











Appendix 1 – Progress and Exceptions to Corporate Plan – January to March 2007 (plus updates to end of May 2007).





Key:








	Completed by target date.
	Completed, but not by original target date.
	Not be completed in 2006/07, but will move into 2007/08.
	Not completed, with no plans to progress in 2007/08.


Updates are included against all actions that were not complete by December 2006.






Priority	Action	Update	Future plan	Status
Customer Focus	To implement a revised and approved ICT Strategy by 30 September 2006	Revised ICT Strategy approved by Executive 15th March 2007.	Implementation of Strategy set out in Service Plan.	
	To pilot the use of Electronic Document Records Management in two service areas by 31 December 2006	A bid was submitted for funding in 07/08 and has been agreed. Extensive discussions took place with the existing supplier and identified costs, which could not be met within existing resources.	The management restructure and any impact of the Unitary Bid will need to be considered. A report will be submitted to the ICE and/or replacement for the Information Management & Data Security Group once the arrangements have been agreed.	





Priority	Action	Update	Future plan	Status
Customer Focus	Continue to develop a Customer Relationship Management/Business Processing Management (CRM/BPM) prioritisation list as part of the Improving Customer Experience (ICE) programme by 31 March 2007	Major upgrade for CRM system now complete, to allow for comments and complaints system and Freedom of Information (FOI) recording. Customer contact information baselined.	Comments and complaints system in test May 2007, FOI system to go live May 2007. CRM to be introduced in call centre over summer to cover switchboard services, pest control and Revenues and Benefits.	
	Deliver a Customer Focus Action Plan – linked into the Council's CPA Action Plan by 31 March 2007	The updated action plan was addressed at a post-inspection visit by the Audit Commission took place in October 2006.	The Inspector has now provided (draft) formal feedback. Ongoing actions will be linked into service plans.	
	Implement Benefits Action Plan actions for 2006/07 by 31 March 2007	Work is ongoing. Recent visit from Performance Team of Benefit Fraud Inspectorate has assisted in identifying areas where improvements can be made. Visit by Department for Work & Pensions in November confirms good progress being made and close working with performance team. Action plans for BFI and O&S have been actioned.	New action plan from the Performance Development Team in place for 2007. This is being monitored by the DWP.	
	In partnership with other Wiltshire Councils: to agree: access strategy, customer service standards, develop options for shared services, consider options and develop approach for joint procurement by 31 March 2007	Access Policy for the Council approved. Wiltshire Customer First values and standards document approved March 2007. Procurement options delivered on a joint basis,	Access Strategy Action Plan to be developed by Equality and Diversity group. NWDC are leading on developing performance measures for the partnership.	


Priority	Action	Update	Future plan	Status
Customer Focus	Introduce a Corporate Customer Contact Centre by 31 March 2007	Progress on this action is linked to the senior management restructure proposals. Contact Centre not yet established.	Now included as an action within the 2007-10 Corporate plan: 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)	
	Pilot the use of mobile technology to maximise benefit uptake by 31 March 2007	The new Systems Development Officer, who is responsible for delivery of this action, commenced employment on 26.3.07 and will report directly to the Recovery Team Leader.	Progress with this project will start afresh with effect from April 2007.	
	To implement “customer-facing” recommendations from the Cleansing & Amenities Best Value Improvement Plan by 31 March 2007	The C & A Best Value Improvement Board and Project Teams have delivered all customer-facing recommendations arising from the Cleansing & Amenities Best Value Improvement plan scheduled for implementation prior to 31.3.07. These include: *Review and revision of NWDC's domestic and commercial rounds, *Introduction of the Rounds Management System with consolidated property database, *Re-engineered processes	The newly appointed Business Support Officer will take over project managing ongoing areas of work.	
	To rationalise payments into the Council by introducing common processes and payment systems by 31 March 2007.	Business Process work is underway on financial systems and processes. This work will not be completed by 31 March 2007.	Work will continue throughout 2007/08. New target date for completion: March 2008.	







