

Community Strategy Theme: A place of safe and strong communities

Outcome: A friendly place where people make a positive contribution to and feel part of their local community, respect and support each other, and take responsibility for their own actions. Where they feel safe in their homes and on the streets at any time of the day and night.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Improve community cohesion</i>						
2	<i>Reduce recorded crime and fear of crime</i>						
3	<i>Reduce anti-social behaviour</i>						
4	<i>Reduce levels of deprivation in priority neighbourhoods</i>						
Obj No.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
4	NI 180 - The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year	1185	>450	>450		John Vickers	Finance
4	NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	13	<13	<13		John Vickers	Finance
1	NI 1 - % of people who believe people from different backgrounds get on well together in their local area	80.2% 08/09	3% improvement over 3 years from 2009/10			David Jayne	Safe and Sustainable Neighbourhoods
2	NI 16 - Serious acquisitive crime	17.9 offences per 1000 population 08/09	15% reduction over full 3 year period from 2009/10			David Jayne	Safe and Sustainable Neighbourhoods

2	LI 29a Increase % of residents feeling safe at home / in their community (measures from Place Survey questions)		2% increase to 53%		David Jayne	Safe and Sustainable Neighbourhoods	
2	LI 29b Increase % of residents feeling safe at home /in their community (measures from Place Survey questions)		1% increase to 92%		David Jayne	Safe and Sustainable Neighbourhoods	
2	NI 17 - Perceptions of anti-social behaviour	17% 2008/09	% reduction over 3 years across Nottinghamshire 14% target		David Jayne	Safe and Sustainable Neighbourhoods	
Priority Actions		Sub Actions (Each needs a start and finish date)		Start Date	Finish Date	Name of Accountable Officer (Not post)	Portfolio holder
4	Improve the take-up of Housing Benefits	Complete action plan identified in the Housing and Council Tax Benefit take-up strategy		April 2010	On-going	John Vickers	Finance
3	Reduce graffiti, litter and fly tipping in target areas	Ongoing work with Neighbourhood wardens and neighbourhoods team including launch of the clean Borough Campaign		April 2010	March 2011	PASC Manager	Direct Services
		Assist with at least 2 community initiatives involving litter and fly tipping removal		April 2010	March 2011	PASC Manager & Caroline McKenzie	
2/3	Improve the security of the built environment through reducing the opportunity for crime	Review geographic coverage of CCTV and consider whether this reflects the occurrence of incidents in the Borough		April 2010	Mar 11	Andy Callingham	Safer and Stronger Communities

		Review coverage of Neighbourhood Warden service to ensure allocation of coverage to areas of need	Apr 10	Jun 10	Andy Callingham	
4	Explore possibility of significant regeneration in Newstead Village linked to delivery of Parish Plan	To be confirmed	Apr 10	TBC	Alison Bennett	Strategic Planning
1	Undertake regeneration activity within Priority Neighbourhoods	Evaluation of the Netherfield ABI and implement resulting revised action plan	March 2010	Nov 2010	David Jayne	Safer and Stronger Communities
		Evaluation of Bonington ABI and formally exit whilst maintaining support for Warren Action Group	April 2010	July 2010	David Jayne	
		Develop and implement Killisick Action Plan	April 2010	March 2011	David Jayne	
2	Continue to support and develop the Crime and Disorder Reduction Partnership	Analyse and respond to monthly performance reports on recorded crime and anti social behaviour	April 2010	March 2011	David Jayne	
		Undertake a strategic assessment of crime, disorder and anti social behaviour across Gedling and South Notts and identify actions	October 2010	Nov 2010		

Community Strategy Theme: A place where people are treated fairly and have the opportunity to get involved

Outcome: A place where everybody has an equal chance to realise their potential and enjoy the lifestyle they want. Where the needs of the villages and suburban neighbourhoods with regard to public transport, local jobs, access to services and housing are met. Where people can be confident that the organisations on which they rely for essential services, will meet their needs and respond to their preferences in designing and delivering those services.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Minimise incidence of homelessness in the Borough</i>						
2	<i>Increase local involvement in decision making and strengthen links with parishes</i>						
3	<i>Improve equality of opportunity in terms of service delivery and employment</i>						
Obj No.	Performance measure (How you are going to measure progress)	Baseline 09/10	Target			Name of Accountable Officer (Not post)	Portfolio holder
			10/11	11/12	12/13		
1	LI 51 - Average time to process homelessness applications	21 days 08/09	19 days	18 days		Lesley Staton	Customer and Member Services
3	LI 1 Levels of the Equality Framework		Developing	Achieving		John Robinson	Customer and Member Services

