

SERVICE PLAN PERFORMANCE PROFILES FOR COMMUNITIES

SERVICE PLAN PERFORMANCE PROFILE FOR ENVIRONMENTAL HEALTH

Third Quarter 2005/06 (Oct-Dec)

Portfolio Holder: Councillor Jill Elson

Head of Service: Simon Smale/John Collins

GREEN						
ACTION/TARGET/MILESTONE/IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of Partners)
Key Outcomes Planned for 2005/08:						
Implement lead authority partnership with Bradfords PLC.	Jan 2005	Feb 2005	Jan 2006	July 2005	Completed.	
AMBER						
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Key Outcomes Planned for 2005/08:						
Improve liaison with landlords to promote improved housing conditions in private rented sector.	March 2005	March 2005	Sept 2005		Work on-going and linked to new Housing Act Provisions. See above re delayed legislation start date.	
Develop and Review MVM computer system.	Jan 2005	June 2005	Sept 2005		Work in progress but increases in administration workloads have caused delay. Plans to set up software Management Team in conjunction with ICT to complete Sept 2006	
Review 'Award' schemes to promote improved health and well being.	March 2005	March 2005	Sept 2005		Revised scheme being developed with PCT and Police. Revised implementation of June 2006.	
Prepare customer satisfaction strategy.	March 2005		August 2005		Subject to corporate approach to customer satisfaction surveys.	
CPA Improvements						
Performance standards for the service will be set and published.	May 2004	June 2005	June 2005		Performance standards linked to Chartermark application. Revised completion of June 2006.	

SERVICE PLAN PERFORMANCE PROFILE FOR HOUSING & SOCIAL INCLUSION SERVICE

Third Quarter 2005/06 (Oct-Dec)

Portfolio Holder: Councillor Jill Elson

Head of Service: John Golding

GREEN						
ACTION/TARGET/MILESTONE/IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of Partners)
Key Outcomes Planned for 2005/08:						
Provide more affordable housing – a minimum of 20 new homes per annum for rent, plus shared ownership and discounted housing for sale.	April 2005	April 2005	March 2008	On-going	Several schemes on site, property acquisitions completed, and provision on sites being negotiated through the planning system. Development programme now exceeds 180 new homes.	Housing Associations (RSL's), Housing Corporation, Government Office South West (GOSW), Regional Housing Body, Developers.
Produce a 'fit for purpose' Housing Strategy with ambitious and realistic plans for the district	July 2004	April 2004	On-going	June 2005	The Housing Strategy has met the ODPM 'fit for purpose' assessment criteria.	GOSW, Wider Housing Strategic Partnership, various other partners and stakeholders.
CPA Improvements						
Clarify links between national and local housing priorities through the updated Housing Strategy Statement.	April 2004	April 2004	June 2004	June 2005	Housing Strategy makes links between national, regional, and local policies and priorities.	GOSW, consultees, Wider Housing Strategic Partnership.
AMBER						
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Key Outcomes Planned for 2005/08:						
Reduce void and relet times of Council owned housing to a maximum of 30 calendar days	April 2005	April 2005	On-going	On-going	Some improvement has been made towards the target. However, further improvements are needed.	Tenant Customer Panel.

RED						
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Key Outcomes Planned for 2005/08:						
Complete a Housing Stock Options Appraisal to determine the future ownership, management and investment needs of the Council's housing stock.	April 2004	April 2004	July 2005	March 2006	Much of the project has been completed but delays have occurred due to problems with stock condition information and complex financial modelling.	Tenants, Members, housing staff, GOSW, Community Housing Task Force (CHTF), Independent Tenants Advisor.

SERVICE PLAN PERFORMANCE PROFILE FOR LEISURE & LIFESTYLES

Third Quarter 2005/06 (Oct-Dec)

Portfolio Holder: Councillor Andrew Moulding

Head of Service: David Pagett

GREEN						
ACTION/TARGET/MILESTONE/IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of Partners)
Key Outcomes Planned for 2005/08:						
Implementation of recommendations of options appraisal for management of leisure facilities (NPDO) as per the agreed Action Plan.	April '05	Jan '05	March '06	Jan. '06	Transfer to Leisure Trust on 1 st Jan '06.	Trust Shadow Board first meeting October 14 th '05
Completion of roll-out of leisure management system.	April '05	April '05	Sept. '05	Dec. '06	Roll-out completed in December.	
Preferred option agreed for alternative management arrangements for Outdoor Leisure Facilities	July '05	July '05	Dec. '05	Sept. '05	Agreed that seasonal Leisure facilities in the parks should transfer to the Trust. The directly managed pitches transferred to Streetscene in September.	
Meeting the targets for income and expenditure set for the leisure facilities.	April '05	April '05	March '08		This becomes a Trust responsibility from January '06.	Trust Board
Improvements arising from CPA and Best Value Reviews planned for 2005/08						
<ul style="list-style-type: none"> Following on from the Comprehensive Performance Assessment the Leisure and Lifestyles section is committed to ensuring that the goals of the service are clearly linked to the goals of the Council. Performance Management will be improved with the introduction of the new Leisure Management system. 	April '05	Jan '05	March '08		The service level agreement with the Trust requires that goals are linked.	Trust Board
	April '05	April '05	Sept. '05		See above.	
An Action Plan arising out of a Best value Review of Leisure Services was agreed in 2001. The actions remaining for 2005-8 are centred on continued and improved consultation with the public and the evaluation of options available to the Council for the management of its facilities referred to earlier in the Service Plan.	April '05	April '05	March 2008	Completed	Options appraisal completed and Trust agreed as preferred delivery vehicle.	Trust Board

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Key Outcomes Planned for 2005/08:						
Agreement amongst key players (internal and external) on plan to deliver effective sports and exercise development programme in the light or reduction in staff and budget.	April '05	Jan. '05	July '05	May '05	Development work to continue through partnership work and through facilities.	Successful meetings held with PCT and School Sports Trust who will remain as active partners
Agreement amongst key players (internal and external) on plan to deliver effective arts development programme in the light or reduction in staff and budget.	April '05	Jan '05	July '05	July '05	Priorities identified for Arts Team. Thelma Hulbert Gallery business plan prepared. Arts service plan being compiled.	Culture Think Tank has been actively involved.
Extended "Choice" to include visitors and new users.	April '05	April '05	Nov. '05		"Choice" continues to be a successful initiative and will be further refined and used as an important tool in generating income by the Trust.	Trust Board