Priority	Action	Update	Future plan	Status
Customer Focus	Implement Benefits Freephone by 31 May 2006.	Completed by target date.		
	To extend the use of the Call Centre to Planning and Cleansing & Amenities by 31 May 2006.	Completed by target date.	Automated payment system to be introduced for Council tax, Benefits, Business Rates and sundry debtors in May 2007	
	Prepare a Charter Mark Action Plan by 30 June 2006.	Completed by target date. Charter mark retained in Inspection April 2007		
	Introduce plasma screen into main reception by 30 September 2006	Completed by target date.		
	To implement a revised comments and complaints system using Customer Relationship Management and Workflow technology by 30 September 2006	Major upgrade for CRM system now complete, to allow for comments and complaints system and Freedom of Information (FOI) recording. Customer contact information baselined.	Comments and complaints system in test May 2007, FOI system to go live May 2007. CRM to be introduced in call centre over summer 2007 to cover switchboard services, pest control and Revenues and Benefits.	
	To introduce Call Centre recording by 31 December 2006	Call Centre recording module uploaded December 2006. System training took place on 11.4.07.	Full implementation will take place with effect from 01.6.07.	
	Review information points with Town Councils by 31 January 2007	Review complete.	Funding for information pints confirmed until April 2009. Different options for Face to face access channels being considered.	






Priority	Action	Update	Future plan	Status
Customer Focus	Develop an access strategy including targets for dealing with enquiries at first point of contact via face to face, telephone and web site by 31 March 2007	An Access Strategy was approved by Executive on the 9th November. This concentrated on the physical access/barriers to services.	<p>The strategy will be developed to incorporate a customer services strategy setting out our plans in respect of specific access channels together with targets for take-up. This will be undertaken in conjunction with the programme of work to develop the Customer Centre.</p> <p>GovMetric software being evaluated, which measures access channel volumes, customer satisfaction by service and channel.</p>	


Priority	Action	Update	Future plan	Status
Equality & Diversity	Deliver Youth Strategy and agree action plans for the next 3 years by 31 July 2006	Draft Youth Strategy completed. Consultation period undertaken in accordance with the Compact for 2 months ending 12 March 2007.	Report and Strategy to be presented to July 2007 Executive.	
	Produce a Disability Equality Scheme by 31 December 2006	Completed by target date.		
	Formalise working relationship on support for young people with Wiltshire County Council through the development of a partnership agreement by 31 December 2006	The first draft of the partnership agreement is currently being consulted on within the County Council and District Council.	The agreement should be formalised by April 2007.	
	Achieve level 2 of the Equality Standard by 31 March 2007	Level 2 achieved by the end of March 2007. (confirmed by external assessment by the IDeA)		
	Hold a minimum of 3 Young People's Council meetings over the year.	Young People's Council is meeting nearly every month now.		





Priority	Action	Update	Future plan	Status
Partnership Working	Undertake partnership reviews using the evaluation tool kit to include Citizens Advice Bureau by 31 December 2006	The outcomes of the review were the subject of a report to the Executive in December.		
	Assist the five community planning partnerships to deliver actions within their community plans – reporting to the Council on the number of actions delivered by 31 March 2007	The funding criteria for the Community Area Awards allow for a minimum of 75% of funding to be awarded to schemes and projects relating to the 5 Community Plans. Year-end financial summaries for each area estimate that 80-90% of funding addresses priorities in the Community plans. Those projects funded that fell outside the Community Plans were supported by local consultation and identified need.	The Community Partnerships Team will be championing key areas of work that have been identified in all the Community Plans and the Community Strategy through project delivery.	
	Encourage community and voluntary groups to seek community area funding to help deliver projects identified in community plans – reporting to each Area Committee 3 times by 31 March 2007	A good response for funding has been received by the Area Committees. The final funding rounds are now complete with a large number of community focussed projects being supported in line with the community plan in each of the community areas.		
	Support the North Wiltshire Partnership to develop plans for action for each of the eight strategic themes within the Community Strategy by 31 March 2007	Draft Action plans were considered by the partnership at their meeting on February 26 where support for the plans was given. The LSP will now fulfill a role championing action and monitoring delivery.		