3	NI1 – Percentage of people in the borough who get on well	80.2% 08/09	3% improvement over 3 years from 2009/10			David Jayne	Customer and Member Services
2	NI 5 Overall/general satisfaction with local area	83.8% 08/09	85%			Stephen Bray	Strategic Planning
3	Mainstream equalities work more fully within the Council	Achieving	Achieving	Achieving		John Robinson	Customer and Member Services
2	NI 4 - % of people who feel they can influence decisions in their locality	29.4% 08/09	4% improvement over 2 years			David Jayne	Safe and Sustainable Neighbourhoods
			32.4% for 10/11				
Priority Actions		Sub Actions (Each needs a start and finish date)		Start Date	Finish Date	Name of Accountable Officer (Not post)	Portfolio holder
3	Implement Equality Framework Action Plan	Monitoring arrangements to be put in place through Corporate Equality Group		1 April 2010	June 2010	John Robinson	Customer and Member Services
3	Implement Fairer Gedling Strategy	Monitoring arrangements to be put in place through Corporate Equality Group		April 2010	June 2010	John Robinson	Customer and Member Services
1	Reduce Homelessness applications and presentations	Identify means of continuing with Schools information work		April 2010	December 2010	Lesley Staton	Customer and Member Services
		Promote and allocate Homelessness prevention loans		April 2010	March 2011	Lesley Staton	

3	Review the opportunity and improve the choice/range of physical activity for the over 50's.	Audit current provision	Apr 10	Jun 10	Jayne Cox Andy Bowers	Leisure & Wellbeing
		Introduce as a theme in the revised Changing Lifestyle Strategy	Sep10	Sep 10	Jayne Cox Andy Bowers	
		Implement action plan	Oct 10	Sep 15	Jayne Cox Andy Bowers	
1	Ensure temporary accommodation of an appropriate standard and quantity is provided	Develop and agree new Temporary Accommodation Strategy	Nov 2009	Mar 2010	Alison Bennett	Strategic Planning
		Deliver actions In Temporary Accommodation Strategy and keep under review to ensure continued appropriateness	Apr 10	Mar 2012	Alison Bennett	
		Explore provision of supported housing for vulnerable groups	Mar 2010	Mar 2012	Alison Bennett	
2	Evaluate and implement the requirements of the Local Democracy, Economic Development and Construction Act 2009	Reconvene Scrutiny Working Group when statutory guidance issued	April 2010	March 2011	Sue Sale	Leader
		Report to Cabinet	April 2010	March 2011		
2	Review the opportunity to increase community involvement in the planning process	Develop liaison with Parish Councils	Apr 10	Mar 11	Nick Morley	Safe and Sustainable Communities

Community Strategy Theme: A place where we can take care of our environment

Outcome: A place that achieves a balance between the natural and built environment and makes people feel good about their surroundings. A place with clean streets, well maintained open spaces and well managed countryside, where we take steps to preserve the environment for present and future generations. A place where there is a variety of distinctive and attractive buildings, that are of high quality and reflect the character of the local area.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Improve the quality and appearance of public spaces</i>						
2	<i>Increase recycling and reduce residual waste</i>						
3	<i>Reduce the impact of climate change</i>						
4	<i>Ensure the Borough secures the sustainable development it needs, where it wants it, consistent with the Sustainable Community Strategy</i>						
		Target					
Obj. No.	Performance measure (How you are going to measure progress)	Baseline 09/10	10/11	11/12	12/13	Name of Accountable Officer (Not post)	Portfolio holder
1	NI 195a - Improved street and environmental cleanliness (levels of litter)	5% 08/09	4%	4%	3%	PASC Manager	Direct Services
1	NI 195b - Improved street and environmental cleanliness (levels of detritus)	8% 08/09	7%	6%	6%	PASC Manager	Direct Services

