

**1. WORKING WITH PARTNERS TO HELP FACILITATE THE PROVISION OF AFFORDABLE HOUSING****Improvement Plan**

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Comment / Progress</b>	<b>Timescale</b>	<b>Responsible Officer</b>
1.1	Provide 75 units pa of affordable rented housing	This is an ongoing programme throughout the year to deliver affordable rented housing primarily as part of new build housing developments throughout the district in accordance with the Council's Local Plan policies on affordable housing	No units started in this quarter The Council's programme for 2006-08 is currently estimated to produce 250 units over the next two years. The Council can expect much of this programme to be completed during the second year. This is because the Housing Corporation bid round for Social Housing Grant covers these two years and no Registered Social Landlord was willing to commence development until that programme was finalised in late 2005. Accordingly this quarter's performance reflects the lull as activity gears up.	Measured at year end	Ian Mead
1.2	Provide 25 units pa of Shared ownership and other intermediate housing	This is an ongoing programme throughout the year to deliver affordable shared ownership and other low cost home ownership housing primarily as part of new build housing developments throughout the district in accordance with the Council's Local Plan policies on affordable housing	As above	Measured at year end	Ian Mead
1.3	Investigate alternative means of funding affordable housing	Expression of Interest (Eoi) for Private Finance Initiative submitted March 2006  Eoi result will be announced August 2006	Awaiting outcome of EOI	Eoi will be confirmed August 2006.  Outline business case March 2007	Tim Sadler

# CORPORATE PRIORITIES REPORT

First Quarter 2006/07

	Action for Improvement	Milestones	Comment / Progress	Timescale	Responsible Officer
1.4	Carry out a Best Value Review of affordable housing with a specific focus on value for money.	Carry out a scoping review to conclude what aspects of the service will be fully reviewed including benchmarking.  Carry out a review based upon the corporate template  Report to Executive	Initial meetings planned for end of July to begin scoping Project.	August 2006  Sept-Nov 2006 December 2006	Anthony Tyrer and Robert Woodside
1.5	Carry out a review of the Council's Choice Based Lettings scheme.	Carry out stakeholder and user consultation  Report to Strategic review committee	Completed June 2006	September 2006	Lyn Scaplehorn
1.6	Develop a Medium Term consultation programme for housing services	Draw up a profile on the different interest groups in housing together with an approach to consulting with them tailored to maximise take up.		March 2007	Paul Staines and Nikki Malin
1.7	Improve the Council's approach to tackling Domestic Violence in the area as measured by BVPI 225.	BVPI 225 has ten measures of a Council's approach to tackling DV. The Housing Inspector judged that the Council met only 6 out of 10 of these as at April 2006. The Council aims to have satisfactorily achieved 8 out of 10 with action plans for the final 2 by April 2007		Ongoing throughout 2006-7	Paul Staines and Dot Morrison
1.8	Commission research into the need for Supported housing	Budgetary approval given  Specify, and then commission report		Feb 2007  April 2007	Paul Staines

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1.9	Review the Council's discretionary grants policy and work to secure improvements in the use of equity loans	<p>Look at the issue of demand for the Council's discretionary grants and examine whether budget is sufficient as part of the budget process</p> <p>Review councils that have successfully established equity loan schemes and report to Executive on way to develop the Vale's scheme.</p>	<p>A review of grants policy is needs to be carried out to take into account the Housing Act 2004 (Housing Health and Safety Rating System).</p> <p>Discussions have taken place for a consortium based equity release scheme, but progress has stalled due to the inability to identify a suitable financial provider. Further investigation into a Vale based scheme needs to be undertaken.</p>	<p>Feb 2007</p> <p>Nov 2007</p>	Ian Forster
1.10	Work with parish councils to develop rural housing on exception sites	<p>Carry out three rural needs surveys</p> <p>Develop 2 affordable housing schemes</p>	Progressing with input from Joint Vale/South Oxfordshire DC Rural Housing Enabler.	Ongoing throughout 2006-7	Ian Mead
1.11	Carry out a comprehensive revision of the housing strategy by spring 2007.	<p>Production of summary of last year's strategy and progress</p> <p>Staff and stakeholder written consultation leading to production of an issues paper</p> <p>Full consultation event</p> <p>Draft strategy produced to tie in with Council's service and budget planning process</p>	<p>Summary produced and sent to all stakeholders.</p> <p>Invites sent for event planned for 14<sup>th</sup> September 2006.</p>	<p>July 2006</p> <p>July 2006</p> <p>Sept 2006</p> <p>Oct-Nov 2006</p>	Paul Staines
1.12	Complete Supplementary Planning Guidance on the provision of affordable housing	The Supplementary Planning Guidance gives more detail to developers as to the Council's requirements for affordable housing. Its introduction had to wait until the adoption of the Council's Local plan that was completed in June 2006.	<p>Responses received to draft to be considered by members</p> <p>Adoption of final Supplementary Planning Guidance</p>	<p>June 2006</p> <p>July 2006</p>	Katie Barrett