Priority	Action	Update	Future plan	Status
Partnership Working	Detailed training on the Council's responsibilities under the agreed Compact with the Voluntary and Community Sector, to be undertaken for each Council Team and for elected Members by 31 March 2007	On 19 th June 2006 a Compact Development Session took place for representatives from teams across the Council. The session was delivered with support from Wiltshire County council and CVS North Wiltshire.	Further training for teams and members will be carried out as appropriate.	






Priority	Action	Update	Future plan	Status
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.		
	Establish Energy Policy by October 2006	Climate Change Group established and Terms of Reference agreed. Carbon Trust capital programme being delivered.	Energy Policy to form part of Climate Change Strategy, to be approved in Autumn 2007.	
	Continue to roll out an opt-in green waste service across the District by 31 March 2007.	The customer base now stands at 3,106 with 1,934 who have shown an interest in participating in the scheme.	The new (second) round is in the process of being routed. The new crew will be in place in June 2007. This is a rolling programme and there is no end date as the service will grow year on year.	
	In partnership implement Local Public Service Agreement 2 targets by 31 March 2007	LPSA2 performance indicators are on target	LPSA 2 stretch targets are set for 2007/08 and will be monitored.	
	Revise the constitution for the Wiltshire Waste Partnership by 31 March 2007	Executive have approved a revised constitution as have all Local Authorities in Wiltshire. New Committee structure for Wiltshire Waste Partnership now set up and effective from May 2006.		
	To complete and implement review of refuse and trade waste rounds by 31 January 2007.	Completed. (see also Customer Focus)		





Priority	Action	Update	Future plan	Status
Housing	Produce an Empty Homes Strategy by 30 June 2006.	Empty Homes Strategy approved by Executive on 15th March 2007.	Foreword to be added then strategy will be put on the website.	
	Produce a new Homelessness Strategy by 31 July 2006	Draft Homelessness Strategy 2006/2011 now completed. Executive approved this on 5 th October 2006.		
	Complete research to assess the needs of gypsies and travellers in the district by 31 July 2006	Steering group of all partners involved (including County Council and other Wiltshire Districts) met in mid April to discuss fifth draft. on 23 rd January 2007 to iron out any outstanding issues. Members of the group met with the consultants last month and it is hoped that outstanding issues have now been resolved.	The final draft once produced will be circulated for consultation.	
	Review the Housing Needs Register contract and Allocations Policy by 26 March 2007	Long term sickness has affected progress. Sub-regional workshops held to reach cross-boundary agreement on a shared allocations policy in November.	It is anticipated the review will take 4 - 6 months to carry out. Now aiming for completion of the review by December 2007.	
	Reduce the use of bed and breakfast for young people by 50% and reduce the number of young people in unsuitable accommodation by 25% by 31 March 2007	Achieved a reduction in the number of young people in B&B of 20% over the year. Have achieved the target re. unsuitable accommodation by not placing any young people in unsuitable accommodation	Will aim to eliminate the use of B&B for young people by March 2008.	