1	NI 195c - Improved street and environmental cleanliness (levels of graffiti)	1% 08/09	1%	1%	1%	PASC Manager	Direct Services
1	NI 195d - Improved street and environmental cleanliness (fly posting)	0% 08/09	0%	0%	0%	PASC Manager and Public Protection Manager	Direct Services
1	NI 196 - Improved street and environmental cleanliness – fly tipping (LAA)	Very Effective 08/09	Very Effective	Very Effective	Very Effective	Caroline McKenzie & Public Protection Manager	Direct Services
2	NI 192 – Percentage of household waste recycled and composted (LAA)	37.05% 08/09	38%	38.5%	39%	Caroline McKenzie	Direct Services
2	NI 191 - Residual household waste per head	242kg	235kg	230kg	230kg	Caroline McKenzie	Direct Services
2	LI 40 - Percentage of residents satisfied with household waste collection	85% 08/9	85%		SB	Caroline McKenzie	Direct Services
1	LI 32 - Percentage of residents satisfied with street cleaning	63% 08/09	70%		SB	PASC Manager	Direct Services
2	LI 41 - Percentage of survey respondents satisfied with waste recycling	83% 08/09	85%		SB	Caroline McKenzie	Direct Services
1	LI 20 – percentage of residents satisfied with parks and open spaces	74% 08/09	75%		77%	Andy Bowers	Leisure and Well being

4	New Local Indicator Ensure all categories A, B and C parks have been assessed against the Nottinghamshire Standard.	100%	100%	100%	100%	Andy Bowers	Leisure and Well being
3	NI 186 CO2 emissions		4.8 tonnes CO2 per capita	4.66 tonnes CO2 per capita		Andy Callingham	Safe and Sustainable Communities
3	NI 185 CO2 reduction from local authority operations	5087515 tonnes 08/09				Andy Callingham	Safe and Sustainable Communities
3	NI 188 Planning to adapt to climate change	Level 0 08/09	Level 1	Level 2		Andy Callingham	Safe and Sustainable Communities
3	NI 194a Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations - Emissions of NOx	7918kg 08/09				Andy Callingham	Safe and Sustainable Communities
3	NI94b Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations - Emissions of PM10	264kg 08/09				Andy Callingham	Safe and Sustainable Communities

Priority Actions		Sub Actions (Each needs a start and finish date)	Start Date	Finish Date	Name of Accountable Officer (Not post)	Portfolio holder
3	Co-ordinate and promote the reduction of CO2 emissions in the Borough	Introduction of Energy Saving Trust 1-2-1 Support	Oct 09	Sep 11	Peter Baguley	Safe and Sustainable Communities
		Development of NI 185 targets	Jan 10	Jul 10		
		Development of Energy Policy		Jun 10		
		Reduce carbon emissions in Borough Leisure Centres	Sept 2010	Sept 2011	Jayne Cox	
1	Maintain high standard of environmental cleanliness	Reduce the effect of Gedling Household Waste Recycling Centre closure by marketing our bulky household waste and garden waste collection services	March 2010	July2010	Caroline McKenzie	Direct Services
		Review of street cleansing schedules	May 2010	Aug 2010	PASC Manager	
		Deploy Environmental Crusaders' to improve the quality and appearance of public spaces	Jan 2010	June 2011	PASC Manager	
4	Ensure appropriate facility and open space provision in development sites	Review current strategy document	Apr 10	Apr 10	Andy Bowers	Leisure and Wellbeing
		Engage consultant to draft the strategy	May 10	Nov 10	Andy Bowers	
		Introduce revised Section 106 guidance document	Mar 11	Mar 11	Andy Bowers	

4	Improve quality of parks/play areas by ensuring all categories A, B and C parks have been assessed against the Nottinghamshire Standard.	Complete assessment	Apr 10	Apr 10	Andy Bowers	Leisure and Wellbeing
		Agree bench marking with partners	Jun 10	Jun 10	Andy Bowers	
		Apply benchmark to Borough parks and agree action plan for improvement where required.	Jul 10	Mar 11	Andy Bowers	
4	Improve sport and leisure facilities in Warren Hill area, in partnership with Nottingham City Council, providing for residents both sides of the City/Borough border	Construct Young peoples play facility	Apr 10	Sep 10	Andy Bowers	Leisure and Wellbeing
		Construct grass pitches.	Sep 10	Apr 12	Andy Bowers	
4	Modernise the approach for dealing with planning applications through the introduction of 'Development Management'	Communicate the changes to staff and provide training	Jun 10	Sept 10	Peter Baguley	Development and Enterprise
		Implement action plan	Sep 10	Dec 10		
4	Continue to press for the development of the Former Gedling Colliery/Chase Farm site	Determination of applications	TBC	TBC	Nick Morley	Development and Enterprise
		Implementation of planning permission	TBC	TBC		
4	Develop Local Development Framework Core Strategy	Submission draft for representations	Sept 10	Nov 10	Alison Gibson/Joanna Gray	Strategic Planning
		Core Strategy to Secretary of State	Jan 11			
		Pre-hearing meeting	Mar 11			
		Hearing sessions	Apr 11			
		Inspector's report	Oct 11			
		Core Strategy adopted		Dec 11		

