

## APPENDIX I

2005/06 Planned Action	2005/06 Target Output	Progress Made in Quarter 1, 2005/206
1.1.1 Implement the action plan arising from the review on affordable housing needs in 2005/2006 onwards.	<p>Action plans implemented</p> <p>Secure funding and/or planning permission for 150 to 170 additional affordable homes by April 2006.</p> <p>Funding and/or planning permission secured for 150 to 170 additional affordable homes by April 2006</p>	<p>On target for both planning permissions and funding.</p> <p>Currently bidding with RSL partners for 2006/2008 funding round.</p>
1.1.2 Launch the new advice service for those seeking affordable housing in 2005.	Enhanced advice service launched and increased levels of homelessness prevention achieved	New Housing Options Team appointed and relocated within Housing Advice Centre. Homeless Mediation Service operational. Level of homelessness acceptances reduced from 45.7% 2004/05 to 28% in Quarter 1 2005/06.
2.1.1 Monitor the efficiency of signal junctions and pedestrian crossings in Harrogate and Knaresborough urban areas.	Implement improvements at 5 further signal junctions and a further 6 pelican crossings BY April 2006.	2 Traffic signal junctions and 3 pelican crossings have been examined and will be reported to the Cabinet Member (Transport) in September.
2.2.1 Increase the take-up of travel concessions in the District	<p>Prepare administrative arrangements to enable the successful launch of the free local travel bus pass scheme in April 2006</p> <p>Monitor the effectiveness of the promotional initiatives on travel concessions and set targets for future years.</p> <p>Increase the take-up of travel concessions to 558 per 1000 population aged over 60 in the District, this represents a further 3% increase</p>	<p>Research on the implications of the new free fare scheme is ongoing.</p> <p>There has been no progress on the effectiveness of promotional activities because all our resources are involved in preparing for the new free scheme and this action cannot, therefore be progressed this year.</p> <p>The Quarter One take-up of travel concessions is 538 per 1000 population</p>
3.1.1 Incorporate actions to tackle anti-social behaviour in the 2005 to 2008 Community Safety Strategy.	<p>Review achievement of ASB actions against action plan</p> <p>Identify ASB database to collect and report on ASB information</p> <p>Increased efficiency of problem solving working</p>	<p>HDSCP Action Plan being developed</p> <p>Awaiting release of Northgate's ASB module expected in Autumn 2005</p> <p>Revised arrangements to be tried in September 2005</p>
4.1.1 Develop plans to meet the Government's performance standard on household waste recycling by March 2006.	<p>Stakeholder consultation in 2005/06 to assess the effectiveness of the strategy on recycling on public participation levels and the level of waste going to landfill sites.</p> <p>Multi-material recycling scheme conversion to 13,000 properties, green garden waste trial scheme to 10,000 properties in April 2005.</p> <p>Achieve 21% household waste recycled or composted by 31st March 2006.</p>	<p>No progress so far – planned for later in the year.</p> <p>Completed in April 2005</p> <p>On target for 21%</p> <p>May need some promotion later in the year</p>
4.1.2 Develop, in partnership with waste authorities in North Yorkshire, a plan for meeting long-term waste diversion targets for the sub-region	<p>Completion of strategy review together with targets set for waste reduction recycling and resource recovery, and action plan.</p> <p>Start to implement strategy and review progress.</p> <p>YNYWM Partnership Strategy Review Process to be completed in 2005/06</p>	Strategy review well progresses – due to be completed by the end of 2005.
4.2.3 Continue to encourage the building of new homes on previously developed land	<p>Stakeholder consultation in 2005/06 to assess the impact of the policy on the local environment and the quality of life in the District</p> <p>Achieve the annual 75% target</p>	<p>Final figures for 2004/05 show that 83% of new homes were built on brownfield land.</p> <p>Data for 2005/06 not available yet.</p>
4.2.4 Achieve the national planning standard on the processing of planning applications.	Increase the percentage of planning applications that meet the Government's targets on processing time to 60% (major applications), to 67.7% (minor applications) and maintain performance at or over 77.6% on all other applications.	<p>71.4%(Major)</p> <p>66.7% (Minor)</p> <p>81.9%(Other)</p>
4.3.3 Survey and stakeholders consultation to assess the need and required impact of the Council's environmental cleansing services.	<p>Target for 2005/06: no more than 16% of highways and relevant land below the required standard.</p> <p>An environmental assessment enabling the review of key environmental cleanliness policies, and the setting of future targets for 2006/07 and beyond.</p>	<p>To be repeated in August as agreed</p> <p>To be completed later in 2005/2006</p>