Priority	Action	Update	Future plan	Status
Housing	Improve the energy efficiency of residential accommodation in the district by 2.5% by 31 March 2007	The Private Sector team have contributed to the Council's Climate Change working group by carrying out a comparison study of the various energy providers home insulation schemes. For example British gas are offering a discount scheme for home owners having loft insulation or cavity insulation installed by British Gas with a discount given to the home owner through the Council Tax system. The team are continuing to work with the Wiltshire Energy Advice Centre and meet regularly with representatives from all the Wiltshire Authorities.	Information will be collected over the next 6 months from Registered Social Landlords, providers of energy efficiency measures and partners to ascertain whether the 2.5% target has been met. The Home Energy Conservation Act report will be completed in October when we will be able to report on whether or not this target was achieved.	
	Reduce the number of households in temporary accommodation by at least 10% by 31 March 2007	This target has not been achieved. There were 55 households in temporary accommodation at the end of March 2006 and at 31st March 2007 there were also 55 households in temporary accommodation. In December 2004 we had 77 households in temporary accommodation. The national target is to reduce the number of households in temporary accommodation by 50% by 2010. Since Dec 2004 we have reduced the number of households in temporary accommodation by 28%. Our target is to further reduce the number of households in temporary accommodation by 30% by 2010 (i.e. to a maximum of 38 households).	Action plan in place.	



Priority	Action	Update	Future plan	Status
Housing	Complete 150 new affordable homes including at least 10 rural homes by 31 March 2007.	137 new affordable homes completed during 2006/07 with a further 13 units completed in April 2007.	Target and action included in the new corporate plan 2007/10: 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.	
	Complete five local housing needs surveys by 31 March 2007	5 surveys completed for 2006/07 in the parishes of Ashton Keynes, Hilmarton, Brokenborough, Brinkworth and Sherston.		
	Complete Affordable Housing Supplementary Planning Document. (linked target to Spatial Planning priority) by 31 March 2007.	The Affordable Housing SPD consultation period is complete.	Due to adopt new SPD in July 2007	
	Enable 55 vulnerable households in the private sector to live in decent homes, through provision of advice and assistance by 31 March 2007	A total of 20 Decent Homes Grants have been approved for the year 06/07. A total of 84 enquiries have been received, 34 of these enquiries have had the property inspected to determine whether they meet the Decent Home Standard and are now being assessed for grant assistance. This target will continue into 2007/08.	Although this target has not been met we will aim to carry over the 35 grants not yet approved into 2007/08 and approve a further 55 decent homes i.e. set a target of 90 homes brought up to decent homes standards during the year.	





Priority	Action	Update	Future plan	Status
Housing	Enable at least 90 adaptations for disabled residents in the district by 31 March 2007.	A total of 109 Disabled Facility Adaptions were completed during the year 06/07, this has assisted more than a hundred people to remain in their home following suitable adaptions to meet their needs. The Private Sector Housing team have approved 99 grants during this year, some of which will be completed during 2007/08. The Housing Team have therefore successfully met this target for 06/07.		
	Produce a Private Sector Renewal Strategy and Policy by 31 May 2006.	New Private Sector Renewal Strategy and Policy was completed and approved by Executive on 15 June 2006.		
	Complete review of the Housing Advice Service by 30 June 2006.	Completed. Implementation plan approved by Executive on 13 th July 2006. Advice service brought in house and combined with existing homelessness service to provide a new prevention service.		






Priority	Action	Update	Future plan	Status
Cleaner, Safer, Better Streets	Undertake a street design audit of all towns in accordance with an agreed framework to assess the quality of the environment during 2006.	No further action planned until Streetwork Framework agreed with WCC/NWDC	Work scheme not agreed with WCC. Some actions achieved during streetwork repairs; but no comprehensive framework progressed due to capacity issues.	
	Review service delivery of street cleansing and grounds maintenance following best value review and joint project with the local authorities in Wiltshire by March 2007	Senior Street Cleansing Officer and service supervisor have taken responsibility for the day to day running of the service. The review of the service is nearing completion.	Working with HR to resolve outstanding issues. New schedules should be completed by the end of July.	
	Establish quality standards for Council's public open spaces by March 2007	Report presented to Executive 31 st August. Approved to progress - working on programme and to identify resources to deliver.	Target and action included in the new corporate plan 2007/10: Maintaining public open spaces and cleaning up grot spots - Introduce quality maintenance standards for all public open spaces within 3 years.	
	Review Public Convenience provision and quality standards by March 2007	Reported and resolved at 9th Nov Executive. Transfer of Colerne, Purton and Lyneham agreed in principle. Closure of Box and Biddestone in 2007 resolved.		
	In partnership, introduce a system for reporting and dealing with abandoned vehicles by March 2007	Evaluation of new software concluded that it was not fit for purpose for North Wiltshire DC. Alternative solution procured outside of partnership.	Switch over to new system (Chipside) is imminent.	