**2. CREATING A CLEANER, GREENER, SAFER AND HEALTHIER COMMUNITY AND ENVIRONMENT****Improvement Plan**

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Comment / Progress</b>	<b>Timescale</b>	<b>Responsible Officer</b>
2.1	Devise a series of themed Action Plans to improve service delivery in partnership with Vale stakeholders	Confirm approach and methodology Review existing corporate and service commitments  Draft Action Plans Hold Partner Challenge events  Finalise action Plans	Achieved Achieved for Environmental Cleanliness Action Plan  Timetable for Action Plans to Senior Management Team 21/7/06	Spring 2006 Summer 2006  Summer 2006  Autumn 2006	David Stevens, Paul Staines, Rodger Hood, Hywel Griffiths (now Mike Mackay)
	<b>CLEANER</b>				
2.2	Reduce litter and detritus in public spaces in the Vale and improve upon customer satisfaction scores in line with agreed county-wide (Local Area Agreement) targets	Vale Voice Panel consultation on Waste services including street cleansing  Publish the consultation report and response	Achieved  Liaison Environmental Health & Corporate Communications. July: On target	Spring 2006  Summer 2006	David Stevens
2.3	Take effective enforcement action to combat environmental crime including fly tipping, dog fouling, litter, graffiti and fly posting	Adopt a Local Environmental Quality (LEQ) enforcement strategy  Introduce Fixed Penalty Notices for selected environmental crimes	LEQ draft Enforcement strategy to Exec. 07/07 & Council 20/07: On target  On target	Summer 2006  Autumn 2006	David Stevens
2.4	Improve customer satisfaction with Waste Collection service	Implement improved contractor arrangements and action plan  Public consultation	In progress; Scrutiny Committee input @ July and Sept. 06 meetings  On target	Spring - Summer 2006  Autumn 2006	David Stevens
	<b>GREENER</b>				
2.5	Review sustainable waste strategy in line with the emerging Oxfordshire Joint Municipal Waste Strategy	Support joint work programme for the Oxfordshire Waste Partnership (OWP) Publish revised Sustainable Waste Strategy	In progress; framework report to Executive 4 <sup>th</sup> August; OWP strategy and draft vale strategy to 1 <sup>st</sup> Sept Executive	Winter 2006	David Stevens
2.6	Achieve a combined Recycling and Composting rate of 29% in 2006-07	Complete the expansion of brown wheeled bins for garden waste & cardboard to 8000 properties	On target	Autumn 2006	David Stevens

