

Appendix 1: Corporate Plan Update – Second Quarter 2007-08

NB: Where possible, progress to date has been provided (rather than to the end of September)

1. Community - To promote vibrant, safe and inclusive communities

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
<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 in approach. Affordable housing programme continues as planned. Capital budget allocation unchanged Revised target of 300 new homes by March 2009 (av. 150 per year) 	<p>50 affordable homes completed so far this year.</p> <p>182 completions forecast for 2007/08.</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 in approach. Revised target of 110 homes occupied by vulnerable households to meet decent homes standard by March 2009 	<p>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</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 in approach. Revised target to reduce no. of households in Temporary Accommodation by 20% by March 2009 (from April 07 baseline) 	<p>At the end of the end of the second quarter 07/08 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.</p>

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
<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. 	<p>Action Completed.</p>
<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. 	<p>Bath Road being reviewed in conjunction with County Council.</p> <p>Executive resolved at Sept 07 to proceed with Phase 3, Calne.</p>
	<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 may suggest topping the grant pots up rather than put full amounts in again if not spent. (i.e. £8k revenue and £40k capital per community area) 	<p>Area Committee grants are being allocated as requests are made, in line with funding tranches. Grants will not be affected by proposals to stop holding Area Committees and plan for introduction of Area Boards.</p> <p>Supporting Wiltshire Strategic Economic Partnership.</p> <p>Countryside and Food Group being reviewed with County Council. “Made-in” directories suspended</p>
<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 	

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
	<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 not now planned to be filled 	Temp Transport Officer employed to manage concessionary fares and resolve Community Transport funding
	<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 	Discussions continuing with County Council to ensure continued provision of leisure centres. Calne Leisure Centre to be operated by community group & reopened in January 2008.
	<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 	Stage 2 Lottery bid not successful. Lead Authority role being discussed with County Council. North Wilts continues to support the project within existing resources.
	<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 planned – Client role to be covered but no Arts Officer to be appointed 	Key handover took place in September and Pound Arts Centre was officially opened in October by the Duchess of Cornwall.

2. Environment - To protect and enhance the local environment

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
<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 	Scrutiny Task Group set up.
	<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 	Target is on schedule to be met.
<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 	Officer Group to be re-convened and priorities review. Consultant to provide options for Offices and Depot.

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
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 – Revised target to achieve 5% improvement in home energy efficiency by March 2009 (from April 2007 baseline) 	<p>AWARE day for businesses held in September. Well attended by the business community.</p> <p>Partnership working continues 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.</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 being reviewed in light of unitary decision. 	<p>Awaiting guidance from Government Office on how to plan the pulling together of the LDF work together across the County. Publication of Core Strategy delayed pending this advice.</p>

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
	<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"> • No change in approach. 	<p>Affordable Housing Supplementary Planning Document published. Protocol on s.106 agreements produced. Annual Monitoring Report will be produced.</p>
<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>Cleansing & Amenities Improvement Board will address litter response squads in their improvement plans to be presented to the Executive in December.</p> <p>Work is assigned and underway to produce maintenance schedules for implementation from April 2008.</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>Cleansing & Amenities Improvement Board will address resource needs in their improvement plans to be presented to the Executive in December.</p>

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

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
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. Review and consider the impact on service provision of the new Comprehensive Area Assessment, so that the new unitary authority is prepared. 	<p>Executive agreed that there would be three improvement areas to be focused on for the remaining life of the Council: Revenues & Benefits Cleansing & Amenities Customer Focus.</p> <p>Benefits is already showing clear improvements and is now being highlighted by the Department of Work & Pensions as an exemplar case study. Performance is on target to be in the top 50% of district councils for 2007/08</p> <p>Planning PIs at the end of the second quarter continue to meet the National Performance Standards in all three categories</p>

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
	<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 – but this particular satisfaction measure is not now relevant. 	<p>Head of Customer Relations appointed. Customer Focus and the establishment of a Customer Contact Centre is one of the 3 areas set out for improvement work over the next 18 months. A Customer Liaison Manager is being recruited to pull the new centre together.</p> <p>Govmetric system installed in reception to encourage real time feedback (also in use for phone and website)</p>
<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>Head of Customer Relations appointed.</p> <p>Customer Focus and the establishment of a Customer Contact Centre is one of the 3 areas set out for improvement work over the next 18 months. A Customer Liaison Manager is being recruited to pull the new centre together, along with a Customer Liaison Team to centralise and improve the handling of customer comments and complaints via a newly developed system.</p>

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
	<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>Automated telephone payments extended to Council Tax, Non-Domestic Rates and Sundry Debtors.</p> <p>The Revenues review will include a fundamental review of our payments functionality. This will include the introduction of pre-payment for services such as pest control and bulky waste and the ability to pay by credit card and chip and pin payments as well as paperless DD and BACS set up.</p> <p>Continuing to introduce common technological improvements where relevant (some in partnership with other Wiltshire Local Authorities) prior to vesting day.</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 	<p>The 5 authorities have now agreed to concentrate on building best practice in to the new authority. Efforts are being concentrated on this and therefore the Council is not now aiming to achieve Level 3 of the standard as a target.</p>

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
<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 in approach 	Activ8 – conference held for young people with disabilities in Local Democracy Week in October. Young People’s Council continues to meet monthly to plan for the future.
	<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 in approach 	Work continuing as planned. Annual report to be prepared by 31 March 2008.
<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 in approach but target is being reviewed to take account of the need to plan for the new authority. 	Officers from District and County Councils are working together to plan this work for the new authority. The current plan is to have a benchmark assessment in the Spring of 2008 but not necessarily to pursue Charter award for individual Councils.
	<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 	Protocols on recruitment and secondment over the transition period to the new authority have been agreed. Asset Management Plan delivery to be reviewed through Transition sub- work stream

Goals:	Actions as agreed by Council in February 2007	Changes made by Executive on 20.09.07	Progress to Date
<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 in approach. 	<p>Action Completed. Overall Gershon efficiency targets met a year ahead of schedule.</p>
	<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. 	<p>Transition Programme now in place. Service transformation work will continue well beyond the vesting day of the new authority and will focus on improving services for customers and achieving efficiencies linked to the One Council for Wiltshire plans.</p>
<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"> N/a 	<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>Core members of North Wilts Transition Team agreed. Current work is focusing on information gathering and communication between the authorities. Small project budget outlined and agreed by Executive to cover additional training or other resource needs. Officers are engaged at all levels of the County-wide Transition Programme.</p>