Priority	Action	Update	Future plan	Status
Spatial Planning	Publish the Submission Document of the Statement of Community Involvement by 30 April 2006.	Statement of Community Involvement adopted in February 2007.		
	Develop and finally Publish the Housing and Employment Issues and Options by May 2006.	Document on hold due to external factors. Likely to be combined with the Core Strategy Development Plan Document subject to approval by the Secretary of State.	Timetable superseded by the new Local Development Scheme 2007 - 2010	
	Publish the North Wiltshire Local Plan 2011 including GIS/Website preparation by 31 July 2006	Completed before the deadline on 27 June 2006.		
	Hold Examination (if required) into the Statement of Community Involvement by September 2006 and then adopt by March 2007	This was approved in February 2007.		
	Develop and Publish the West of Swindon Issues and Options Document by 28 February 2007	The Study is complete. Awaiting the authorisation from our partners Swindon Borough Council to move onto this stage of the process.	Now subject to a new timetable as set out in the new LDS 2007 – 2010.	


Priority	Action	Update	Future plan	Status
Spatial Planning	Prepare and complete the Affordable Housing Supplementary Planning Document (SPD) (linked target with Housing Priority) by 31 March 2007	A draft document was completed and consultations undertaken.	A draft document was completed and consultations undertaken. Final document to be approved by July 2007 in accordance with the Second Revision to the Local Development Scheme 2007 – 2020	
	Replace the current reporting structure to Council for Spatial Planning policy by 31 March 2007	This was completed and new Spatial Planning Advisory Group established		
	Develop and publish the Preferred Option of the Core Strategy Development Plan Document by September 2006.	Document on hold due to external factors. Likely to be combined with the Housing and Employment Development Plan Document subject to approval by the Secretary of State.	This timetable has been modified by the new LDS 2007-2020	




Priority	Action	Update	Future plan	Status
Buoyant Economy	Deliver North Wiltshire Festival in July 2006.	Festival delivered.		
	Provide a Visitors' Guide for North Wiltshire by 31 March 2007	Visitors' Guide completed and launched in February 2007		

Priority	Action	Update	Future plan	Status
Buoyant Economy	Work in partnership to produce a Tourism Strategy for Wiltshire and Swindon by 31 March 2007	Tourism Marketing Strategy is now the responsibility of the Destination Management Partnership, which includes the Wiltshire district councils and county.	Strategy is being developed by the Destination Management Partnership,	
	Carry out a needs survey for rural businesses by 31 March 2007	This was put on hold due to staff vacancies.	Survey will be carried out in June 2007.	
	Deliver the Countryside and Open Space Strategy, including updating the Open Space Study to become a Supplementary Planning Document by 31 March 2007	Countryside and Open Space Strategy completed and approved in April 2007.	Supplementary Planning Document drafted and is with Planning for consultation	
	Undertake Investment Review of Council's assets by March 2007	Disposal of Chippenham Cattle Market in Jan 07. Scheme review work for Beversbrook Site to achieve revenue income in place of Capital Sale progressing. Bath Road Chippenham feasibility review underway. All other work largely suspended in 2007 due to capacity issues.	Asset Plan review postponed until July 2007.	

