

# SEDGEFIELD BOROUGH COUNCIL CORPORATE PLAN

## KEY ACTIONS



**2004/2007**

**November 2004**

## **KEY ACTIONS**

This document supports the Council's Corporate Plan.

It contains details of key actions that the Council plans to undertake in order to achieve its Corporate Ambitions, Community Outcomes and Corporate Values.

This information is presented in an easy to follow table that clearly shows against each key action the name of the responsible Cabinet Member and Chief Officer, links to local and national performance measures and targets (as set out in a separate Performance Indicators Annexe) and is cross-referenced to supporting Strategies, Service Improvement Plans (SIPs) and Section Business Plans.

Progress against these actions is monitored monthly at a departmental/section level.

**HEALTHY BOROUGH**

**Community Outcome:** Safeguarding public health

<b>Responsibilities:</b>	Cllr Alan Hodgson -Environment Portfolio Cllr John Robinson - Culture & Recreation Portfolio	Glyn Hall - Director of Neighbourhood Services Phil Ball - Director of Leisure Services
--------------------------	---	--

Action	Objective	Key Actions	Links	
			PIs	Plans
Page 39 1	Ensure that standards of public health in the Borough are in line with regional and national standards by reviewing resources/allocation of grant monies/partnership working to support related activity and projects across the Borough	Develop shared SMART targets at LSP level during Community Strategy Action Planning process - PIs to measure life expectancy, deaths from CHD, teenage conceptions, substance misuse	TBE	Strategy & Regeneration Service Plan
2	Improve the health of local people suffering from long term illness	Provide the Fit for Life scheme inc. GP referrals, back pain rehabilitation and passport to health to residents across the Borough via activities and education	H1	Leisure Services Service Plan
3	Ensure that the Council's playground equipment is safe to use and properly maintained	Undertake weekly and quarterly inspections and annual inspections from independent organisations	H2	Leisure Services Service Plan
4	To deliver locally the National Physical Activity Target	To develop the Sedgefield Physical Activity Strategy, demonstrating how the Council will ensure that at least 28% of the Borough's population participates in a minimum of 30 minutes moderate exercise 5 time per week	H3	Leisure Services Service Plan

Quality Services For Local People

"Working towards a more healthy, prosperous and attractive Borough with strong communities"

SBC Corporate Plan 2004/2007 – Key Actions

Action	Objective	Key Actions	Links	
			PIs	Plans
5	Provide an efficient and effective Environmental Health Service, ensuring compliance with statutory obligations and protection of public health	<p>Implement a risk based inspection programme – ensuring that 100% of High Risk Food Premises are inspected</p> <p>Improve the rate of response (within local target times) to requests for pest control and general public health service requests by introducing an appointments service for customers</p> <p>Minimise air pollution emissions from specific industrial processes by implementing a risk based inspection programme for all Authorised Processes to ensure compliance with authorised emission limits</p> <p>Implement the new HSC strategy for workplace safety, to minimise harm to those in the workplace or those affected by workplace activities, and contribute to the health and well-being of local communities - by working jointly and in partnership with HSC locally, regionally and nationally, to a common set of goals and standards, committed to focussing resources on agreed health and safety priorities</p> <p>Implement the transfer of licensing responsibility from Magistrates Courts to the Council under the provisions of the Licensing Act 2003</p> <p>Review Policy and procedures relating to the Licensing of Hackney Carriages and Private Hire Vehicles</p>	<p>H4</p> <p>H5 H6</p> <p>H7</p> <p>TBE</p> <p>N/A</p> <p>N/A</p>	Environmental Services Service Plan
6	Maintain an effective, efficient refuse collection service to all domestic households	<p>Weekly wheeled bin kerbside collection system to all households supplemented by a free appointment based collection service for bulky/ extra household waste</p> <p>Review the Customer Charter offering service guarantees</p>	BV90a	Environmental Services Service Plan

<b>Community Outcome:</b>	<b>Promoting independent living</b>
---------------------------	-------------------------------------

<b>Responsibilities:</b>	Cllr Agnes Armstrong – Supporting People Portfolio Cllr Malcolm Iveson – Community Safety Portfolio	Glyn Hall - Director of Neighbourhood Services
--------------------------	--	--