1	Coordinate and manage overall delivery of Public Realm Works programme of environmental improvements	Monitor delivery of agreed programme for 2010/11	Apr 10	Mar 11	Alison Bennett	Strategic Planning
		Seek bids for 2011/12 programme	Aug 10	Oct 10	Alison Bennett	
		Agree 2011/12 programme	Nov 10	Feb 11	Alison Bennett	
2	Minimise waste levels and increase recycling	Increase number of trade waste recycling customers through direct contact and enhanced promotion of the service	April 2010	May 2010	Caroline McKenzie	Direct Services
		Continue to promote recycling at community festivals and events	1 April 2010	30 April 2010		
		Promote "give and take away days" at community events	April 2010	August 2010		
		Investigate further recycling and reuse with partners such as wood, white goods, furniture -	April 2010	March 2011		

Community Strategy Theme: A place where people can lead a healthy and active lifestyle

Outcome: A place where people have the opportunity to enjoy a healthy lifestyle. A place where people can be physically and socially active, have good range of accessible health, recreational and leisure facilities and where there is a balanced mix of decent housing meeting the needs of the population.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Increase participation in sport and exercise</i>						
2	<i>Increase engagement in the Arts</i>						
3	<i>Ensure housing supply meets demand, overall and by type and tenure</i>						
4	<i>Improve quality of housing</i>						
Obj. No.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
3	NI 156 - Number of households living in temporary accommodation	18 08/09		23		Lesley Staton	Customer and Member Services
4	New Local Indicator Improve GBC owned flats to decent homes standard	0	3	3	0	Lesley Staton	Customer and Member Services
1	NI 8 – Adult Participation in Sport - Active People Survey	23.7% 08/09	22.1%	23.1%	24.1%	Jayne Cox	Leisure and Wellbeing

1	LI 27 – Number of visits to Leisure Centres	277,224 08/09	1,01m	1,02m	1, 03m	Jayne Cox	Leisure and Wellbeing
1	LI 28 – Percentage of residents satisfied with Sports and Leisure facilities	62% 08/09	64%		66%	Jayne Cox	Leisure and Wellbeing
2	NI 11 Engagement in the arts – Active People Survey	45.7% 08/09	49%	49.5%	50%	Andy Bowers	Leisure and Wellbeing
3	NI 155 – No of affordable homes delivered (gross)	25 2008/09	102	136		Nick Morley	Development and Enterprise
3, 4	NI 187 Fuel Poverty	SAP under 35 8%	4%	3%		Andy Callingham	Safe and Sustainable Communities
		SAP over 55 33%	34%	35%			
3	NI 154 – Net additional homes required	204 08/09	512	680		Alison Gibson/Jo Gray	Strategic Planning
3	NI 159 – Supply of ready to develop housing sites	149% 08/09	100%	100%		Alison Gibson/Jo Gray	Strategic Planning
3	NI170- Previously developed land vacant or derelict for more than five years	1% 08/09	0%	0%		Alison Gibson/Jo Gray	Strategic Planning
1-4	New Local Indicator Increase the number of accredited sports clubs in the community.	26	30	34	34	Andy Bowers	Portfolio Holder for Leisure & Wellbeing
3	New Local Indicator – Number of affordable homes delivered, mid year monitoring figure					Nick Morley	Development and Enterprise

