

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

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

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

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<b>Theme:</b> Liveability	
<b>Objective:</b> 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"> <li>Review the events programme and present options for future development by July 2006</li> </ul>	<ul style="list-style-type: none"> <li>% customers satisfied (new from baseline)</li> </ul>
<ul style="list-style-type: none"> <li>Develop programme for mobile skate park provision throughout the Borough by April 2006</li> <li>Secure funding for purchase of further mobile equipment by September 2006</li> </ul>	<ul style="list-style-type: none"> <li>Measure attendance figures</li> <li>% customers satisfied (new from baseline)</li> </ul>

<b>Theme:</b> Service Delivery and Resource Management	
<b>Objective:</b> 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"> <li>Support the delivery of strategic 'joined-up' policy initiatives and development:               <ul style="list-style-type: none"> <li>Staffing structure review implemented by April 2006</li> <li>Contribute to the retention of the Council's 'excellent' CPA rating</li> <li>Contribute to development of performance plus software</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Quarterly performance clinics established within D&amp;NS</li> <li>75% PI's achieve target</li> <li>80% Council Plan objectives achieved</li> <li>Q3 reports available within 4 weeks of end of quarter</li> </ul>

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

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