Action	Objective	Key Actions	Links	
			PIs	Plans
7	Provide a high quality, efficient and effective Carelink Service, which meets the 247 monitoring needs of the Supporting People Partnership	Undertake a review of the current combined control room service (Community Alarm and CCTV monitoring) and develop / implement action plans arising from this review  Undertake a review of the Carelink Warden Service and develop / implement action plans arising from this review	N/A	Head of Neighbourhood Services Service Plan
8	Facilitate a range of Private Sector Renewals and Grants to maintain and adapt properties to allow vulnerable adults to remain within their homes	Provide an efficient and customer focussed Home Improvement Agency (HIA) service and explore options to diversify funding for clients	H8	Head of Neighbourhood Services Service Plan

Page 21

<b>Community Outcome:</b>	<b>Creating leisure opportunities</b>
---------------------------	---------------------------------------

<b>Responsibilities:</b>	Cllr. John Robinson – Culture & Recreation Portfolio	Phil Ball - Director Of Leisure Services
--------------------------	--	--

Action	Objective	Key Actions	Links	
			PIs	Plans
9	Improve customer and non-customer communication and engagement to enable better marketing of leisure opportunities.	Implement a Smartcard Membership Scheme and online booking system at all four Leisure Centres that will allow customer profiling, improve targeted direct marketing communications and research (to various priority groups such as young people, the at risk segment, the concessionary segment) and use output to inform future service provision.	TBE	Leisure Services Service Plan
10	Engage children and young people in leisure activities	Provide access to the Council's mobile skate park facility - ensuring that the mobile skate park is made available in the identified venues within the four Town and Parish Councils. Plus, market the service to allow hire for special events within the Borough and to other Local Authorities.  Work with partners to deliver a programme of summer play in selected venues across the Borough	N/A  H9 H10	Leisure Services Service Plan
11	Provide a range of diversionary activities and leisure opportunities in accordance with the Positive Futures Initiative	Deliver physical activities to "At Risk" Young People aged 10 – 19 years, in accordance with Referral Protocols, to provide relevant and appropriate individual activity programmes	H11 H12	Leisure Services Service Plan
12	Create "Pathways" for young people to participate in sport	Work through the Sedgefield Borough "Sporting Hub" to provide pathways for young people from the beginner to the elite sports person, including the delivering holiday sports coaching programmes	H11 H12	Leisure Services Service Plan

Page 42

SBC Corporate Plan 2004/2007 – Key Actions

Action	Objective	Key Actions	Links	
			PIs	Plans
13	Promote South West Durham as a visitor destination for railway heritage,	<p>Maximise marketing opportunities with existing visitor attractions in the area, building on the success of Locomotion, the National Railway Museum in Shildon.</p> <p>Provide an important Lifelong Learning facility within County Durham to promote the economic and social history associated with the areas of railway heritage</p>	<p>BV170[a] H13</p> <p>TBE</p>	Leisure Services Service Plan
14	Provide leisure opportunities / facilities which reflect the changing needs of customers	Maintain and develop the Council's leisure facilities through securing partner investment in the Fitness Suites and the Regional Gymnastics Centre at Spennymoor	TBE	Leisure Services Service Plan
15	Maintain public access to Shildon and Fishburn Community Pools	Implement the National Swimming Development Programme	H11	Leisure Services Service Plan

Page 43

Quality Services For Local People

“Working towards a more healthy, prosperous and attractive Borough with strong communities”

<b>Community Outcome:</b>	<b>Promoting cultural activities</b>
---------------------------	--------------------------------------

<b>Responsibilities:</b>	Cllr. John Robinson – Culture & Recreation Portfolio	Phil Ball - Director Of Leisure Services
--------------------------	--	--

Action	Objective	Key Actions	Links	
			PIs	Plans
16	Adopt the Regional and County Tourism Strategies	Undertake a Tourism audit and develop a local tourism strategy and plan	TBE	Leisure Services Service Plan
17	Place Arts at the strategic centre of the Council	Work through the emerging Sedgefield Borough “Arts Hub” in securing opportunities for the Arts in the delivery of the Council’s priority agenda	TBE	Leisure Services Service Plan



**PROSPEROUS BOROUGH**

**Community Outcome:**

**Promoting Business and Employment Opportunities**

**Responsibilities:**

Cllr Kester Noble – Regeneration Portfolio  
Cllr Agnes Armstrong – Supporting People Portfolio

