

Service Improvement Plan (*abridged*) – Business Development Unit 2006/07- 2008/09

Theme: Liveability	
Objective: BDU 1 - Contribute to making Stockton a cleaner, greener Borough	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • Promote community engagement with regards recycling and waste management, particularly NRF areas. • Funding Secured for NEAT officer and Events Assistant (Freda) by April 2006 • A waste awareness and education programme is developed (inc. BME communities and children) by July 2006 	<ul style="list-style-type: none"> • Increase awareness to achieve targets: • BVPI 82 – Recycling 20% • BVPI 199 – 5% or below • Increase membership of Freda Frog Fan club by 5%

Theme: Liveability	
Objective: BDU 2 - Provide a dignified, efficient and professional Registration and Bereavement Service	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • Strategic review of Registration Service in line with legislative changes: <ul style="list-style-type: none"> ○ Develop plans to ensure smooth implementation of Civil Registration reforms in accordance with GRO timescales ○ Develop consultation and communication strategy for implementation of reforms following parliamentary approval 	<ul style="list-style-type: none"> • In accordance with Parliamentary programme: • Achieve '4' approval rating from GRO in preparedness • 95% of appointments kept for registration • Improve baseline % of customers satisfied
<ul style="list-style-type: none"> • Restore the Borough's Cemeteries to reasonable safety standards: <ul style="list-style-type: none"> ○ Explore funding options by September 2006 ○ Develop five year improvement plan for future developments by November 2006 	<ul style="list-style-type: none"> • Funding secured • Strategy / Improvement Plan developed

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Theme: Liveability	
Objective: BDU 3 - Provide a programme of entertainment and events which allows access to ALL at nil or low cost	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Review the events programme and present options for future development by July 2006 	<ul style="list-style-type: none"> % customers satisfied (new from baseline)
<ul style="list-style-type: none"> Develop programme for mobile skate park provision throughout the Borough by April 2006 Secure funding for purchase of further mobile equipment by September 2006 	<ul style="list-style-type: none"> Measure attendance figures % customers satisfied (new from baseline)

Theme: Service Delivery and Resource Management	
Objective: BDU 4 - Support the performance management framework to deliver best value, excellence and continuous improvement	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Support the delivery of strategic 'joined-up' policy initiatives and development: <ul style="list-style-type: none"> Staffing structure review implemented by April 2006 Contribute to the retention of the Council's 'excellent' CPA rating Contribute to development of performance plus software 	<ul style="list-style-type: none"> Quarterly performance clinics established within D&NS 75% PI's achieve target 80% Council Plan objectives achieved Q3 reports available within 4 weeks of end of quarter

Theme: Service Delivery	
Objective: BDU 5 - Deliver Customer Focussed Services	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Develop Business Case and implementation plan for Access to Service Strategy <ul style="list-style-type: none"> Review and refocus of Customer First by May 2006 Develop year 2 Customer First Programme by July 2006 Detailed business case developed by September 2006 Develop project plan for implementation 	<ul style="list-style-type: none"> Cabinet Approval Increase % customers satisfied (viewpoint survey) Number of complaints and commendations

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Theme: People development and operational efficiency	
Objective: BDU 6 - Business development to enhance service delivery	
Action & Milestones	Success Measures & Targets
<u>People Development & Learning</u> <ul style="list-style-type: none"> • Programme of staff appraisals developed • Develop TNA and plans to deliver by March 2007 • Support IIP re-accreditation across D&NS, April – August 2006 	<ul style="list-style-type: none"> • 95% staff appraisals complete • Retain IIP accreditation August 2006
<u>Resource Management</u> <ul style="list-style-type: none"> • Reduce sickness absence • Percentage of non-order invoice / payments 	<ul style="list-style-type: none"> • 9 days per fte < 25%
<u>Develop systems to enhance service delivery</u> <ul style="list-style-type: none"> • Saffron upgraded to V7 • Develop Flare for CRM pilot • Further Flare development as required e.g. inspections, mobile technology 	<ul style="list-style-type: none"> • In accordance with project plan