	Action for Improvement	Milestones	Comment / Progress	Timescale	Responsible Officer
2.7	Achieve increased recycling of non biodegradable waste in line with agreed county – wide (LAA) targets	Publish revised Recycling Plan 2006-09 Implement a programme of promotional measures	On target On target	Autumn 2006 Winter 2006 - 2008	David Stevens
	SAFER				
2.8	Implement the Vale Community Safety Strategy 2005-08	Achieve strategy targets	Ongoing – Quarterly progress reports to Crime and Disorder Reduction Partnership (CDRP)	2005-2008	Paul Staines
2.9	Improve workplace safety in Council – regulated businesses	Adoption of Health & Safety Executive (HSE) revised guidelines  Achieve resultant inspection and compliance programme for 2006-07	On target  On target	Summer 2006  Spring 2007	David Stevens
2.10	Improve enforcement arrangements for Environmental Health regulatory services for Licensing, Food safety, Health & safety at work, Private Sector Housing	Consult upon draft enforcement policies  Publish following consultation	Consultation programme commences July 2006: on target On target	Summer 2006 Autumn 2006	David Stevens
2.11	Health and Housing Safety Rating System	Adoption and implementation of Department for Communities and Local Government (DCLG) guidelines	Changes to Council's scheme of delegation planned.	Autumn 2006	Paul Staines
	HEALTHIER				
2.12	Address air quality problems in parts of Abingdon	Declare and Air Quality Management Area (AQMA) Consult upon an Air quality Action Plan (AQAP)  Implement an AQAP	Achieved July 2006 following PRAC 22/6/06 Preparatory work commenced; public consultation due to commence June 2007 On target	Summer 2006 Summer 2006  2006-2009	Patrick Legge
2.13	Provide a Skate Park in Abingdon.	Complete design stage in consultation with youth groups  Construction and completion of Skate Park	Achieved  Consultation and technical solution has delayed progress	June 2006  January 2007	Mike Mackay

**CORPORATE PRIORITIES REPORT**

**First Quarter 2006/07**

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Comment / Progress</b>	<b>Timescale</b>	<b>Responsible Officer</b>
2.14	Improve Leisure, Culture and Recreational Facilities	Conclusion of agreements for future use of: Tugwell fields Stockham Park Mably Way	On target On target Pending consultation on access route to Grove development; Planning Application due Sept. 06	March 2007 August 2006 To be agreed	Mike Mackay
2.15	Provide an effective contribution which protects the interests of the Vale to the development of the regional spatial strategies for the South East and South West	Comments on consultation draft by Executive made to regional bodies  Give evidence to Examinations in Public	Achieved	Summer 2006  Feb/March 2007 (SE) Apr/Jun 2007 (SW)	Rodger Hood
2.16	Develop a Parks and Open Spaces Strategy which includes playground provision	Complete Planning Policy Guidance 17 (PPG 17) led assessment of parks & open spaces Consultation with Parishes Citizens Panel consultation	Consultation in progress: On target	October 2006	Mike Mackay
2.17	Optimise contributions from new developments towards leisure, culture and recreation	PPG 17 survey results and Parks & Open Spaces Strategy to feed in to developer negotiations	Awaiting production of strategy to optimise developer contributions but in the interim negotiations with developers are proceeding with appropriate input from Leisure service.	October 2006  Winter 2006	Rodger Hood
2.18	Carry out review of children's and young people's services and integrate with Children's and Young Peoples Plan	Consult on the draft Youth Strategy  Publish  Implement Strategy	Consultation in progress; report to Executive & Council in Autumn  On target  On target	By October 2006  December 2006 2007-2009	Toby Warren

**3. IMPROVING AND MODERNISING ACCESS TO OUR SERVICES****Improvement Plan**

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Comment / Progress</b>	<b>Timescale</b>	<b>Responsible Officer</b>
3.1	Implementation of customer contact strategy.  Strategy to include equality and diversity issues Benchmarking and best practice – be aware of	Decision on service provider  Completion of multi-channel contact centre  Approval and implementation of payments strategy  Review of strategy  Appoint an Equalities Officer  Update the corporate equalities plan  Produce and implement an action plan	Report to August Executive  Implementation to re-commence in-house subject to August Executive decision  To October Executive 2006  Not yet started  Organisational structure in process of consultation.  Seeking consultancy to assist  Seeking consultancy to assist	Sept. 2006  July 2007  November 2006  March 2007  September 2006 October 2006  November 2006	Helen Bishop
3.2	Promote Awareness of customer focus throughout the organisation	Action plan to be agreed and implemented  Agreement of corporate service standards and protocols  Review of comments and complaints procedure  Promote awareness and train staff	Not yet started	From December 2006  March 2007  June 2007  June 2007	Helen Bishop
3.3	Develop and publish service standards	Identify areas where service standards are required  Consult on service standards  Develop and publish	Senior Management Team 21 August 2006	From December 2006  January 2007  January 2007	Helen Bishop