Norman Vaulks – Chief Executive Officer

Action	Objective	Key Actions	Links	
			PIs	Plans
18	Increase the new business formation rate so that it is closer to the County Durham and Regional averages	Obtain base line data for Sedgefield, County Durham and the North East.  Enhance investment in awareness raising and to support new business formation / survival.	P1 P2 P3	Strategy and Regeneration Service Plan
19	Encourage the development of the social and community enterprise within the Borough	Obtain base line data for Sedgefield, County Durham and the North East.  Raise awareness and encourage the development of the Social Enterprise sector, including those that deliver services to and on behalf of the public sector.	TBE	Strategy and Regeneration Service Plan

Page 45

SBC Corporate Plan 2004/2007 – Key Actions

Action	Objective	Key Actions	Links	
			PIs	Plans
20	Promote the diversification of the economy	Delivery of business advice through the Business Support Network for County Durham; support growth sectors and clusters; encourage the development of the knowledge economy; support investment in ICT, training and R&D; attract further inward investment; influencing the Regional Spatial Strategy, Northern Way and Tourism Strategies.	P4 P5 P6 P7 P8	Strategy and Regeneration Service Plan
21	Maximise the economic potential of NetPark	Work in partnership with County Durham CR to develop business support clusters and bespoke training programmes to increase access to local job opportunities.	TBE	Strategy and Regeneration Service Plan
22	Ensure the Borough has a sufficient supply of business sites and premises available to meet the needs of modern business	Bring forward the development of the key strategic sites (Heighington Lane West; Aycliffe Industrial Park and Green Lane)  Encourage investment in the more localised employment sites.	P7 P9 P10	Strategy and Regeneration Service Plan
23	Promote a workforce with the skills required by business	Enhance linkages between the education sector and business; increased investment in workforce / employer development and training; enhanced support for small business growth and recruitment	TBE	Strategy and Regeneration Service Plan

Page 46

Quality Services For Local People

“Working towards a more healthy, prosperous and attractive Borough with strong communities”

Action	Objective	Key Actions	Links	
			PIs	Plans
24	Reduce the inequalities and lack of opportunities between children born in designated SureStart areas and the rest of the Borough	<p>Create new Sure Start services and review existing services</p> <p>Organise and deliver employment fairs</p> <p>Develop links with Job Centre Plus and deliver job drop-in sessions through links with employment services</p> <p>Create links with educational, training and employment agencies and co-ordinate appropriate training courses</p>	<p>P11</p> <p>P12</p> <p>P13</p> <p>P14</p>	<p>Strategy and Regeneration Service Plan</p>

<b>Community Outcome:</b>	<b>Maximising Learning Opportunities</b>
---------------------------	--

<b>Responsibilities:</b>	Cllr Agnes Armstrong – Supporting People Portfolio	Norman Vaulks – Chief Executive Officer
--------------------------	--	---

Action	Objective	Key Actions	Links	
			PIs	Plans
25	Ensure that the educational standards and skills of Borough residents are in line with regional and national standards	<p>Prioritise resources/allocation of grant monies/partnership working to support related activity and projects across the Borough, in line with key Community Strategy objective</p> <p>Extend family programmes to improve basic skills</p> <p>Develop community learning centres via Sedgefield Learning Borough Partnership</p> <p>Extend schooling and other initiatives</p>	P15 P16	Strategy and Regeneration Service Plan
26	Improve the employability of long-term unemployed residents	Provide a structured training programme that includes vocational training, personal development, basic skills support, job search and work experience	P17 P18	Strategy and Regeneration Service Plan
27	Improve the opportunity of school leavers to progress into either an apprenticeship programme or employment with training	Provide a structured training programme that includes vocational training, personal development, basic skills support, job search and work experience	P19	Strategy and Regeneration Service Plan
28	Promote and develop the performance of work-based learning	Establish of Work- Based Learning Association within South West Durham	N/A	Strategy and Regeneration Service Plan

Page 48

SBC Corporate Plan 2004/2007 – Key Actions

Action	Objective	Key Actions	Links	
			PIs	Plans
29	Promote and deliver a range of vocational and non-vocational training opportunities	<p>Deliver apprenticeship programme for young people in construction, administration and manufacturing</p> <p>Build on established links with training providers and establish links with Sedgefield Learning Borough</p>	P20	Strategy and Regeneration Service Plan

