






Transitional Corporate Plan 2008/09






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


Priority: 1. Community

Goal: 1.1 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 two years	Delivering 300 new affordable homes over two years (from 01.04.07 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		86 homes completed in the first quarter and on target to complete at least 150 homes in 08/09	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 by March 2009 (from 01.04.07 to 31.03.09)	31/03/2009		17 Decent Homes grants have been approved to date with a further 62 in the pipeline	Colin Keane
Increase prevention of homelessness	Increase prevention of homelessness – Reduce the number of households in temporary accommodation by 20% by March 2009 (from April 2007 baseline)	31/03/2009		April 2007 baseline figure was 55 households in temporary accommodation; figure at 30th June 2008 was 32, a reduction of 42%. We have also achieved the Government's target to reduce TA by 50% by 2010 (from a baseline of Dec 2004)	Colin Keane

Priority: 1. Community

Goal: 1.2 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	Work together with partners to reduce anti-social behaviour through education, projects and appropriate enforcement.	31/03/2009		Next quarter will see the general household survey to test the perception levels of crime. Now linked with LAA targets.	Jo Cogswell

Priority: 1. Community

Goal: 1.3 Economy - Support a diverse and thriving economy

Action Title	Description	Due Date	Status	Latest Update	Managed By
Redeveloping Town Centres	Produce Development Brief for Bath Road in Chippenham in conjunction with Wiltshire County Council. Implement Phelps Parade Development Brief in Calne	31/03/2009		Calne Phelps Parade. Agreements exchanged for re-development on 23rd June 2008. Works commence August 08 for completion Oct 09. Bath Road redevelopment: Agents appointed to market the site. Expressions of interest sought for response in Sept 08.	David Stirling
Helping local projects to succeed	Provide more than £200,000 of community grants in the year.	31/03/2009		Commitments exceed £200,000. Reported progress monthly to Corporate Management Team.	Jo Cogswell

Priority: 1. Community


Goal: 1.4 Transport – Support parking improvements in partnership with Wiltshire County Council

Action Title	Description	Due Date	Status	Latest Update	Managed By
Implement Parking Schemes	Introduce Residents' Parking Scheme in Chippenham and on street parking restrictions in Wootton Bassett (in partnership with Wiltshire County Council).	31/03/2009		Two residents' parking schemes in Chippenham were consulted on and rejected by residents. Preliminary plans for on-street parking restrictions in Wootton Bassett have been approved by the Executive. Wiltshire County Council will continue to progress this scheme with new restrictions predicted to be on the ground in Spring 2009.	Chris Major

Priority: 1. Community



Goal: 1.5 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	Continue to support community-run leisure centres in Cricklade and Calne, and work with County partners to agree leisure strategy for Unitary authority.	31/03/2009		Wiltshire County Council looking to harmonise contract with West Wiltshire DC to 2011, until a decision about the longer term management arrangements can be made by the new council. NWDC continues to implement a programme of	Graham Wilson

Action Title	Description	Due Date	Status	Latest Update	Managed By
				enhancements across the 4 leisure centres. The Council is also working with Calne, Cricklade and DCL to implement projects relating to Energy Efficiency and has allocated £30k per centre for this purpose.	
Providing Sports Grants	Provide grants for summer play schemes and leisure and sporting activities for all	31/03/2009		Extra £30K for this work. On target to increase number supported. Evidence from reports to Area Committees.	Jo Cogswell



Priority: 2. Environment


Goal: 2.1 Waste & Recycling – minimise waste and increase our recycling rates

Action Title	Description	Due Date	Status	Latest Update	Managed By
Improving the amount you recycle	Future plans for recycling to be developed through Wiltshire Waste Partnership.	31/03/2009			Chris Couzins-Short
Helping you to recycle green waste	Continue to increase green waste collection service from households.	31/03/2009			Chris Couzins-Short

Priority: 2. Environment



Goal: 2.2 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	Implement programme and recommendations from Carbon Trust Report for Monkton Park Office.	31/03/2009		Update on status and proposed works to Executive 24th July 2008. Inclusive of leisure centres as well as Council owned property. General on-going improvements. Overall reduction in energy consumption of Monkton Park.	David Stirling
Provide support for community led sustainable energy projects	Provide grants for energy saving schemes for community-owned buildings.	31/03/2009		36 Energy Efficiency Audits conducted. 34 facilities will receive funding to implement recommendations. Will increase efficiency and reduce running costs.	Jo Cogswell

Action Title	Description	Due Date	Status	Latest Update	Managed By
Home energy efficiency improvements	Continue to support Warm Hearted Homes to achieve improvements in home energy efficiency of 5% (from April 2007 baseline).	31/03/2009		Have now withdrawn support from Warm Hearted Homes. The Council is now supporting Wiltshire Energy Efficiency Advice Centre who are currently offering free home insulation for the over 70s, the Private Sector team are providing grants for loft and cavity insulation and replacing defective single glazed windows with double glazing	Colin Keane


