

CABINET

4 February 2009

CORPORATE BUSINESS PLAN – THIRD QUARTER MONITORING

REPORT OF HEAD OF PARTNERSHIPS AND COMMUNICATION

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RECENT REFERENCES:

CAB1719: Corporate Business Plan First Quarter Monitoring (Cabinet 17
September 2008)

CAB1678: Corporate Business Plan 2008 – 2013 (Cabinet 4 June 2008)

EXECUTIVE SUMMARY:

This report sets out progress made over the last two quarter's with the delivery of the Council's agreed Corporate Business Plan, with the exception of the efficiency programme which is reported separately.

As will be seen from the attached appendices, overall progress is on track with several actions having been completed by the end of quarter 3.

There has been some adjustment to a minor number of planned delivery dates as shown in the text of the appendices.

RECOMMENDATIONS:

- 1 That progress with the delivery of the Council's Business Plan be agreed.

RELEVANCE TO CORPORATE STRATEGY

This report monitors progress with delivery of projects designed to deliver the Council's Corporate Strategy

RESOURCE IMPLICATIONS:

Spend against agreed budgets is reported separately.

BACKGROUND DOCUMENTS:

None

APPENDICES:

Appendix 1: Third Quarter Monitoring – Plans and Strategies





Appendix 2: Third Quarter Monitoring – Economic Prosperity


Appendix 3: Third Quarter Monitoring – High Quality Environment

Appendix 4: Third Quarter Monitoring – Safe & Strong Communities





Appendix 5: Third Quarter Monitoring – Efficient & Effective Council


Corporate Business Plan - Third Quarter Monitoring - Plans and Strategies

Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
08/CUL/SPT/012 Produce 2012 Games Framework for Winchester City Council	To produce a 2012 Games Framework for Winchester City Council	2012 Framework produced and adopted by the Council		100 %	30/09/2008	Action complete. 2012 work now embedded in cultural services divisional programmes - will be carried into business planning for 09/10.
08/STH/DIV/002 Develop comprehensive housing strategy	Develop comprehensive housing strategy	Priorities and action plan agreed by Members and other key stakeholders		25 %	31/03/2009	Cabinet to approve strategy actions in July 08, Housing Board to discuss monitoring arrangements in Sept 08
08/CUL/CUL/002 Review and refresh strategic documents for the division	Review and refresh strategic documents for the division	Combined strategy adopted by Cabinet March 2009		85 %	31/03/2009	Full draft of economic strategy produced in December. Public consultation delayed pending officer/Member meeting on 6 February to discuss the draft: likely to take place in Mar/Apr now.
08/CUL/HIS/009c Publish urban archaeology assessment and strategy for Winchester	Publish urban archaeology assessment and strategy for Winchester	Publish urban archaeology assessment and strategy for Winchester Put forward for adoption as supplementary planning document		25 %	31/03/2009	English Heritage has reviewed draft chapters presented and some restructuring and new content has been agreed. New project deadline of 31/01/10 has now been agreed to reflect realistic time requirements for staff (e.g.






Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
		by March 2009				producing illustrations) given other pressures on time.
08/STP/DIV/001 Production of Local Development Framework 'Core Strategy' DPD. Analyse and respond to comments on the 'Issues and Options' consultation and develop preferred options/pre-submission Core Strategy.	Production of Local Development Framework 'Core Strategy' DPD. Analyse and respond to comments on the 'Issues and Options' consultation and develop preferred options/pre-submission Core Strategy.	Achievement of key milestones in LDS (to be updated).		25 %	31/03/2011	Programme revised to reflect programme agreed by Cabinet (LDF) Committee. Preferred Options consultation now planned for May-June 2009.