**ATTRACTIVE BOROUGH**

**Community Outcome:**

**Ensuring a cleaner, greener environment**

**Responsibilities:**

Cllr Alan Hodgson –Environment Portfolio

Glyn Hall – Director of Neighbourhood Services

Action	Objective	Key Actions	Links	
			PIs	Plans
30	Develop a partnership approach to the monitoring and improvement of local environmental conditions relevant to Street Cleansing activities (litter, fly tipping, dog fouling, graffiti etc.)	Establish cross-agency teams from the Borough Council, Police and Residents Association.  Baseline existing local conditions using BV199 inspection methods. Implement local monitoring via Residents and implement improvements, local education and enforcement initiatives identified.	BV089 BV199	Environmental Services Service Plan
31	Reduce the level of dog fouling on pavements	Increase levels of enforcement and educational activity to raise awareness	A1	Environmental Services Service Plan
32	Ensure the Borough contains high quality green spaces and floral displays	Maintain beds, and open spaces/verges, hedge cutting, arboriculture work and maintenance of enclosed gardens to a high quality standard  Implement a range of preventative activities for Children and Young People around Street Cleansing and Waste Recycling through devising a Cultural programme that includes performance workshops, professional artist, exhibitions and performances	A2  A3	Environmental Services Service Plan  Leisure Services Service Plan

Page 50

<b>Community Outcome:</b>	<b>Improving Towns, Villages and the Countryside</b>
---------------------------	--

<b>Responsibilities:</b>	Cllr Kester Noble – Regeneration Portfolio Cllr Alan Hodgson - Environment Portfolio	Norman Vaulks – Chief Executive Officer Glyn Hall – Director of Neighbourhood Services
--------------------------	---	---

Action	Objective	Key Actions	Links	
			PIs	Plans
33	Improve the design and environmental quality of towns and villages in the Borough	<p>Deliver Major Centres Programmes in Spennymoor and Newton Aycliffe and an Urban Renaissance Programme to other small/medium sized settlements</p> <p>Deliver a Town Centre Management initiative</p>	TBE	Strategy and Regeneration Service Plan
34	Provide a high quality, efficient and customer planning service	<p>Enhance the speed and quality of service delivery through the achievement top quartile performance in the processing of planning applications and maximise Planning Delivery Grant (PDG) by close monitoring of performance and continuous review of development control procedures</p> <p>Implement a the Statement of Community Involvement (SCI) and closely monitor / respond to customer feedback</p>	<p>BV200 BV109 (a)(b)(c)</p> <p>BV111</p>	Planning Services Service Plan

Page 34  
51

<b>Community Outcome:</b>	<b>Reducing waste and managing natural resources</b>
---------------------------	--

<b>Responsibilities:</b>	Cllr Alan Hodgson - Environment Portfolio	Glyn Hall – Director Of Neighbourhood Services
--------------------------	---	--

Action	Objective	Key Actions	Links	
			PIs	Plans
35	Increase recycling rates in accordance with the Waste Management Strategy to ensure that local and national recycling targets are met	<p>Implement the Waste Management Strategy in order to reduce the waste stream, including the evaluation of the use of smaller bins, community bins, recovery of cardboard and increasing participation rates in the fortnightly 'Kerb-it' recycling service for glass, cans and paper</p> <p>Extend the green waste collection service to additional areas in the Borough</p>	BV082 (a)(b)	Environmental Services Service Plan
36	Prepare a Climate Change Strategy	Raise awareness of sustainability issues both within the Council and external organisations, and carry out formal Strategic Environmental Assessments of plans and programmes which are likely to have significant affects on the environment	N/A	Planning Services Service Plan

Page 52



**STRONG COMMUNITIES**

**Community Outcome:**

**Securing quality affordable housing**

**Responsibilities:**

Cllr Bill Waters – Housing Portfolio  
Cllr Kester Noble – Regeneration Portfolio  
Cllr Agnes Armstrong – Supporting People Portfolio

Colin Steel - Director Of Housing  
Glyn Hall – Director Of Neighbourhood Services

