








# Transitional Corporate Plan 2008/09


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Action 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	Progress	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		100 %	The Councils partnership with housing associations to provide affordable housing has been very successful in the last two years. 2007/08 saw the completion of 165 new homes and by 23rd Dec 2008 151 homes had completed. We anticipate by March 2009 that 174 homes will have been completed in the year. Over the two year period 339 homes should be completed. 13% over target.	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	31/03/2009		79 %	By 10th Dec 2008 87 homes have been improved to the decent homes standard and 27 homes are undergoing works to bring them up to standard. A further 25 grant applications are being processed which are expected to be completed by April 2009. Total homes improved for vulnerable households	Colin Keane

Increase prevention of homelessness	(from 01.04.07 to 31.03.09) Increase prevention of homelessness – Reduce the number of households in temporary accommodation by 20% by March 2009 (from April 2007 baseline)	31/03/2009		100 %	is expected to be 139 - 26% above target. Homelessness has been prevented in 56 cases in the first two quarters (61 cases were prevented during 2007/08). At the end of Q2 32 households were in temporary accommodation. The government target to reduce the use of temporary accommodation by 50% was achieved at the end of 2007/08, the councils target has also been achieved.	Colin Keane
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**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	Progress	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		75 %	Analysis has been completed using the WCC peoples voice survey. This shows that the perception of Anti-social behaviour has fallen and anti-social behaviour in hard to hit areas is also on the decrease. This is due to close partnership working and many intervention schemes set up with the council as the lead. The council will continue to work on people's perceptions as these are a lot higher than the actual crime figures suggest.	Jo Cogswell

**Priority: 1. Community**


**Goal: 1.3 Economy - Support a diverse and thriving economy**

Action Title	Description	Due Date	Status	Progress	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		75 %	Calne Phelps Parade. Agreements exchanged for re-development on 23rd June 2008. Works commence August 08 for completion Oct 09. Design work completed for the new market square, the executive has agreed to a single tender with current contractor. Bath Road redevelopment: The Technical and Legal pack is issued to 7 potential retail developers. A delay due to finalizing the draft legal framework and information on Highway modeling.  The date for the selection Panel to meet is postponed until March 2009. One developer has withdrawn.	David Stirling

Helping local projects to succeed	Provide more than £200,000 of community grants in the year.	31/03/2009		90 %	<p>Commitments exceed £200,000. Reported progress monthly to Corporate Management Team. Subject of a review report to The November meeting of the Executive.</p> <p>Some of the local projects that NWDC has helped since April 08 have been:</p> <ul style="list-style-type: none"> <li>i. Malmesbury Youth Football Club were awarded £20k to provide a new clubhouse to provide changing facilities. The Executive committee then matched this contribution so total funding was £40k.</li> <li>ii. Bremhill Village Hall was awarded £9k for renovation of toilets, provision of disabled access and baby facilities. The official reopening is on Jan 9th 2009.</li> <li>iii In September 08 £5k was awarded to Corsham Alternate Sports Event which included free activities such as climbing, skate boarding and BMX biking for young people. Funds will be granted at the November and Jan 09 meetings projects must fulfill all criteria including planning permission and matched funding and take receipt of funds by March 2009.</li> </ul>	Jo Cogswell
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**Priority: 1. Community**


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

Action Title	Description	Due Date	Status	Progress	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		85 %	Two residents' parking schemes in Chippenham were consulted on and rejected due to insufficient support from the 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.	Julie Higinbotham

**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	Progress	Latest Update	Managed By
Improving leisure opportunities	Continue to support community-run leisure centres in Cricklade and Calne, and work	31/03/2009		85 %	Wiltshire County Council is in the process of extending the contract with DC leisure, on the existing terms to 2011, until a decision about the longer term management arrangements	Graham Wilson