Priority Actions		Sub Actions	Start Date	Finish Date	Name of Accountable Officer (Not post)	Portfolio holder
		(Each needs a start and finish date)				
3	Ensure affordable housing is available according to defined needs	Progress redevelopment of Killisick Court	Nov 09	Dec 10	Alison Bennett	Strategic Planning
		Facilitate the greater provision of affordable housing through the new Supplementary Planning Document, enhanced wording of the S.106 agreements, appropriate use of commuted sums, and closer working, at an early stage in the planning process, with colleagues from Development Control	Nov 09	Ongoing	Alison Bennett	
3	Improve access to social housing	Devise/consult and agree joint allocations policy	Dec 2009	March 2010	Alison Bennett	Customer and Member Services
		Implement Choice Based Lettings	Nov 2009	March 2010	Alison Bennett	
		Migrate Housing Register to Choice Based Lettings	April 2010	Sept 2010	Lesley Staton	
4	Improve quality of Council owned housing stock, specifically the 6 flats over shops, bringing them to Decent Homes standard	Specify works	April 2010	Sept 2010	Lesley Staton	Customer and Member Services
		Seek tenders	Oct 2010	Nov 2010	Lesley Staton	
		Commission and supervise works	Dec 2010	June 2011	Lesley Staton	

1	Review and Implement a revised Changing Lifestyles Strategy	Review current strategy	Apr 10	Jun 10	Andy Bowers Jayne Cox	Leisure and Well being
		Revise the action plan	Jun 10	Sep 10	Andy Bowers Jayne Cox	
		Deliver action plan	Oct 10	Sep 15	Andy Bowers Jayne Cox	
2	Implement the new Arts Strategy	Implement Strategy	Apr 10	Mar 15	Andy Bowers	Leisure and Wellbeing
		Establish Steering Group to monitor the strategy action plan.	Apr 10	Apr 10	Andy Bowers	
		Audit arts activity in the Borough.	Sept 10	Oct 10	Andy Bowers	
		Review Arts Grant allocation	Nov 10	Dec 10	Andy Bowers	
		Establish a Youth Arts Partnership and develop an action plan to increase engagement.	Feb 11	Mar 11	Andy Bowers	
4	Decrease level of fuel poverty experienced in the Borough	Implement findings of RIEP project	Jul 10	Mar 11	Andy Callingham	Safe and Sustainable Communities
4	Improve the quality of private sector housing through the allocation of renovation grants	Review and improve staffing arrangements to ensure full allocation of grants	April 10	March 11	Andy Callingham	Safe and Sustainable Communities
1-4	Increase the number of accredited sports clubs operating within Gedling Borough	Identify and Engage clubs	April 10	May10	Andy Bowers	Leisure & Wellbeing
		Submit applications for accreditation	May 10	Dec10	Andy Bowers	
		Four new accredited clubs in place	Mar 11	Mar 11	Andy Bowers	

Community Strategy Theme: A place that contributes to a vibrant and prosperous Greater Nottingham

Outcome: A place that attracts investment, to create a variety of convenient facilities for essential services and shopping, cultural and social activities and also to provide business opportunities and local jobs. A place where people of all ages can have access to good quality education and training in order to gain the skills which will give them the best possible employment prospects and support the economy of Greater Nottingham.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Reduce unemployment and worklessness</i>						
2	<i>Raise local skills levels</i>						
3	<i>Regenerate town and neighbourhood shopping centres</i>						
4	<i>Co-ordinated strategic planning and delivery across conurbation to attract investment and secure local infrastructure efficiently and effectively.</i>						
5	<i>Stimulate enterprise and the right conditions for business</i>						
Obj. No.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
1	LI 47 % of payments made within 10 working days – local suppliers		95%	95%		Alison Ball	Finance
2	LI - Recruit & train 14 employees on street cleansing activities	4	10	0	0	PASC Manager	Direct Services
2	New local Indicator Numbers of Future Jobs Fund participants	4	9	4	0	Janet Brothwell	Direct Services