Action	Objective	Key Actions	Links	
			PIs	Plans
37	Increase investment in Sedgefield Borough Council housing stock to achieve tenants aspirations for stock improvements and service developments	Achieve a “Yes” vote from tenants in the Ballot for Large Scale Voluntary Transfer.  Establish local Registered Social Landlord (Housing Association) within Sedgefield Borough area.  Improve existing Council housing stock to the Decent Homes Standard	BV184 (a)(b)	Housing Management Service Plan
38	Review the Council’s Housing Strategy to reflect housing needs and priorities within the Borough	Prepare a revised Housing Strategy and achieve a “Fit for Purpose” rating from the Government Office North East.  Carry out an evaluation of the neighbourhood management pilot.	N/A  TBE	Neighbourhood Services Service Plan
39	Review the Homelessness Strategy to take account of recent increases in the levels of homeless applications	Prepare a revised Homelessness Strategy in accordance with ODPM recommended best practice/guidance	N/A	Neighbourhood Services Service Plan

SBC Corporate Plan 2004/2007 – Key Actions

Action	Objective	Key Actions	Links	
			PIs	Plans
40	Review the Housing Revenue Account Business Plan to reflect landlord priorities and to reflect overarching aims of the Housing Strategy Statement	Prepare a revised Housing Revenue Account Business Plan achieve a “Fit for Purpose” rating from the Government Office North East	N/A	Housing Management Service Plan
41	Implement revised procurement arrangements to deliver high quality stock improvements to Sedgefield’s housing stock	<p>Implement multi-skilling in relation to workforce delivery of repairs and improvement works.</p> <p>Develop mobile working systems with repairs and improvement services to reduce paperwork and speed up administration / performance management processes.</p> <p>Implement partnering aims and objectives within the 3 repairs services of Disabled Persons Adaptations, Emergency Callout and Voids Management.</p>	BV185 S1 S2 S3	Housing Management Service Plan
42	Assist in the delivery of the regeneration of the Councils priority areas for Older Private Sector Housing	<p>The delivery of area based interventions using the existing housing legislation.</p> <p>Rebalance housing markets in Dean Bank, Ferryhill Station and Chilton West</p>	BV62 BV64  TBE	Neighbourhood Services Service Plan

Page 54

Quality Services For Local People

“Working towards a more healthy, prosperous and attractive Borough with strong communities”

<b>Community Outcome:</b>	<b>Promoting Safer Neighbourhoods</b>
---------------------------	---------------------------------------

<b>Responsibilities:</b>	Cllr Malcolm Iveson – Community Safety Portfolio Cllr Bill Waters – Housing Portfolio	Glyn Hall – Director Of Neighbourhood Services
--------------------------	--	--

Action	Objective	Key Actions	Links	
			PIs	Plans
43	Contribute to Safer Communities through the development of multi-agency partnerships to tackle anti-social behaviour within Council Housing Estates	Develop and publish statement of Policy and Procedures in accordance with the Anti-social Behaviour Act 2003.  Delivery of high quality tenancy enforcement action.  Provide diversionary activities for children and young people within housing estates	S4 S5 S6	Neighbourhood Services Service Plan
44	Tackle Domestic Violence with the focus on prevention, support (including housing options) and justice.	Improve the coordination and delivery of services for the victims of domestic violence.  Prepare a detailed action plan to support the delivery from Sedgfield Borough Domestic Violence Strategy	BV176	Neighbourhood Services Service Plan
45	Facilitate crime reduction through the provision of preventative measures – CCTV & Community Alarms.	Review the functionality of the current control room service.  Provide an effective, responsive CCTV service for Borough, based on a review of current provision and supported by suitable monitoring arrangements	N/A  TBE	Neighbourhood Services Service Plan

Page 55

Action	Objective	Key Actions	Links	
			PIs	Plans
46	Expand the Neighbourhood Warden service in accordance with identified Council priorities.	Examine options for the extension of partnership working and increase the number of neighbourhood wardens across the borough	TBE	Neighbourhood Services Service Plan
47	Preventative activities for Children and Young People around fear of crime in the Elderly	Devise a Cultural programme, based around preventative activities for Community Safety specifically Fear of Crime to include Radio Plays, devising an installation, exhibitions and digital art	S7	Leisure Services Service Plan
48	Raise awareness and develop an understanding within children and young people of the causes of Domestic Violence	Devise an a Cultural programme, based around preventative activities and raising awareness for Community Safety specifically Domestic Violence to include Video Project, Drama, Creating Publications and Specialist workshops	S8	Leisure Services Service Plan

