

**West Wiltshire District Council**

**Cabinet**

**20 April 2005**

**Corporate Plan Update**

**1. Purpose**

The purpose of this report is to provide an update on the progress the Council has made in delivering the Corporate Plan. This update looks at progress over the last six months and incorporates the CPA improvement plan.

**2. Background**

The Corporate Plan was formally adopted by the Council in 2004. It outlines where the Council intends to focus its efforts over the next five years and states what improvements and achievements can be expected. It is important that progress is regularly monitored. The monitoring arrangements for the Corporate Plan and performance indicators are being reviewed and improved. However, the intention is that monitoring will include:

- Quarterly reports to Internal Overview and then to Cabinet on the Corporate Plan which highlights progress made on critical tasks and against key performance indicators. These reports will be closely linked to the financial monitoring reports made.
- A summary of progress and achievements in the Best Value Performance Plan. This is published annually at the end of June.
- An annual review of the Corporate Plan in June-July each year. This may result in changes to the spotlight areas for improvement and principles for getting the job done.
- Regular review by Corporate Management Team and at Corporate Change Management meetings.

The service and resource planning process is also being directly linked to the delivery of the Corporate Plan. Service plan objectives and specific priorities for 2005-06 focus the work of services onto the Corporate Plan.

The introduction and delivery of the Corporate Plan is critical to securing an improved score in a future Comprehensive Performance Assessment (CPA). The

Audit Commission is currently reviewing and streamlining its approach to CPA. In reviewing the Corporate Plan the Council will check that all specific CPA requirements are met. Where gaps or omissions exist consideration will be given to how these can be addressed.

### **3. Summary of progress**

The progress against each of these principles and spotlight areas is summarised in Appendix 1. This is a general high level statement and does not go into detail about each of the critical tasks in the Corporate Plan. In the first quarter monitoring reports for 2005-06 more specific information will be provided with “at a glance” traffic light coding of progress made against the critical tasks.

The Corporate Plan sets down eight principles for getting the job done and six spotlight areas for improvement. These are:

#### **Principles for getting the job done**

- A focus on priorities
- A well planned approach
- Strong community leadership
- Efficient and effective service delivery
- Sound financial management
- Valued and well supported staff
- Accessible decision making
- High quality communications

#### **Spotlight areas for improvement**

- Improving development control
- Recycling more waste
- Meeting housing need
- Better access to recreation
- Improving our market towns
- Putting customers first

Overall, considerable progress has been made by the Council against all the principles and spotlight areas. A few of the highlights are summarised here.

A number of changes have been introduced that affect the way the whole Council works. They include the development of new corporate customer response standards, the development of a new Human Resources strategy, further changes to the organisational structure and work of the Council, and revised performance management processes. Key projects that have been taken forward include Customer First, affordable housing PFI, recycling, and work to rejuvenate the market towns.

Partnership working has been strengthened through the work of the West Wiltshire Local Strategic Partnership and Community Area Partnerships. A new community strategy for West Wiltshire has now been launched.

Against the CPA improvement plan, the majority of actions listed have now been achieved.

However, it is recognised there is still much to do to improve the efficiency and effectiveness of some services. Efficiency improvements will be detailed in a new Annual Efficiency Statement which looks back at the efficiency gains made in 2004-05 and forward to planned efficiency gains in 2005-06. These efficiency gains and improvements will be considered in the context of the Corporate Plan.

***Financial implications:*** there are no direct financial implications.

***Legal issues:*** there are no legal implications arising from this report.

***Human Rights:*** the Human Rights implications of the actions recommended in this report have been considered.

#### **4. List of background papers**

Corporate Plan 2005-2010

#### **5. Recommendation**

Cabinet are asked to review the overall progress made against the Corporate Plan taking account of any comments made by the Internal Overview Committee.

### **Plain English Guidance Given**

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12 April 2005

#### **List of Appendices**

Appendix 1 Corporate Plan summary of progress