Corporate Business Plan - Third Quarter Monitoring - Economic Prosperity






Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
08/CUL/CUL/004 Support Alresford Town Partnership in realising the Putting Pedestrians First project	Support Alresford Town Partnership in realising the Putting Pedestrians First project	New car park on land at Perins School with pedestrian link to Town Centre.		75 %	31/03/2009	Ongoing meetings between Town Partnership, Town Council and Perins School to resolve some outstanding project details. Work still planned for spring as previously reported.
08/CUL/CUL/008 Supporting the delivery of Fieldfare bid to SEEDA	Assuming approval of Fieldfare bid to SEEDA for 5 year 'Leader' funding for the rural areas, support the delivery of the programme at a local level.	Support for the delivery of the programme		33 %	31/03/2009	Contract signed late Dec 08. Recruitment of project manager under way - interview date 20/02/09. Key officers have taken part in further SEEDA training in relation to programme delivery.
08/EST/EST/001 Silver Hill Development	To project manage the Council's property input into the Silver Hill redevelopment scheme	Granting of planning approval and confirmation of compulsory purchase order (anticipated Autumn 2009)		25 %	31/03/2009	Planning approval given for amendments to scheme. Section 106 agreement completed. Cabinet approval given to make CPO subject to indemnity being in place. Work underway on revisions to Development Agreement in preparation for CPO.
08/EST/EST/008 Support local businesses	To monitor the development of the Basepoint centre at Winnall, including space for the new CCTV control room	Start of construction by 2nd quarter		15 %	31/03/2009	Planning granted Basepoint preparing tenders for works. Works start anticipated 3 rd quarter. Council CCTV requirement being included with works



Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
08/AIN/AIN/005 Winchester Town Access Plan	Formulation of Winchester Town Access Plan jointly with HCC Consider results of consultation and formulate draft strategies Review car parking policy and residents parking scheme	Publication of agreed plan by WCC and HCC		75 %	31/03/2009	Timescales adjusted to allow additional time for consultation. Stage 1 of Traffic Management Study now complete. Report to Cabinet in February 2009.





Corporate Business Plan - Third Quarter Monitoring - High Quality Environment


Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
08/P&C/SUS/001 Co-ordinate overall implementation of the Winchester District Climate Change Plan	Co-ordinate overall implementation of the Winchester District Climate Change Action Plan	Plan is effectively monitored, actions are taking place, and new actions are generated		66 %	31/03/2009	Update on progress of actions presented to Principal Scrutiny on 17 November 2008. Overall, good progress is being made.
08/AIN/AIN/003 South of Winchester Park and Ride	Develop jointly with HCC the South of Winchester Park and Ride Scheme	Planned start during 2009		75 %	31/03/2009	Contractor appointed. Start on site during March 2009
08/ENV/EPR/004 Air Quality Action Plan	Delivery of Air Quality Action Plan in partnership with HCC	Delivery of action plan in accordance with timetable To reduce air pollution and allow revocation of the AQMA		45 %	31/03/2009	Work on action plan still progressing through Winchester Access Plan study. Air Quality monitoring progressing. Position will be reviewed April 2009 to consider progress to date
08/ENV/ENV/007 Street-scene actions arising from the Winchester BID	To deliver the agreed actions within the Winchester Business Improvement District (BID) Business Plan for street-scene services	Successful delivery of BID Business Plan in accordance with timetable. Enhanced street-scene services		100 %	31/03/2009	Project completed with BID management. No new projects planned with them at present although City Council considered new initiatives such as City-Pride campaign
08/AIN/AIN/014 Winchester High St. refurbishment	Progress Winchester High St. refurbishment scheme and associated vehicular restrictions	Meet timescales. Consider need for Public Inquiry for TRO's		40 %	31/03/2010	Project start date September 2009. Tendering for early contractor involvement underway. TRO process now with Portfolio Holder for decision.

Corporate Business Plan - Third Quarter Monitoring - Safe and Strong Communities


Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
08/CUL/MUS/015 Support the work of museums service through greater community involvement	Support the work of museums service through greater community involvement	Introduction of museum volunteers programme, and establishment of 'museum friends' organisation		100 %	31/07/2008	Action complete - volunteer programme and Community History Partnership (formerly 'friends') progressing well. New volunteers signing up on regular basis.
08/STH/DIV/001 Complete 120 new affordable homes	Complete 120 new affordable homes	120 homes completed		33 %	31/03/2009	37 homes completed, target revised to 91 by end of March 09
08/STH/DIV/003 Introduce Choice Based Lettings	Introduce Choice Based Lettings	Sub regional scheme operational by April 09		75 %	31/03/2009	Launch date for system April 2009
08/P&C/CP/001 Support to community planning projects	Support the development & implementation of Stanmore Community Plan, Winnall Community Plan, Bishops Waltham Town Plan, New Alresford Town Plan, and parish plans both current and arising during the year.	Successful implementation of plan actions over time to be measured by % coverage of the district		18 %	31/03/2009	South Wonston Village Plan published. Support, advice and encouragement to Itchen Valley and Weeke who are interested in commencing.
08/P&C/CW/005 'OK to Play in the Woods' Project	Oversee delivery of the Big Lottery Fund Project – <i>Its OK to Play in the Woods</i> through a contract with the Forestry	Deliver of project to specification		71 %	01/06/2011	Legal Agreement between WCC and Forestry Commission signed off in October. Community Project Officer now in post and based at the Forestry





Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
	Commission.					Commission site office in Micheldever
08/ENV/SAF/010 Maintain and develop role of Community Safety Partnership	<p>i) Complete 6-monthly crime and disorder assessments and develop action plans in response to the findings</p> <p>ii) Ensure that action plans incorporate the National Indicators and Local Area Agreement (LAA) targets</p> <p>iii) Produce an information protocol for partnership sign up</p>	<p>Partnership Plan with individual project plans to be approved by the LAA by June 2008</p> <p>Reports to Community Safety Partnership 3 times per annum</p> <p>Plan delivered according to agreed timescales</p> <p>Annual report to the Partnership</p> <p>All actions to be completed by 31 March 2009 as part of a 3 year rolling programme</p> <p>Partnership sign up to agreed protocol</p>		95 %	31/03/2009	<p>i) - Complete</p> <p>ii) - Complete</p> <p>iii) -The information Sharing Agreement has been developed as a County document and the S&SC SOG agreed during their meeting on 12th January that Bob Merrett as the CSP chairman should sign up to it.</p> <p>All Actions within the partnership plan are underway. The annual reporting process has been superseded by quarterly performance reports to the S&SC SOG and they are also published on the CSP website for public access.</p> <p>Regular bi-monthly updates are circulated to Members, Parishes and the wider partnership.</p>
<i>Equality Impact Assessments</i>						
08/HRE/HRE/001 Equality Impact Assessment	To carry out Equality Impact Assessments across all service Divisions	The Equality Standard will be superseded by the Equality Framework. A		40 %	31/03/2011	Responding to the consultation on the Equality Framework and preparing to revise action plans in the light of changes highlighted.


Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
		definitive outcome will be added following publication of the finalised Framework and our assessment process				Equality Impact Audit (EIA) in line with programme and revisions presented to working groups.
08/P&C/CCT/006 In depth Equalities Impact Assessment of consultation through public meetings and events	To identify where improvements can be made to current practice	Adoption of recommended actions.		50 %	24/03/2009	Work on-going to create new toolkit
08/STH/DIV/009 To comply with requirements of Level 3 of the Equalities Standard	To comply with requirements of Level 3 of the Equalities Standard	Impact Assessments complete		33 %	31/03/2009	EIA completed on Housing Strategy, Homeless EIA underway.
08/LAN/DIV/003 Equalities	To comply with the requirements of Level 3 Equalities standard	Impact assessments completed. All managers and front line staff attended sessions Data held on 50% of tenants		66 %	31/03/2009	Assessments for Tenancy Services and Sheltered Housing both now validated. Validation of Property Services Assessment due in February. Diversity information completed for 70% of tenants. Comprehensive Equalities training programme for Housing staff completed.
<i>CCTV</i>						
08/AIN/AIN/015 CCTV	Complete relocation of CCTV control room and system upgrade	Meet deadlines and timescales		15 %	28/02/2010	Timescales being reviewed to reflect changes to timing of Silver Hill redevelopment. Tendering process to start in February 2009






Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
08/ENV/SAF/014 CCTV	Support the consultation process for CCTV: i) Co-ordinate partnership responses to consultation requests ii) Update police on progress	Partnership will input into the CCTV development process		100 %	31/03/2009	<p>i) - The Community Safety Manager has provided the liaison between the police and the Council in relation the development of the CCTV Consultation processes, in the following ways:</p> <ul style="list-style-type: none"> • Identified a single point of contact and ensured that there was a direct liaison between themselves and WCC in relation to bringing Bishops Waltham CCTV back into operation - this is now in place. • Updated the police in relation to the wider CCTV consultation and passed on their comments to the appropriate officer within the County - The City police inspector is now directly liaising with the CCTV control room about future camera locations.