Priority: 2. Environment

Goal: 2.3 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	Deliver Housing Land Availability Assessment and Strategic Flood Assessment	31/03/2009		The Strategic Housing Land Availability work was completed March 2008 and is now live and public information. The Strategic Flood Risk Assessment is completed and will be published by end July 2008.	Lachlan Robertson
Support the development of mixed and sustainable communities	Revise Affordable Housing Supplementary Planning document to better reflect rural needs.	31/03/2009		Revised Affordable Housing SPD completed. Update on its use to Executive & Overview and Scrutiny due September 2008.	Lachlan Robertson

Priority: 2. Environment

Goal: 2.4 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	Implement revised maintenance schedules from April 2008. Introduce emergency litter response squads.	31/03/2009		Service contract for maintenance and inspections of playgrounds commenced April 1st. Service agreements set up for any additional open space arising from S106 agreements.	Chris Couzins-Short

Priority: 3. Customers

Goal: 3.1 Performance & satisfaction in priority services - Improve our service performance and customer satisfaction in priority service areas, namely: Cleansing & Amenities, Revenues & Benefits, and Customer Focus



Action Title	Description	Due Date	Status	Latest Update	Managed By
Improve service performance in Revenues and Benefits	Continue to deliver Benefits improvement plan, and implement recommendations arising from "Lean" review of revenues service.	31/03/2009		First quarter figures for Council Tax and Non-Domestic Rates collection show a slight increase on this time last year.	Julie Higinbotham; Paul Southway
Improve service performance in Cleansing & Amenities	Deliver service improvements arising from Cleansing & Amenities Improvement plan	31/03/2009			Chris Couzins-Short
Improve service performance in Customer Focus	Deliver actions from Customer Focus Improvement Plan Increase customer satisfaction from 2006/07 baseline.	31/03/2009		Comments & Complaints Update report sent to Standards Committee in July. For the whole Council, the number of events has reduced by 40% and the proportion of complaints/negative comments has remained relatively static.	Mark Edwards

Priority: 3. Customers



Goal: 3.2 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	Establish customer contact centre in line with plans for new unitary Council	31/03/2009		Customer Access Strategy, which sets out the operational and strategic issues for the transition and transformation of the new Council, has been approved by the Implementation Executive. We are now focussing on aligning our policies and procedures to this Strategy. Charter Mark re-awarded in April 08.	Mark Edwards; Jackie Tavener
Improving access to local Council services	Expand the use of technology, increase take-up of online services and review payment methods for customers.	31/03/2009		The Council now offers a wide range of payment options for services, including debit & credit card over the internet, by phone and at reception. Services covered include, car parking building control, trade refuse, planning, rents, licences, council tax and business rates. BACS is now the preferred method of payment for Council creditors.	Pete Barnett
Training staff and councillors to understand diversity	Work jointly with Wiltshire councils to build on best practice into the new authority. All new staff and members to undertake Equality and Diversity training	31/03/2009		All new Depot staff have undertaken Respect for People Equality and Diversity training. A number of Members have not undertaken Equality and Diversity training.	Elaine Orchard


Priority: 3. Customers**Goal: 3.3 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	Support a Young People's Council in North Wiltshire, meeting at least six times in the year	31/03/2009		Meeting bi-monthly. Service now delivered by Wiltshire County Council's Youth Development Service.	Jo Cogswell
Support Community Area Partnerships and Community Plans	Develop Pilot Area Boards linking to the existing Community Areas and Community Area Partnerships in North Wiltshire.	31/03/2009		All five Community Areas in the development phase for Area Boards. Area Committees are being used as a development forum. Community First providing support to Community Area Partnerships.	Jo Cogswell



Priority: 3. Customers**Goal: 3.4 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	Benchmark assessment for Charter for Member Development to be undertaken. Develop transition plan for all Wiltshire Councils to achieve county-wide accreditation for the new authority.	31/03/2009			Elaine Orchard
Invest in our staff	Support training and development for staff throughout transition process to the new authority	31/03/2009		Embracing Change Workshop recently undertaken. Interview and Application Skills training to be provided for all staff. Working closely with Wiltshire County Council to make best use of their training programme.	Elaine Orchard

Priority: 3. Customers**Goal: 3.5 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	Achieve 3% cashable efficiency gains over 2008/09 in line with 2007 Comprehensive Spending Review (CSR07) requirements.	31/03/2009		The various budgets and plans already demonstrate that NWDC has met its 3% Gershon efficiency target for the three year period, as at 31st March 2008. There is an ongoing drive for efficiency and this will be driven further by the new Unitary Authority to enable it to close the apparent funding gap for 2009/10.	Stuart McGregor

Priority: 3. Customers**Goal: 3.6 Transition to new Unitary Authority – Ensure “business as usual” for service delivery to the public and a smooth handover to the new Council**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Provide seamless service over transition period	Ensure smooth transition of services from North Wiltshire District Council to the new Unitary Authority by vesting day.	31/03/2009		NWDC's Transition Team now subsumed into the Corporate Management Team. As the new Wiltshire Authority Service Directors are appointed, there is a move towards the various Project Teams looking to the SDs for future guidance. The Workstreams are being wound up in consequence as SDs are appointed over the next weeks and months.	Lachlan Robertson
Service planning for the future	Ensure that North Wiltshire District Council plays a full role in shaping the services of the new unitary authority.	31/03/2009		Staff have generally engaged in all Project Teams. New County-wide Elections team in place within Monkton Park.	Lachlan Robertson