3	NI 157 a Major applications	63% 08/09	70%	72%		Nick Morley	Development and Enterprise
3	NI 157 b Minor applications	76% 08/09	79%	80%		Nick Morley	Development and Enterprise
3	NI 157 c Other applications	87% 08/09	90%	91%		Nick Morley	Development and Enterprise
3	NI 182 Satisfaction of business with local authority regulatory services	79% 08/09	80%	80%		Steve Nickolls	Development and Enterprise
3	NI 184 Broadly compliant food establishments	85% 08/09	87%	88%		Steve Nicholls	Safe and Sustainable Neighbourhood
1	NI 151 Overall Employment rate (working-age)	Tracking indicator				Stephen Bray	Development and Enterprise
Priority Actions		Sub Actions (Each needs a start and finish date)		Start Date	Finish Date	Name of Accountable Officer (Not post)	Portfolio holder
2	Improve employment prospects/employability of local unemployed residents through Participating in the County wide Future Jobs Fund programme	Recruit to 14 posts of PASC Operative		Jan 2010	June 2011	Janet Brothwell/ PASC Manager	Development and Enterprise
		Recruit to 3 posts of customer service assistant		Jan 2010	June 2011	Janet Brothwell	
		Train 14 PASC Operative employees		Jan 2010	June 2011	PASC Manager	
4	Ensure that the Parks & Open Spaces Strategy reflects the cross-border issues with the City of Nottingham	Liaise with City Council Officers		Apr 10	Apr 10	Andy Bowers	Leisure and Wellbeing
		Engage consultants to revise the draft strategy to reflect the cross border issues identified.		May 10	Oct 10	Andy Bowers	
		Adoption of strategy		Dec 10	Dec 10	Andy Bowers	

5	Progress redevelopment of Arnold town centre	Finalise site of new health centre	Apr 10	June 10	Peter Baguley	Development and Enterprise
		Acquire targeted properties to assemble development site	Apr 10	Sept 10		
		Agree plan for first phase of development	Sept 10	Dec 11		
4	More aligned land use planning across Greater Nottingham	Aligned Core Strategy - see above re Core Strategy milestones			Alison Gibson/ Joanna Gray	Strategic Planning
		Explore potential for alignment of other LD documents in partnership with other Housing Market Area authorities	Dates to add for any specifics agreed			
4	Prepare for Homes and Communities Agency Single Conversation in the Borough and support preparation across the Greater Nottingham Housing Market Area to ensure continued external investment to meet future housing need	Local Investment Plan agreed	Apr 10	Mar 11	Stephen Bray	Strategic Planning
		OTHER INTERIM MILESTONES TBC				
3	Develop and agree long term vision and plans for local shopping Centres	Seek residents' views through consultation, seminars and events, questionnaires etc	April 2010	July 2010	Stephen Bray	Strategic Planning
		Agree Vision and Plan	October 2010	April 2011	Stephen Bray	

Operational vision and strategy: Gedling as a top performing Council

Outcome: A Council that wants to be the best, in the eyes of its customers and its staff. A Council that continually seeks out new ways of working to improve customer and staff satisfaction and to provide better value for money.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Improve efficiency and provide better value for money</i>						
2	<i>Maintain high standard of communication</i>						
3	<i>Continue to be a good employer, an employer of choice</i>						
4	<i>Improve the customer experience of dealing with the Council</i>						
5	<i>Develop capacity and profile of elected members</i>						
Obj. No.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
1	LI 49 Achievement of Gedling Transformation Programme target savings in year		£184,500	£67,200		Mark Kimberley	Customer and Member Services
1	LI18 payment of invoices within 30 days	97.51% 08/09	98%	98%	98%	Alison Ball	Finance

1	NI179 - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	£773,516 08/09	£473,000	£400,000		Mark Kimberley	Finance
1	LI50 Achievement of balanced Medium Term Financial Plan		Yes	Yes		Mark Kimberley	Finance
1	LI 59 Managed Financial Risk		Green	Green		Mark Kimberley	Finance
1	LI 60 Unqualified external Audit Certificate achieved		Yes	Yes		Alison Ball	Finance
1	LI 6 - The number of working days/shifts per employee lost due to sickness absence	8.97 days 08/09	8.3 days	8 days		David Archer	Customer and Member Services
4	LI 52 - Percentage of calls to the contact centre answered (or call back made)	75.6% 08/09	80%	80%		Steve Yallop	Customer and Member Services
4	NI14 - Avoidable contact: The proportion of customer contact that is of low or no value to the customer	6.7% 08/09	12%	10%		Steve Yallop	Customer and Member Services
4	LI 053 % of contacts (face to face and telephone) resolved at first contact	70% 08/09	80%	80%		Steve Yallop	Customer and Member Services
2	LI 14a % residents well informed about Council and its work		65%			Stephen Bray	Customer and Member Services
	LI 14b % residents well informed about public services	51% 08/09	60%				

