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Action Code & Title	Description	Expected Outcome	Year-end Comment	Status
SA01.1a Community Planning	Prepare a Local Development Framework (LDF) and Strategy for adoption by April 2008.	Adopt a Statement of Community Involvement by 30 April 2006. Carry out consultation in June/July 2006.	SCI formally adopted April 2006. Consultation on Core Strategy Preferred options carried out in June/July 2006.	
SA01.1b Community Planning	Prepare a Local Development Framework (LDF) and Strategy for adoption by April 2008.	Carry out consultation on preferred options, housing and employment DPD, etc, in June/July 2006.	Consultation undertaken June/July 2006.	
SA01.1c Community Planning	Prepare a Local Development Framework (LDF) and Strategy for adoption by April 2008.	Adopt sport, recreation, etc, SPD by 30 June 2006.	Sport and Recreation etc SPD adopted 7 June 2006	
SA01.1d Community Planning	Prepare a Local Development Framework (LDF) and Strategy for adoption by April 2008.	Carry out consultation on Community Sports regeneration action plan by November 2006.	Detailed consultations taken place, including a public meeting.	
SA01.1e Community Planning	Prepare a Local Development Framework (LDF) and Strategy for adoption by April 2008.	Adopt Equine development in the Nidderdale AONB by 28 February 2007.	Consultation on draft SPD ended on Monday 19th February; all comments received are being considered and the draft will be amended accordingly. A revised version will be formally adopted by Harrogate Borough Council in June 2007.	
SA01.1f Community Planning	Prepare a Local Development Framework (LDF) and Strategy for adoption by April 2008.	Submit the Core Strategy to the Secretary of State by 31 March 2007.	Submission of Core Strategy not possible due to GOYH delay in publishing Panel Report into RSS EIP, Core Strategy now rescheduled to be submitted September 2007.	
SA01.2a Community Planning	Finalise and resource the Harrogate District Strategic Partnership's (HDSP) Community Plan Action Plan with the Council's partners on the HDSP.	Have the resourced Action Plan agreed and in place by July 2006.	Work progressing on Action Plan. Draft agreed, approval in May 2007.	
SA01.2b Community Planning	Finalise and resource the Harrogate District Strategic Partnership's (HDSP) Community Plan Action Plan with the Council's partners on the HDSP.	HDSP programme of events from June 2006 to March 2007.	Programme of work now agreed in draft.	


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SA01.3a Community Planning	Develop and agree a policy, strategy and action plan on services for Children and Young People.	Action Plan in place by September 2006.	Approved by CMT on 14.12.06 and Cabinet on 10.1.07	
SA01.3b Community Planning	Council approve the safeguarding policy and procedures by October 2006. Develop and agree a policy, strategy and action plan on services for Children and Young People.	Council approve the safeguarding policy and procedures by October 2006.	Action completed	
SA02.1 Resources and Priorities	Agree a corporate rationale to prioritise major projects and Council services in line with its corporate priorities.	Complete the prioritisation of services and projects by July 2006.	Rationale agreed and updated to reflect the final SP and CIP (which were adopted in July 2006) and the top corporate priority in October 2006. Prioritised schedule of projects issued in December 2006.	
SA02.2a Resources and Priorities	Develop and agree the Council's Corporate Resource Plan..	Develop the Resource Plan by July 2006.	Corporate Resource Plan not developed.	
SA02.2b Resources and Priorities	Develop and agree the Council's Corporate Resource Plan.	Adopt the Plan by September 2006.	Corporate Resource Plan not developed.	
SA03.1 Long-term Investment in the Harrogate International Centre	Undertake a feasibility study on the long-term investment needs of HIC's exhibition facilities.	Complete the feasibility study by March 2007.	The feasibility study is largely complete. The consultants work has been completed (April) and reported to the HIC Board, and the business case is being prepared for consideration, together with the rest of the feasibility study, at the July council	
SA04.1 Royal Hall Restoration	Manage the restoration project on site in line with the agreed contract and budget.	Project is completed within budget. Opening of the restored Royal Hall planned for April 2007	The core contract has been successful with all the deferred works incorporated and unspent contingencies now being used for items of work not originally included. The opening is now predicted for January 2008 due to additional funding secured by Restoration Trust and the more extensive restoration now underway.	


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SA04.2 Royal Hall Restoration	Support the Royal Hall Restoration Trust activities.	Complete the priority list of Royal Hall enhancement works funded by the Restoration Trust by April 2007.	The Restoration Trust has been extensively supported in all its activities by Council Officers. The Trust has now achieved funding in excess of £2 million and as a result all the additional works previously excluded are now being carried out. These works include all the auditorium decorations and the upper circle works.	
SA05.1 City Region and Northern Way	Contribute to the City Region and the Northern Way agenda.	Develop the Council's proposals, funding mechanisms and influence the City Region agenda by 31 March 2007.	During Quarter 4 of 2007 - 08 the City Region Leaders' Board became operational and the Development Programme for the City Region was translated, into an implementation plan. Work commenced on identifying 'quick win' transport projects, with an extension of the West Yorkshire Metrocard scheme due to be introduced in Harrogate and Knaresborough, from January 2008.	
SA06.1 Holiday Tourism	Help set up the Harrogate and the Yorkshire Dales Destination Management Organisation on tourism.	An effective organisation and marketing plan in place by 31 March 2007.	Organisation set up; early work in research and marketing being developed; 06/07 regarded as interim year	
SA07.1 Cultural Services	Review the cultural services resource allocation and develop a strategy and action plan on sustainable service provision across the District.	The strategy and action plan agreed and in place by 31 March 2007.	The scope of the work has increased as we have proceeded. We have: <ul style="list-style-type: none"> - carried out a detailed review of 10-year investment needs -reviewed LMA management structure -carried out limited portfolio rationalisation(principally transferring the Sun Pavilion to HIC) -established a Leisure Fund to begin to finance some of the spending needs We still need to ; <ul style="list-style-type: none"> -carry out detailed budget reviews for LMA -illustrate steps needed to achieve target POS savings -carry out a fees and charges review 	