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Comment / Progress</b>	<b>Timescale</b>	<b>Responsible Officer</b>
3.4	Update web site to improve accessibility and usability	Review of vale website Implement changes User satisfaction surveys Content improvement plan to be developed and implemented	Completed June 2006	December 2006 March 2007 March 2007	Ann Sadler Nikki Malin
3.5	Deliver a challenging programme of Best Value Reviews of Council services	Agree programme and deliver reviews	Programme agreed by Executive (March and May 2006)	April 2006 until March 2008	Robert Woodside





	Action for Improvement	Milestones	Comment / Progress	Timescale	Responsible Officer
4.4	Implement and review people strategy	Publicise strategy Develop action plan		Spring 2007	Tim Barnett
4.5	Review of council's appraisal Commitments/PDP scheme	Develop and agree schemes Training Guidance notes	Achieved	Summer 2006	Tim Barnett
4.6	Develop service plans so that they link the council's aims and priorities and cascade them into the council's appraisal scheme			December 2006	Helen Bishop
4.7	Management development	SMT development  Away days  Competency directory	Completed for Senior Management Team and Executive  As above  In draft	July 06  July 06  Summer 2006	Tim Sadler/Helen Bishop
4.8	Giving access to Human resources information to managers and employees	Implementing system Streamlining processes Training staff Self-serve made available to staff	First phase of implementation to a pilot group of staff is nearing completion, with electronic annual leave requests and management reporting.	October 2006	Tim Barnett
4.9	Workforce development plan	Create a plan combining corporate and individual training needs		Spring 2007	Tim Barnett
4.10	Staff attitude survey	Design survey Undertake survey Collate results Agree a programme of actions to improve staff satisfaction / build in further dialogue with staff	Completed Survey completed, and high level results are with the authority. To decide how to further receive data in order to work up action plans.	Summer 2006	Nikki Malin

	Action for Improvement	Milestones	Comment / Progress	Timescale	Responsible Officer
4.11	Update the ICT strategy	Select ICT strategy consultant  Consult with staff and members across the organisation  Produce strategy  Implement action plan	Achieved  Achieved  Strategy approved.	Summer 2006  Summer 2006	Ann Sadler
4.12	Best practice, benchmarking and value for money	Join benchmarking club Input data and receive feedback Action Plan for improvements		October 2006	Helen Bishop
4.13	Review, integrate and implement our risk and project management and procurement processes	Update processes	Responsibilities within this action to be reviewed once the Deputy Director for Contracts and Procurement is in post.	Spring 2007	Ann Sadler/ DD Contracts & Procurement
4.14	Resolve Pay & Grading competency points and market premia	Agree detailed arrangements for competency points Review applicability of market premia	Unable to agree a workable/affordable scheme with the Unions/Staff side  Market premia reviewed at PRAC on 22.06.06	Summer 2006	Tim Barnett
4.15	Produce new procurement strategy	Incorporate procurement health check actions from 2004 into new action plan  Implement action plan  Review our Standing Orders and Financial Regulations in light of Procurement Strategy		Spring 2007	Mike Mackay
4.16	Streamline accounting processes to reduce workload whilst providing necessary information & controls (will be resolved through SSO)	Updated processes		Spring 2007	William Jacobs

**5. DELIVERING OUR SERVICES AND DEVELOPMENTS WHILE MAINTAINING OUR MEDIUM TERM FINANCIAL PLAN (MTFP)****Improvement Plan**