## APPENDIX I

2005/06 Planned Action	2005/06 Target Output	Progress Made in Quarter 1, 2005/206
5.1.3 Increase the number of people employed by business occupying Council workspace.	<p>Customer survey and meetings will be undertaken to identify customer needs and identify areas for change</p> <p>A customer exit response questionnaire will be presented to all out-going customers</p> <p>Increase the number of people employed to 250 by 31<sup>st</sup> March 2007</p>	<p>First round of interviews undertaken and a series of ideas and actions for improvement are being progressed.</p> <p>No customers have vacated the workshops in the last 3 months.</p> <p>Survey to be carried out in 2007.</p>
5.2.3 Increase the days of occupancy of the Council's conference and exhibition venues.	Achieve an increase in each of the next 2 years to 1,800 occupancy days by 31st March, 2006 (and 1,850 by 31st March, 2007)	There was 413 days occupancy in Quarter One, 2005/2006.
6.1.1 Implement an interactive Council website, supported by a content management system.	<p>Website graded as "transactional" in 2005 SOCITIM website survey. Implement first phase of CRM by 31st December 2005. Achieve 95% customer satisfaction in services accessed via the CRM.</p> <p>Assess, in 2005/06, customer satisfaction levels, with the Council's website and its impact on their needs.</p>	<p>Implementation of a new website, supported by a content management system, achieved. New working towards development of transactional content.</p> <p>Joint procurement of a CRM with Craven DC in progress.</p>
6.2.2 Articulate the Council's vision, priorities and allocation of resources. Review the Council's corporate planning arrangements and develop the Council's Corporate Improvement Plan for 2005/06 and beyond	<p>Annual review and roll forward of the medium-term corporate and financial strategy for 2005 to 2008.</p> <p>Produce the Council's 2004/05 Annual Report in June 2005</p> <p>Publish the Corporate Improvement Plan by Autumn 2005</p>	<p>The corporate planning process started in May 2005 at the CMT Away Day on strategic planning (19/5/05).</p> <p>The draft Strategic Plan and Corporate Improvement Plan were agreed for consultation on 2/06/05.</p> <p>The 2004/05 Annual Report self-assessment was presented in outline to the above events to inform the corporate planning process.</p>
6.2.4 Review the council's current corporate framework, resources and capacity.	<p>Complete the changes in the corporate arrangements by summer 2005. Achieve the short-term targets in the corporate restructure.</p> <p>Implement the changes in corporate arrangements. Monitor the effectiveness of the corporate changes by 31<sup>st</sup> March each year.</p> <p>Specifically deliver corporately by 31<sup>st</sup> March each year:- -The Council's Statement of Internal contracts (SIC) -The Annual Efficiency Statement (Gershan)</p>	<p>Statement on Internal Control 2004/2005 approved by Council Resources Overview &amp; Scrutiny Commission 13 June 2005 and CMT 30 June 2005. Final version signed by CE and the Leader to go to General Purposes Committee 28 July 2005 with Annual Statement of Accounts.</p> <p>Backward looking AES submitted using on-line esd-toolkit on 14 June 2005 (deadline 15 June 2005).</p>
6.2.6 Member Involvement and Improvement Working Group	<p>It is anticipated that the Group will review the planned outcomes and review their impact at the end of 2005/06.</p> <p>Member survey in 2005/06 to assess whether Members feel more engaged in the Council's improvement agenda.</p> <p>Continue to work on Member training and development and other issues such as time management.</p>	Impact assessment demands that members be surveyed for views on a number of issues in coming months. These relate to involvement; new Council procedures; Development needs and demands on time. Group will be invited to input into design of questionnaire form with a target date of November 2005 for issue.
6.3.2 Increase the number of customers at the Council's sport and leisure sites	Increase the number of customers to 995,000 by 31st March, 2006 (and 997,500 by 31st March, 2007)	<p>First quarter (April-June) usage of the Council's sport and leisure facilities up by 27% from 208,139 in 2004/05 to 264,906 in 2005/06. If current rate of increase is sustained then annual number of customers will be in the order of 1,139,741. Principle reasons: Early easter Nidderdale Ripon Fitness Initiative</p>
6.4.1 Develop a new three-year People Management Strategy	<p>Review on an annual basis; full review every 3 years.</p> <p>People Management and Development strategy to be finalised and prioritised in accordance with the corporate improvement agenda and submitted to members for approval.</p>	The strategy has been approved in principle by CMT. It needs to be prioritised in line with the improvement agenda and then finally approved by CMT and members