<b>Community Outcome:</b>	<b>Engaging local communities and promoting local democracy</b>
---------------------------	---

<b>Responsibilities:</b>	Cllr Bob Fleming – Resources Portfolio Cllr Barbara Graham – Welfare & Communications Portfolio Cllr David Newell – Performance Management Portfolio	Norman Vaulks – Chief Executive Officer Brian Allen – Director Of Resources
--------------------------	--	--

Action	Objective	Key Actions	Links	
			PIs	Plans
49	Support the successful operation of the Sedgefield Borough Community Empowerment Network	Develop an efficient local Community Empowerment Network and maintain support for CAVOS in line with established Service Level Agreement  Support and develop local community regeneration partnerships	TBE	Strategy & Regeneration Service Plan
50	Ensure appropriate and timely public access to Council documentation and diaries	Implement an electronic online democratic services system	BV157	Democratic Services Service Plan
51	Ensure the effective operation of an Overview and Scrutiny function	Update Overview & Scrutiny Guide and establish an Overview and Scrutiny Website	TBE	Democratic Services Service Plan
52	Develop knowledge and skills base of elected members to increase their effectiveness	Provide a comprehensive and effective Elected Member Development Programme based on a skills/needs based assessment, and implement the Members Charter  Provide each elected member with the opportunity to have a lap top and associated training and develop members specific websites re e-Surgeries	S9	Service Improvement Service Plan

Page 57

**CORPORATE VALUES**

**Corporate Value:**

**Be open, accessible, equitable and responsive**

**Responsibilities:**

Cllr David Newell – Performance Management Portfolio  
Cllr Barbara Graham – Welfare and Communications Portfolio  
Cllr Agnes Armstrong – Supporting People Portfolio

Norman Vaulks – Chief Executive Officer  
Brian Allen – Director of resources

Action	Objective	Key Actions	Links	
			PIs	Plans
53	Improve access to services	Working in partnership through the Countywide e-Government Partnership on CRM solutions	BV157	Service Improvement Service Plan
		Develop and deliver the Implementing E-Government 4 Strategy and linked ODPM Priority Service Outcomes		All Service Plans
		Develop an interactive website that is user friendly and accessible	TBE	ICT Service Plan
54	Deliver seamless, integrated service delivery that meets the needs of all service users	Employ a Customer Services Manager to work closely with the e-Government Co-ordinator and service departments in driving forward a corporate customer service ethos	BVPI 157	Democratic Services Service Plan
55	Promote the Council's key ambitions and enhance its reputation as a provider of high quality services	Implement the External Communications Strategy. Develop corporate identity and consistent application of key messages	N/A	Democratic Services Service Plan

Page 58

Quality Services For Local People

“Working towards a more healthy, prosperous and attractive Borough with strong communities”

SBC Corporate Plan 2004/2007 – Key Actions

Action	Objective	Key Actions	Links	
			PIs	Plans
56	Develop and improve the Councils approach to Equality and Diversity	Secure improvements against BV002a: Equality Standard for Local Government and BV002b: Score against the checklist to promote race equality through employing a dedicated officer to drive forward the Implementation of the Service Improvement Plan	BV002a BV002b	Service Improvement Service Plan
57	Provide a straightforward and responsive customer complaints process	Implement the revised customer complaints policy and procedure.	BVPI 04 C1	Democratic Services Service Plan

<b>Corporate Value:</b>	<b>Consult with service users, customers and partners</b>
-------------------------	---

<b>Responsibilities:</b>	Cllr Bob Fleming – Resources Portfolio	Norman Vaulks – Chief Executive Officer Brian Allen – Director Of Resources
--------------------------	--	--

Action	Objective	Key Actions	Links	
			PIs	Plans
58	Ensure that the customer is at the centre of all service delivery and improve corporate consultation and community engagement	<p>Develop a Corporate Consultation Strategy and implement the Service Improvement Plan arising from the Best Value Review.</p> <p>Co-ordinate and undertake regular customer consultations and base improvements around customer feedback, both external and internal customers</p> <p>Develop the Customer Contact Centre and prepare service based Customer Charters – ensuring that future service provision reflects market research / data analysis</p>	TBE BV080 (a)(b)(c)	<p>Strategy &amp; Regeneration Service Plan</p> <p>Democratic Services Service Plan</p>
59	Involve Council Taxpayers in Medium Term Financial Planning and the Annual Budget and Council Tax setting process	Use independent external consultants (Market Research) to source and set up focus groups and consult on corporate planning proposals. Outcome of these consultations to be presented to Cabinet in when consideration given to the Budget Framework report in February each year	TBE	Financial Services Service Plan