	<b>Action for Improvement</b>	<b>Milestones</b>	<b>Comment / Progress</b>	<b>Timescale</b>	<b>Responsible Officer</b>
5.1	Content and Presentation of the Council's MTFP	Achievement of February 2006 Service Prioritisation Plans (SPPs)  Include a written explanation of the main themes and principles behind the plan	£478K (73%) achieved by 28 <sup>th</sup> July 2006	Early 2006  February 2007	Various - see SPPs  Steve Bishop
		Identify specifically how resources (money and staff) have been moved to support our corporate priorities  Assess whether zero based budgeting could be used to shift resources from a low priority service area to a higher priority service area		February 2007  Autumn 2006	Steve Bishop  Steve Bishop
5.2	Develop further the Strategic Service Review process (SSR)	Involve a wider range of staff in the process  Consult with all Members  Directly link the outcomes from the SSR to the Integrated Service and Financial Planning (ISFP) system & MTFP	Direction agreed at Directors Group.  Scheduled for September 2006  Further discussion required with Senior Management Team (SMT) and Strategic Management Group (SMG)	June 2006  Autumn 2006  Autumn 2006	Tim Sadler  Tim Sadler  Steve Bishop
5.3	Identify specific areas where we will look at alternative methods of procurement / joint working / sharper commercial focus	Identify areas in the February 2007 Budget  Relevant service plans to include this work as a development objective  Newly appointed Deputy Director Procurement & Contract Management (P&CM) to assess scope for renegotiating current contracts & delivering services in more cost-effective way  Achievement of the 2.5% annual efficiency savings for 2005/06 - 2007/08, as detailed in the Annual Efficiency Statements		February 2007  March 2007  March 2007  Ongoing	Terry Stock  Various  Mike Mackay  Steve Bishop



**6. IMPROVING BOTH INTERNAL AND EXTERNAL COMMUNICATION****Improvement Plan**

	<b>Action</b>	<b>Milestones</b>	<b>Comment / Progress</b>	<b>Timescale</b>	<b>Responsible Officer</b>
6.1	Update communications strategy regarding Internal communications, branding, communications channels, managing the media	Production of the strategy Implementation of the action plan	In process of agreeing communications team structure	Spring 2007	Nikki Malin
6.2	Investigate participation in the IDEA reputations programme	Decide whether to participate in Reputations Programme  Production and delivery of Action plan	Report to Executive August 06. If adopted this will shape Communications Strategy	October 2006	Nikki Malin
6.3	Update consultation strategy and action plan to include mechanisms for reaching vulnerable and hard to reach groups (affordable housing (AF p49) report)	Develop a medium term Consultation Plan (2006 – 2009)  Carry out wide scale consultation exercises to further develop our corporate aims during 2006  Develop a programme to consult on the development of service standards for all relevant areas of the Council and promote the standards once finalised.	Report to Executive August 06. If adopted this will shape Communications Strategy (Now adopted)	Spring 2007	Nikki Malin
6.4	Consult, develop and implement procedures to ensure that we reach everyone within our community	Appointment of an Equalities Officer  Updated corporate equalities plan  Production and implementation of an action plan	Consultation on draft structure about to begin. In order to move forward the corporate equalities plan and other related issues, seeking external consultancy help to assist.	December 2006	Helen Bishop
6.5	Devise a list of those hard to reach groups and a way of communicating with them	Production of list and protocol for maintaining it  Procedure for accessing hard to reach groups		Spring 2007	Helen Bishop

	<b>Action</b>	<b>Milestones</b>	<b>Comment / Progress</b>	<b>Timescale</b>	<b>Responsible Officer</b>
6.6	Assess staff satisfaction with the Vale in terms of satisfaction, workload, reward and recognition, communications, training and management	Conduct baseline staff attitude survey Collate feedback Circulate results Devise and implement action plans Follow up survey	Achieved. Head line feedback received. To decide how to further receive data in order to work up action plans.	Summer 2006	Nikki Malin
6.7	Review the internal communications tools for the organisation	Reports needed Test and check progress and understanding of the vision	Will be part of action planning following staff survey.	Spring 2007	Nikki Malin