Providing Sports Grants	with County partners to agree leisure strategy for Unitary authority.	31/03/2009		75 %	can be made by the new council. NWDC continues to implement a programme of enhancements across the 4 leisure centres, totaling £1.2m. The council is also working with Calne, Cricklade and DCL to implement projects relating to Energy Efficiency in the sports centres, and has allocated grants of £30k per leisure centre.	Jo Cogswell
	Provide grants for summer play schemes and leisure and sporting activities for all				In the autumn of this year a wide variety of projects have been delivered by Sports Development. These have included a very successful Tai Chi course in Corsham, a well attended sports project for young people in Wootton Bassett in partnership with the youth centre, two Tag Rugby training courses, festivals for primary school children in High 5 Netball, girls Football and Tag Rugby, and club development courses in Child Protection, Equity and First Aid. Return to Sport sessions for encouraging more adults back into regular activity have been organised for the New Year in Wootton Bassett, Chippenham and Malmesbury and a Sports Forum for Calne will hold its inaugural meeting. A chair based exercise project for older people in Malmesbury will also take place alongside the culmination of a club development programme that 6 clubs are involved in, working towards the attainment of Clubmark. The Olympic Grants scheme has reached its conclusion and the successful applicants will be invited to an awards evening in January to be presented with their grants by Stephen Thomas who competed in the Paralympic Games 2008 in Beijing.	

Priority: **2. Environment**




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

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Improving the amount you recycle	Future plans for recycling to be developed through Wiltshire Waste Partnership.	31/03/2009		75 %	A series of road shows entitled 'Are you doing enough' were held during June which identified the demand for plastics and cardboard. The six bring sites were introduced and working successfully. Tonnages are reported via the press & internal communications. We are currently working with Hills & WCC to identify areas of low recycling performance. We plan to do a door step campaign to improve those areas.	Chris Couzins-Short
Helping you to recycle green waste	Continue to increase green waste collection service from households.	31/03/2009		80 %	Bins have now been delivered and we are working through a backlog of 740. We will be leaflet dropping Calne and surrounding areas with the intention of hitting our strategy	Chris Couzins-Short

of 15% coverage by March 09

**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	Progress	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		80 %	For 2008/09 there is currently a £10,000 saving predicted on electricity use (which represents 12% savings). Further investment in voltage optimisation plant can bring savings across the building as a whole even before other energy savings are considered. In the case of Monkton Park savings of at least 10% are predicted by the installation of this type of equipment which is currently on order. Order placed with Power Perfecta. The consultant has predicted that the net effect of applying these 'housekeeping' changes to Monkton Park will produce a 20% saving in electricity usage. A study has been commissioned to evaluate electricity generation from the weir on the river Avon, initial report expected Feb. 2009.	David Stirling
Provide support for community led sustainable energy projects	Provide grants for energy saving schemes for community-owned buildings.	31/03/2009		80 %	36 Energy Efficiency Audits conducted. 34 facilities will receive funding to implement recommendations. Once implemented these adaptations will improve the energy efficiency of the building and reduce running costs. Each facility has been provided with an efficiency meter to monitor these improvements in real time. Facilities are being supported to look for the most cost effective suppliers to reduce costs and to modify behaviours to determine the most efficient use of the buildings. Just a few examples are: i. Bradenstoke Village Hall was allocated £1625 to replace their heaters with new more efficient heaters with central timers and thermostats. ii. Wootton Bassett Memorial Hall were awarded £21,602 for new heating systems, loft insulation and lighting. This scheme is dependent on external companies under taking work and any acquired planning consents. Many adaptations have now taken place will be implemented over the Christmas holidays ready for 2009.	Jo Cogswell
Home energy efficiency improvements	Continue to support Warm Hearted Homes to achieve improvements in home energy efficiency of 5% (from April	31/03/2009		82 %	During 2007/08 home energy efficiency was improved by 2.28% & on target to meet the 5% improvements by 31.03.09.	Colin Keane

2007 baseline).


**Priority: 2. Environment**

**Goal: 2.3 Controlled Development - protect our countryside and built environment through our planning activities**

Action Title	Description	Due Date	Status	Progress	Latest Update	Managed By
Identifying land for future housing and employment needs	Deliver Strategic Housing Land Availability Assessment and Strategic Flood Assessment	31/03/2009		100 %	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 was completed.	Lachlan Robertson
Support the development of mixed and sustainable communities	Revise Affordable Housing Supplementary Planning document to better reflect rural needs.	31/03/2009		100 %	Revised Affordable Housing SPD completed. This was considered and completed at the September Executive and Overview & Scrutiny meeting.	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	Progress	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		80 %	New schedules and working patterns are working successfully with performance in the top quartile. Schedules and inventories are currently being collated for open spaces which will enable a new management plan to be produced.	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	Progress	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	31/03/2009		80 %	As far as the benefits improvement plan is concerned all actions have been delivered 100%, furthermore the transformation and turnaround in performance of the benefits team was formally recognised by the DWP which	Julie Higinbotham; Paul Southway