## APPENDIX I

2005/06 Planned Action	2005/06 Target Output	Progress Made in Quarter 1, 2005/206
<p>6.6.1 Community Plan: Finalise and resource the Action Plan with the council's partners on the Harrogate District Strategic Partnership (HDSP).</p>	<p>Updated Community Plan by March 2005. Target Action achieved by March 2006</p> <p>Agree revised Action Plan by September 2005 and agree resources to deliver Action Plan. Review HDSP structure and Community Plan by March 2006</p>	<p>The Corporate restructure and clarifications of staff responsibilities have delayed progress. Revised Community Plan and Action Plan is now March 2006.</p>
<p>6.6.2 Review the way the council consults young people through a structured consultation programme with young people across the district.</p>	<p>Proposals on the young people research to be taken to the Cabinet Member by 30 June 2005. This will be followed by a revised timetable for conducting the work.</p> <p>The first phase of the work with young people to be complete by 21<sup>st</sup> July 2006 (i.e. the end of the academic year).</p> <p>Take proposals to the Cabinet Member in 2005/2006 on how to progress the consultation programme with young people, as part of the Council's work on Improvement Planning.</p>	<p>Proposals on the work were taken to the Cabinet Member on 3rd August 2005 and a revised timetable is now being developed.</p>
<p>6.6.3 Review the way the council consults "hard to reach" groups in the district.</p>	<p>The audit and the research on consulting hard to reach groups to be undertaken by 30<sup>th</sup> September 2005. New guidance and training to be delivered by 30<sup>th</sup> December 2005.</p> <p>The Council's Community Engagement Working Group to undertake an audit of existing good practice in the Council and carry out research on good practice nationally on consulting with hard to reach groups. This will be followed by updating the Corporate Guidance on Community Engagement and delivering training.</p>	<p>A project brief for the review has been developed. The audit will commence in August 2005.</p>
<p>6.7.1 Review the training and development of Councillors.</p>	<p>Implement phase 2 of the Councillor training programme. Review and roll forward annually.</p>	<p>Training and Development needs discussed at Member Training day on 6/7/2005. See comment at paragraph 6.2 Work ongoing.</p>
<p>6.8.2 Improve the Council's performance on processing benefits claims.</p>	<p>Reduce the average time for processing new claims to 38 days and the average time for processing changes in circumstance to 10 days by 31st March, 2006</p>	<p>Current performance is on track to meet the 38-day target on new claims.</p> <p>Change in mechanism for recording the change in circumstances count means the target of 10 days will have to be adjusted in the second quarter. The change is in line with Government expectations on reporting this figure.</p>