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SA08.1a Customer Services	Set up and operate a Corporate Customer Service Unit (CSU), including the staffing, accommodation and implementation of the supporting IT systems.	CSU set up by June 2006 with an operational target to enable the resolution of 60% of the Council's customer interactions at first point of contact	Corporate Customer Service Team set up, staffed and using supporting ICT systems. Further work to be done on telephony, business processes and services to transfer into the future. Report to CMT on 11th January 2007 confirmed that at least 60% of Council interaction's are resolved at the first stage of contact	
SA08.1b Customer Services	Set up a Customer Service Centre in Masham.	Customer service centre set up in Masham through joint working by 31 March 2007.	Project is underway and will continue until 2011.	
SA08.2 Customer Services	Roll out enabling technology (CRM and integrated telephony) for the Revenues and Benefits services.	By 31 March 2007, the Revenues and Benefits services are using CRM with CTI to deliver their customer services.	Contract signed for integration software and process mapping underway, expect installation by 30June.	
SA09.1a IT Investment	The agreed ICT Strategy in place by May 2006. Develop the Council's IT Development Plan into a 3-year ICT Corporate Strategy.	The agreed ICT Strategy in place by May 2006.	Strategy approved by Cabinet on 26th July.	
SA09.1b IT Investment	Develop the Council's IT Development Plan into a 3-year ICT Corporate Strategy.	Implement the 2006/2007 actions in the ICT action plan by 31 March 2007.	ICT Strategy agreed by Cabinet - 26/07/06. Remaining actions to be completed in 2007/2008, as detailed in the ITD Service Plan	
SA09.2a IT Investment	Implement CRM, upgraded telephony, systems integration and corporate workflow systems.	Support systems in place to deliver Phase 1 CSU services by June 2006.	Action completed	
SA09.2b IT Investment	Implement CRM, upgraded telephony, systems integration and corporate workflow systems.	Support systems in place to deliver Phase 1 CSU services including the Revenues and Benefits services by March 2007.	CTi still to be resolved, but now out of ITD's hands. All support systems from ITD perspective now in place, including ability to move Revs & Bens onto virtual server & SAN environment.	
SA09.3 IT Investment	Update network and server/storage infrastructure.	Complete by 31 March 2007.	SAN Installed & working. Network resilience improved. Network Security infrastructure for remote access is a separate, much larger project.	

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SA10.1 People Management	Implement the Council's pay and grading review and the Single Status agreement.	Complete the pay and grading review and implement the new pay and grading structure by April 2007.	The new pay and grading structure has been determined and the harmonisation proposals have been agreed. discussions with the trade unions will commence on 30/4/07 and a target date for informing staff of the outcome on 26th July has been set.	
SA11.1a Leadership	Personal Member development review implemented in May 2006. Implement the leadership training and development strategy for Councillors and senior managers.	Personal Member development review implemented in May 2006.	Personal development Review completed by a significant number of Members. Key areas of work identified. Link to Regional/Sub-regional Training Partnership made.	
SA11.1b Leadership	Implement the leadership training and development strategy for Councillors and senior managers.	Training needs baselined and training programme started by July 2006.	Training Priority Needs agreed and Programme being developed for 2007/2008.	
SA11.1c Leadership	Implement the leadership training and development strategy for Councillors and senior managers.	Member newsletter introduced by September 2006.	No progress has been made due to delay in completing the Review Process.	
SA12.1a Rural Community Investment	Develop a corporate rural community investment action plan for the District's Market towns and rural areas.	Rural Action Plan adopted by October 2006.	A draft Rural Community Investment Plan was agreed by the Harrogate District SRIP Steering Group and Council's Corporate Management Team in January and February 2007, respectively. The draft Plan was subsequently issued in March 2007, for consultation with a wide range of voluntary sector organisations. (It is anticipated that a revised plan will be taken to the Council's Cabinet in May 07.)	

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SA12.1b Rural Community Investment	Develop a corporate rural community investment action plan for the District's Market towns and rural areas.	SRIP Delivery Plan approved by Yorkshire Forward by 31 March 2007.	Work on preparing applications for project funding, for submission to Yorkshire Forward continued in liaison with local regeneration partnerships. The SRIP Steering Group has continued to oversee the development of these proposals, and associated feasibility studies.	

 = action complete

 = action not complete