the priority areas.

- 3.4. The Corporate Plan forms a key part of the Council's performance management framework. To enable the corporate plan to be monitored more effectively and to ensure key tasks are delivered a new database was implemented in November 2005.
- 3.5. Exceptions and targets achieved in delivering the actions against each priority and task for the period April to June 2006 are set out in a table as Appendix 1. Any implications for the Council in terms of financial or other risk are shown in the table.
- 3.6. The Corporate Plan is key to improving the overall performance of the Council and incorporates the improvements highlighted by the Comprehensive Performance Assessment (CPA). Its delivery forms part of the Audit Commission's annual review of the Council's "Direction of Travel" as part of the ongoing CPA process.
- 3.7. The performance of the Plan is monitored and reviewed monthly by the Lead Members and Corporate Management Board and reported quarterly to Executive and Overview and Scrutiny.

4.0 Financial Implications

- 4.1 The Corporate Plan 2006/09 has evolved in conjunction with the budget process and resources are allocated in line with the action plans.

5.0 Equalities and Social Inclusion Implications

- 5.1 The Corporate Plan 2006/09 identifies Equalities and Diversity as a key priority area.

6.0 Human Resource Implications

- 6.1 The Corporate Plan 2006/09 has evolved in conjunction with the budget process and informs the business planning process. Resources are allocated in line with the action plans.

Documents used in this report –

Corporate Plan 2006/09
Performance database for Corporate Plan updates

REPORT OF STRATEGIC MANAGER, CORPORATE SERVICES TO THE OVERVIEW & SCRUTINY COMMITTEE, 20 JULY 2006.

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Appendix 1 – 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 is operational with effect from the 29 May 2006. The number is 0800 0270 428. Guidelines have been produced for CSOs. The Communications Team are arranging external publicity. Internal publicity includes insert with all Benefit correspondence, letter to Stakeholders, number publicised on notification letters, electronic notice board, posters etc.
	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. Review meetings have been held and slight amendments have been made to the system configuration.
	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.
	Continue to roll out an opt-in green waste service across the District by 31 March 2007.	750 customers are now taking part in the scheme.

Priority	Actions with target dates between 1 April 2006 and 30 June 2006	Update, Exceptions and Implications
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 is going to Executive on 13 July.
	Produce an Empty Homes Strategy by 30 June 2006.	Draft Empty Homes Strategy to go out for Consultation in July.
	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 completed.
	Develop and finally Publish the Housing and Employment Issues and Options by May 2006.	Housing and Employment document now likely to be published in July 2006.
Buoyant Economy	No target dates for end of June and no exceptions to report.	

Priority	Actions with target dates between 1 April 2006 and 30 June 2006	Update, Exceptions and Implications
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.	