Page 60



<b>Corporate Values:</b>	<b>Invest in our employees</b>
--------------------------	--------------------------------

<b>Responsibilities:</b>	Cllr Barbara Graham - Welfare & Communications Portfolio	Brian Allen – Director Of Resources
--------------------------	--	-------------------------------------

Action	Objective	Key Actions	Links	
			PIs	Plans
60	Ensure that all employees have the necessary skills and opportunities to develop these in order to effectively perform their jobs	Implement annual Employee Development Programme Interviews , linked to the production and publication of an annual Training Directory.  Revise and amend structure of Employee Development Programme interviews to incorporate specific questions relating to performance appraisal.	C2	Service Improvement Service Plan
61	Provide a comprehensive Management Development Programme	Introduce a skills/needs based training programme for senior managers, establishing a formal succession planning scheme and establishing a Women’s Development Programme	BV011 [a]	Service Improvement Service Plan
62	Retain Lexcel (Law Society’s Accreditation Award-year 4)	Prepare a robust Section Business Plan and implement performance management and customer satisfaction processes in compliance with Law Society	C3	Legal Services Service Plan

Page 61

<b>Corporate Value:</b>	<b>Work in partnership with others</b>
-------------------------	--

<b>Responsibilities:</b>	Cllr Bob Fleming – Resources Portfolio	Norman Vaulks – Chief Executive Officer Brian Allen – Director Of Resources
--------------------------	--	--

Action	Objective	Key Actions	Links	
			PIs	Plans
63	Focus partnership working around key ambitions, values and priorities	Implement the Service Improvement Plan arising from the Best Value Review. and develop robust control arrangements for existing and new partnerships.	TBE	Strategy & Regeneration Service Plan
64	Ensure that the Council actively participates in and is effectively represented on regional , sub-regional and local partnerships	Attend and participate in appropriate forums and support elected members in their work on such partnerships	N/A	Strategy & Regeneration Service Plan

Page 62

<b>Corporate Value:</b>	<b>Be responsible with and accountable for public finances</b>
-------------------------	--

<b>Responsibilities:</b>	Cllr Bob Fleming – Resources Portfolio	Brian Allen – Director Of Resources
--------------------------	--	-------------------------------------

Action	Objective	Key Actions	Links	
			PIs	Plans
65	Ensure that the Council has robust and effective corporate and financial governance arrangements in place	<p>Prepare the Annual Statement of Accounts in accordance with statutory deadlines and obtaining an unqualified auditor judgement - ensuring closedown procedures and processes are robust and effectively managed</p> <p>Ensure systems of internal control and procedures are robust and minimise the risk of fraud and error by maintaining a risk based Annual Audit Plan and reporting progress against this to Overview and Scrutiny Committee</p> <p>Ensure effective budget setting and monitoring</p> <p>Maximise investment income and resources available for the benefit of local taxpayers in accordance with the Local Code of Treasury Management</p>	N/A	Financial Services Service Plan
66	Provide effective Asset Management to maximise the useful life and return on investment for the Councils Property Portfolio	Preparing a robust Asset Management Plan and undertaking effective planned maintenance to maintain the Council's assets and maximise revenue income. Effective project management of capital projects.	C4 C5 C6	Valuation & Corporate Property Services Service Plan