Corporate Business Plan - Third Quarter Monitoring Efficient and Effective Council






Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
<i>Communities</i>						
08/P&C/CP/003 Develop Local Access Points	Set up and launch three Local Access Points with WCC and Partner staffing by end of 2008/09 (Bishops Waltham, Whiteley, New Alresford)	Improved access to services and profile for City Council and partners.		33 %	31/03/2011	<ul style="list-style-type: none"> • Start of services at Alresford Library. • Launch event at Bishops Waltham CAB to celebrate the new building and start of WCC outreach services. • Service delivery continues from the other locations (Bishops Waltham CAB and Meadowside Leisure Centre). • New services publicised to relevant geographical areas via leaflet sent out to 25,000 homes with waste calendar before Christmas. • Discussions started with HM Revenues & Customs and Winchester Savers to provide information / services via the Local Offices.

Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
						<ul style="list-style-type: none"> Discussions ongoing for joint provision with Havant Borough Council at Waterlooville, which could start in April 2009.
<i>Customers</i>						
08/CSC/CSC/002 Full integration of Council Tax payments	Full integration of Council Tax payments into the CSC	Further one stop shop call More efficient access to information for the public		100 %	30/09/2008	Following recovery payments pilot review Council tax bills payment information changed to direct calls to CSC for telephone payments
08/CSC/CSC/004 Parking integration into the CSC	Integration of parking into the CSC including handling telephone calls, payments and front desk enquiries	Further one stop shop calls More efficient access to information for the public		14 %	31/12/2008	Integration is progressing as part of the City Offices flexible working accommodation project.
08/CSC/CSC/003 Council Tax change of address enquiries	CSC to handle Council Tax enquiries relating to change of address	Further one stop shop calls More efficient access to information for the public		17 %	31/03/2009	Initial e-form design agreed, unable to progress until Lagan upgrade completed - delayed until late February 2009
08/PSC/PRF/003 Complaints Monitoring System	Develop and roll out new Complaints Monitoring System	System in place and being used to capture information on complaints. Regular		100 %	01/12/2008	Staff trained and system launched Dec 2008

Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
		monitoring reports in place. Improved learning from complaints. Increased public satisfaction over time with way complaints are dealt with.				
<i>People</i>						
08/HRE/HRE/002 Flexible Working	Project Plan included in 2010 suite of project plans	Increase level of flexible working practices across the organisation with a view to reducing the over requirement for office accommodation and so provide increased customer service along with cost savings.		40 %	31/03/2009	Storage audit and two clear out days completed. Phase 2 of City Offices project continuing with electrical contractors working through the site and demolition in line with project plan timescales.

Action Code & Title	Description	Expected Outcome	Status Icon	Progress	Due Date	Comments
<i>Information</i>						
08/IMT/IMT/002A Implementing Electronic Document and Records Managements system	Starting with Corporate, HT, Housing, IM&T & Planning in Year 1	Less paper within offices and improved sharing of information. Against project plan milestone		76 %	31/03/2010	Planning live and new website live - received good comments on new web site
08/FIN/ACC/003A Procure and implement replacement core Financial system (including e-procurement)	Procure and implement replacement core Financial system (including e-procurement)	Completed to time and within budget		7 %	31/12/2009	Project manager trained in PRINCE 2
<i>Buildings</i>						
08/EST/EST/004 Operational property maintenance plan	In liaison with Property Services prepare a 3 year estimate of maintenance requirement for all operational property to inform the capital programme.	An agreed and funded 3 year programme (3rd quarter)		50 %	31/12/2008	First phase of conditions surveys complete and costs for initial work included in the capital programme. Phase 2 surveys commissioned and full report expected by March 2009
08/LAN/PRO/001 Decent Homes	To maintain all Council properties at the Decent Homes standard	100% stock decent		75 %	31/03/2009	On target
<i>Other</i>						
08/LAN/DIV/001 Housing Options	Review future of Housing Stock	Updated financial projections Future management arrangements approved		50 %	31/12/2009	Completion date extended to take account of findings of national HRA review.

Key to Status Icons

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