Priority	Action	Update	Future plan	Status
Buoyant Economy	Progress redevelopment and reuse of strategic sites in consultation with the local community including Calne Phase 3 (including Phelps Parade), Bath Road Chippenham and Hygrade site in Chippenham by 31 March 2007	Bath Road, Chippenham and Calne 3 are on-going projects which remain at feasibility stage and negotiations with partners and stakeholders.	Likely to be reported to Executive in July 2007.	
	Review and deliver action plans as set out in Economic Regeneration Strategy by 31 March 2007	Updated Strategy completed in 2007. Actions on track with programme		
	Continue to promote North Wiltshire as a business relocation destination	Continue to work in partnership with Wiltshire Investment Group to deliver a relocation website for Wiltshire.	Currently identifying sites/premises to put forward to Government organisations in the South East which are looking to relocate.	
	Promote North Wiltshire Towns at North Wiltshire Festival in July 2006.	North Wiltshire Towns and partnerships had stands at the Festival.		
	Launch a "Made in North Wiltshire" website to promote local suppliers by 31 March 2007	This has been completed and populated with the necessary data. This can be found on our web site under local businesses.		

Priority	Action	Update	Future plan	Status
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. Budgetary support for WAYS continued for the remainder of the year.		
	Deliver Annual Youth Games in July 2006	Annual Youth Games held with strong North Wiltshire representation.		
	Need to review what leisure activities (including leisure centres) will be provided based on the feedback from the "Live Life to the Full" survey by 31 March 2007	The Leisure Provision Working Group met throughout 2006/07 and used Live Life to the Full survey as a starting point to inform the review of leisure provision.	Leisure, Culture and Sports Strategy to go to Executive in July 2007, which will provide strategic direction for whole of leisure provision for the district. The strategy includes the procurement of a long-term service provider from April 2008 onwards.	
	Work with partners to deliver actions in support of priorities in the County-wide sports strategy by 31 March 2007	Work delivered with partners across 10 areas of the First Active Strategy. This included Coaching and training for PE in schools and out of school hours, activities for post 16 year-olds, community activities, such as parent/toddler aerobic sessions, and coaching development across the district. A number of clubs were also assisted with applications to secure funds for improvements.		

Priority	Action	Update	Future plan	Status
Healthy Lifestyles	Improve the Council's playgrounds and agree future partnership management arrangements by 31 March 2007	Reviewing facilities and proposals. Report taken to Executive on 31st August 2006 Play Strategy prepared March 2007 and approved at Executive April 2007.	Programme to be submitted to BIG Lotto September 2007	

Priority	Action	Update	Future plan	Status
Car Parks & Decriminalisation	Further consultation on the introduction of residents parking schemes by 31 July 2006	Town and Parish Councils consulted on issues in their local areas and information fed back to Wiltshire County Council. Various petitions submitted for residents parking. Work will form part of a wider strategy. RTA Associates produced, as part of the North Wiltshire District Council Parking Strategy, a report on the introduction of Residents Parking Schemes in Chippenham in the areas of greatest need. Consultation with residents formed part of this review.	The Wiltshire Wide Residents Parking Policy is under discussion with the other districts and will go to Executive for adoption by July 2007. Scheme-specific consultation will be dealt with by Wiltshire County Council on a scheme by scheme basis.	
	Consider an approach to develop the strategy for Parking, Transport and Access (PAT) by 31 March 2007	Strategy produced by RTA consultants, which will provide basis for all Parking, Transport and Access decisions.	Strategy due to be adopted by Executive in summer 2007 Forum for business interests and parish/town councils to be formed when work on strategy has progressed further.	
	Establish transportation and travel strategy with County Council and stakeholders by 31 March 2007	WCC and other stakeholders will be involved in further developments as the strategy progresses. Business and Town/Parish forum to be set up and parking working group terms of reference agreed by Executive Nov 2006. Regular operational and strategy meetings with WCC arranged.		

Priority	Action	Update	Future plan	Status
Car Parks & Decriminalisation	Implement decriminalisation of parking enforcement (Phase 1) by 30 September 2006	Completed on target.		