Page 63

SBC Corporate Plan 2004/2007 – Key Actions

Action	Objective	Key Actions	Links	
			PIs	Plans
67	Ensure that all external funding is aligned to corporate ambitions	<p>Co-ordinate, support and evaluate all applications for external funding in support of key services improvements</p> <p>Manage and administer regeneration programmes and projects across the Borough</p> <p>Maximise performance reward grant payable to Council under LPSA1 in respect of the basket of Cost-Efficiency Indicators</p>	<p>N/A</p> <p>TBE</p>	Financial Services Service Plan
68	Pay Invoices on time	Co-ordinating and managing the payment of Invoices by each department via the Accounts Payable Working Group through the use of statistical data and training and development	BV008	Financial Services Service Plan
69	Reduce the levels (and cost) of sickness absence	<p>Target long term sickness and the two major causes of sickness absence (muscular skeletal and stress) through a package of Occupational Health measures and Health and Safety training and development</p> <p>Implement an Occupational Health Strategy</p>	BV012	<p>Service Improvement Service Plan</p> <p>All Service Plans</p>
70	Identify year on year cost-efficiency savings from the procurement of goods, services and works	<p>Review contract procedure rules</p> <p>Implement I&amp;DeA Market Place (linked to data obtainable from the New Agresso Financial Management System)</p> <p>Develop NEPO Partnership</p>	C7	Service Improvement Service Plan
71	Maximise Income Collection and secure year on year improvements in the collection of Council Tax and Business Rates	<p>Monitor performance and continuously review recovery procedures and processes.</p> <p>Provide a range of convenient payment opportunities.</p>	<p>BV009</p> <p>BV010</p> <p>TBE</p>	Financial Services Service Plan

Page 64

Quality Services For Local People

“Working towards a more healthy, prosperous and attractive Borough with strong communities”

<b>Corporate Value:</b>	<b>Achieve continuous improvement and innovation in service delivery</b>
-------------------------	--

<b>Responsibilities:</b>	Cllr David Newell – Performance Management Portfolio	Brian Allen – Director Of Resources
--------------------------	--	-------------------------------------

Action	Objective	Key Actions	Links	
			PIs	Plans
72	Increase learning from and use of customer feedback from complaints	Implement effective monitoring and reporting mechanisms and increase opportunity to comment on services or service delivery	BVPI 04 C1	Service Improvement Service Plan
73	Align service improvement planning to corporate ambitions and values in line with best practice	<p>Improve performance management arrangements and skills, through revised service business planning arrangements aligned to the Corporate Plan</p> <p>Implement a best value review programme aligned to corporate priorities and based on Audit Commission's Key Lines of Enquiry</p>	N/A	Service Improvement Service Plan
74	Maximising the benefits of new technologies	Investing in ICT and support and provide an up to date, secure and reliable network	TBE	ICT Service Plan

Page 65

<b>Community Outcome:</b>	<b>Tackle disadvantage and promote social inclusion</b>
---------------------------	---

<b>Responsibilities:</b>	Cllr Agnes Armstrong – Supporting People Portfolio Cllr John Robinson – Culture and Recreation Portfolio Cllr Kester Noble – Regeneration Portfolio	Norman Vaulks – Chief Executive Officer Brian Allen – Director of Resources Phil Ball – Director of Leisure Services
--------------------------	---	--

Actions	Objective	Key Actions	Links	
			PIs	Plans
75	Effectively engage children and young people in the work of the Council	Implement the Children & Young People’s Services Improvement Plan,  Ensure that every child in Sedgefield Borough has access to quality play opportunities by undertaking a feasibility study into fixed play requirements across the Borough  Expand school holiday activities to include increased participation by children with special needs	TBE  C8	Strategy & Regeneration Service Plan
76	Provide an efficient and effective customer focussed Benefits Service	Achieve Charter Mark Accreditation for the Benefits Service and establish appropriate mechanisms to ensure this standard is maintained  Maximise benefits take up through a Marketing strategy and undertake regular targeted take up campaigns in partnership with the DWP and other benefits service providers  Achieve top quartile performance in the processing of Benefits Claims whilst still retaining a low cost of collection	N/A BV???	Financial Services Service Plan

Page 66

<b>Corporate Values:</b>	<b>Take account of sustainability, risk management and crime and disorder</b>
--------------------------	---

<b>Responsibilities:</b>	Cllr Bob Fleming – Resources Portfolio	Brian Allen – Director Of Resources
--------------------------	--	-------------------------------------

Action	Objective	Key Actions	Links	
			PIs	Plans
77	Embed Risk Management within the Council	Mainstream use of and reference to Risk Management Policy/Strategy, develop and implement an Action Plan, provide appropriate training to all elected members and staff and include formal risk assessment as a mandatory part of all Council strategy documents and projects/proposals	TBE	Financial Services Service Plan

Page 67

This page is intentionally left blank