4	LI 13 residents satisfied with Council overall	55% 08/09	69.5%			Stephen Bray	Customer and Member Services
Priority Actions		Sub Actions (Each needs a start and finish date)		Start Date	Finish Date	Name of Accountable Officer (Not post)	Portfolio holder
1	Implement International Financial Reporting Standards	Staff Training		Ongoing	Ongoing	Alison Ball	Finance
		Audit 1 April 09 Restated Balance Sheet		Oct 2009	June 2010	Alison Ball	
		Restate 2009/10 Accounts		July 2010	Dec 2010	Alison Ball	
		Audit of Restated 2009/10 Accounts		Jan 2011	March 2011	Alison Ball	
1	Upgrade the Council's Financial Management System, Agresso	Engage consultant – obtain quotes		Feb 2010	March 10	Alison Ball	Finance
		Complete Project Plan/Training		April 2010	Aug 2010	Alison Ball	
		Complete Upgrade		Sept 2010	March 2011	Alison Ball	
1	Ensure the Council's Financial Management System, Agresso, is used to promote sound financial management	Quarterly performance reports to Cabinet/Personnel and Resources/Scrutiny/Council as appropriate		April 2010	June 2010	Alison Ball	Finance
				July 2010	Sept 2010	Alison Ball	
				Oct 2010	Dec 2010	Alison Ball	
				Jan 2011	March 2010	Alison Ball	

1	Review Financial Regulations	Review existing Financial Regulations and update	Aug 2010	Dec 2010	Alison Ball	Finance
		Report to SMT	Jan 2010	Jan 2011	Alison Ball	
		Report to Members	Feb 2011	Feb 2011	Alison Ball	
		Commence Departmental Training	March 2011	Ongoing	Alison Ball	
3	Improve employee satisfaction and morale which will lead to improvements in productivity and efficiency	Review findings from liP assessment and Best Public Sector Organisation to devise action plan	April 2010	June 2010	Janet Brothwell	Leader
1	Facilitate transfer of more transactions to the website to improve speed and efficiency of those transactions	Purchase new Content Management System	April 2010	June 2010	Janet Brothwell	Customer and Member Services
		Implement Content Management System	July 2010	Nov 10	Janet Brothwell	
		Review functionality and implement improvements	Oct 2010	March 2011	Janet Brothwell	
1	Launch and implement phase 2 of the Council's Transformation Programme	Devise, agree and communicate programme	April 2010	June 2010	John Robinson	Customer and Member Services
		Implement new programme of improvements and efficiencies	Oct 2010	March 2012	John Robinson	
4	Develop better understanding of customer views about our services	Review findings of customer surveys	April 2010	June 2010	Janet Brothwell	Customer and Member Services
		Develop and implement programme of priority improvement areas	July 2010	March 2011	Janet Brothwell	

1	Improve management information through greater use of Information Technology within Direct Services	Implementation of appropriate Waste Management system in partnership with Ashfield DC		October 2010	Caroline McKenzie Mark Hurst	Direct Services
		Implementation of fleet management system in partnership with 4 neighbouring authorities		October 2010		
		Implementation of street cleansing data capture and performance management system in partnership with 4 neighbouring authorities		May 2010		
1	Ensure Council scores well under Organisational Assessment and contributes effectively and proportionately to Nottinghamshire CAA	Co-ordinate submission of the Use of Resources self-assessment.	Jan 10	Apr 10	Vince Rimmington	Leader
		Update Managing Performance Self-Assessment	May 10	Jul 10	Stephen Bray	
		Publish Organisational Assessment	Nov 10	Dec 10	Stephen Bray	

2, 4	Manage delivery of Communication Strategy and keep under review	Publish Contacts magazine 3 times a year	Timetable for each edition tbc		Carolynne Tasker	Customer and Member Services
		Explore and if appropriate begin to introduce social media as a communication tool for the Council	Apr 10	Mar 11	Carolynne Tasker	
		Review and develop internal communication branding	Apr 10	Oct 10	Carolynne Tasker	
		Develop Plain English Guide	Jun 10	Dec 10	Carolynne Tasker	
5	Continue to engage with the Regional Improvement and Efficiency Partnership Member Charter programme	Appointment of Member Ambassadors	April 2010	April 2010	Sue Sale	Customer and Member Services
		Training programme for Ambassadors	April 2010	March 2011		
3	Review and implement a revised car user scheme	Review posts which require a car user	April 2010	June 2010	Janet Brothwell	Leader