	revenues service.				<p>resulted in a Ministerial visit in March this year. Council tax collection is up by approx 1% compared to the same stage last year. Non domestic rate collection is up by approx 1%. At present this is a positive sign that in year collection figures will improve from 98.3% and 98.5% respectively. For the last year the outstanding correspondence volumes continue to be around the 1000 mark (we receive approx 550 items per week). Before Sept last year, outstanding correspondence volumes were usually between 1,500 and 2,000.</p> <p>Lean Review in Revenues continues to make progress. Currently 9 members of staff trying new ways of working. The average days taken to deal with correspondence is currently 10 days. Prior to the Lean Review this was 28 days.</p>	
Improve service performance in Cleansing & Amenities	Deliver service improvements arising from Cleansing & Amenities Improvement plan	31/03/2009		90 %	<p>Performance across C&amp;A services continues to improve. Street Cleansing shows greatest improvement with NI 195 improving in the last 6 months from 12.67% to 6% Progress on improvements continues to be monitored by the Service Improvement Board led by the Lead Member.</p>	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		75 %	<p>Comments &amp; 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.</p>	Julie Higinbotham

**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	Progress	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		75 %	<p>A review of the Service Plan has been undertaken in light of the time remaining before transition to One Council. The Customer Liaison Team is focusing on the current services it provides as well as seeking to take on additional services on behalf of Cleansing &amp; Amenities. The Service has also taken on first level contact for the new Wiltshire Electoral Service which is based at Monkton Park. Work will continue to deliver the emerging plans for Customer Contact for the new Wiltshire Council. Resource has been allocated to capture demand so that the new service can be shaped accordingly.</p>	Julie Higinbotham
Improving access to local Council services	Expand the use of technology, increase take-up of online services and review payment	31/03/2009		80 %	<p>The Council now offers a wide range of payment options for services, including debit &amp; credit card over the internet, by phone and at reception. Services covered include, car</p>	Pete Barnett

	methods for customers.				parking building control, trade refuse, planning, rents, licenses, council tax and business rates. BACS is now the preferred method of payment for Council creditors. Specifically, access to local services have improved by having an improved web search facility for planning applications and associated plans and documents with the ability to consult online. NWDC also now have improved online information for waste and recycling, including the ability to apply for additional wheeled bins and assisted collections, reporting missed collections and a postcode search to determine bin collection days.	
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		90 %	All new Depot staff have undertaken Respect for People Equality and Diversity training. Most Members have 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	Progress	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		100 %	Meeting bi-monthly. 6 meetings have already taken place this Service now delivered by Wiltshire County Council's Youth Development Service. There was a specific event held at the Olympiad in October as a part of Local Democracy week. Schools from North Wiltshire were invited to attend a half day workshop to learn how they can have a voice in the new Unitary Council. Strong links have been developed with Wiltshire Assembly of Youth and local CAYPIGS to ensure that young people can remain involved in local democracy beyond March 2009.	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		75 %	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. Each Community Area has now had at least one pilot Area Board. The meetings are aiming to address sticky issues that have been identified in each of the Areas. The public attendance at the meetings has been good as has the levels of participation. The pilots are providing positive experiences and key learning points that will inform the creation of the Area Boards proper in the new authority.	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	Progress	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		70 %	We have been conducting a programme of member training. Since April 08 the following workshops have been run:- Better Engagement, Lean Overview, Community Leadership, Advanced Chairing, and Corporate Manslaughter Awareness. In addition, in conjunction with Wiltshire County Council, we are developing Members for the new unitary roles eg: the delivery of Area Boards Training.	Elaine Orchard
Invest in our staff	Support training and development for staff throughout transition process to the new authority	31/03/2009		75 %	A number of workshops have been offered to employees including embracing change, career decisions, interviewing skills and cv writing. Delegate attending the workshops are also given an opportunity to have a 1-1 session with the trainer. A 2 day in-house pre-retirement course is also currently being arranged and will be offered to interested employees. In addition, we are 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	Progress	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		100 %	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 reduce costs and improve services	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	Progress	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		75 %	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		75 %	Staff have generally engaged in all Project Teams. New County-wide Elections team in place within Monkton Park.	Lachlan Robertson