

Corporate Improvement Plan



Corporate Priorities 2005 - 2008

*'Working with and on
behalf of local people'*

Kettering
Borough Council

Kettering Borough Council – Corporate Improvement Plan

The 'Corporate Improvement Plan' serves a number of key purposes in helping the Council to achieve its ambitions:

- ◆ Firstly, the document sets out the Council's three year priorities and acts as a reminder of what the authority is aiming to achieve.
- ◆ Secondly, it reports on the progress that has been made towards these priorities in the last year.
- ◆ Thirdly, it sets out the key actions that the Council is committed to deliver in the forthcoming year and beyond.

In the last year Kettering Borough Council has taken great steps in its improvement journey, and has worked collectively with its partners to deliver meaningful service improvements. As an organisation we are aware that there is still work to be done and that we need to stay focussed to see this improvement journey through to the end.

The Corporate Improvement Plan is Kettering Borough Council's response to the government's statutory reporting framework. Kettering Borough Council was judged to be a "good and improving" council when it was assessed by the Comprehensive Performance Assessment (CPA). This judgement means that the Council has increased freedoms and flexibilities awarded to it and fewer statutory reporting requirements.

In sharing our key actions for 2005/2006 we are making ourselves accountable to the citizens who we serve, open to our partners who we work alongside and to the inspection bodies who monitor and report on our performance.

Attached to this explanatory report is a copy of the proposed key actions that will contribute to the delivery the Council's priorities in 2005/2006. These actions build on the successes from last year whilst recognising that there is still work to be done in delivering the priorities.

The action table shows three key pieces of information, the improvement theme, the improvement priority and the key actions that will contribute to the deliver of these. To ensure delivery of these actions they have been built into service plans, which are regularly monitored and reviewed.

We value all feedback and would be grateful for your views on the actions outlined here.

You can feedback via the forum or by contacting the Performance Team at Kettering Borough Council either by e-mail performanceimprovement@kettering.gov.uk or telephone 01536 534344.

Proposed Corporate Priorities 2005-2008

Proposed Corporate Priorities 2005 / 06 (Incorporating comments from Policy and Improvement Committee)

THEME	PRIORITY	ACTIONS
1. Quality of Life	1A. Improve processing of benefits	1A1. Maintain top quartile performance in the Benefits service 1A2. Continue to improve productivity and respond to changing housing benefit reform
	1B. Enhance the quality of life of those most affected by crime and anti-social behaviour	1B1. Tackle anti-social behaviour in our role as a landlord of Council Housing 1B2. Effectively use "Police Community Support Officers" and accredited wardens on the Community Safety Accreditation Scheme to "police" neighbourhoods and key public spaces for the prevention of anti-social behaviour and take enforcement measures when appropriate. 1B3. Focus on the implementation of the new Crime and Disorder Strategy for 2005-08
	1C. Modernise service provision for all sections of the community, working in partnership with other service providers	1C1. Implement the recommendations of the Leisure, Culture and Sport Best Value Review 1C2. Implement the recommendations of the review of Kettering Borough Council's relationship with, and funding of the voluntary sector 1C3. Continue to enhance partnership working to deliver services and minimise costs (such as the joint working with the Primary Care Trust and the Fire Service already underway)
2.Environmental Protection	2A. Improve recycling and minimise waste	2A1. Implement the second and third phases of the Borough wide door step recycling scheme over 2004-2006, supported by education and promotion work 2A2. Continue to promote the level of composting of household waste 2A3. Review and update the Sustainable Development Action Plan and ensure that the implementation plan is actioned to deliver the Councils sustainability targets
	2B. Improving the quality of the local environment	2B1. Continue to improve neighbourhood cleanliness and the appearance of visual amenities 2B2. Deliver the affordable warmth projects included in the capital programme to secure improvements in line with targets to achieve the Decent Homes Standard 2B3. Improve the appearance and usage of Kettering Town Centre through a new urban design framework and the introduction of better traffic management and parking controls. 2B4. Promote the regeneration of Desborough town centre, through the new urban design framework, and through selective redevelopment of key sites

THEME	PRIORITY	ACTIONS
3. Economy and Regeneration	3A. Managing sustainable development	<p>3A1 Support the North Northants Together partnership and joint planning committee to deliver a framework for growth in accordance with the South Midlands development strategy</p> <p>3A2 Consult on the Economic Development Strategy to ensure that local economic characteristics and identity are reflected, focusing on the need for business and retail growth</p> <p>3A3 Undertake analysis of local characteristics and identities to develop priorities for a local action plan</p> <p>3A4 Continue to improve the speed and maintain the quality in the processing of planning applications</p>
4. Democratic Participation	4A. Neighbourhood engagement and democratic participation	<p>4A1. Continue to undertake consultation with local people on issues of key importance such as: decriminalised parking, recycling and sustainable development</p> <p>4A2. Improve the Council's presence in the A6 Towns and rural areas</p> <p>4A3. Develop and deliver a comprehensive member training and support programme</p> <p>4A4. Work closely with the Local Strategic Partnership to deliver the commitments set out in the new Community Plan for 2005-08</p> <p>4A5. Continue with the Area Profiles project as a pilot authority for the Audit Commission</p>
5. Equality and Access	5A. Promoting access and good customer service to all services	<p>5A1. Continue to implement the KBC and inter-authority E- government programme</p> <p>5A2. Support the creation of a voluntary sector "one stop shop" promoting the sharing of resources within the voluntary sector</p> <p>5A3. Progress the project for the co-location of the Council with other public service providers.</p> <p>5A4. Continue to deliver the Disabled Access Programme to improve access to Council buildings and services</p> <p>5A5. Develop the use of the Customer Response Centre and extend its scope to deliver efficiencies</p> <p>5A6. Implement rural proofing and participate in stage 2 of the pilot project</p>
6. Integrity and best use of resources	6A. Reducing debt and improving collection rates	<p>6A1. Further reduce housing rent arrears</p> <p>6A2. Continue to reduce the level of benefit overpayments</p> <p>6A3. Achieve further improvements in the collection rates for Council tax and NNDR and reduce sundry debt levels</p>

	6B. Improving corporate capacity to manage change and improve performance	<p>6B1. Deliver the next phase of the Council's "Next Steps" Improvement Programme</p> <p>6B2. Undertake targeted investment in IT infrastructure and consolidation of system to deliver efficiencies</p> <p>6B3. Continue to implement and bed-down new IT systems such as Housing, Finance, Planning etc.</p> <p>6B4. Implement a Risk Management programme and develop project management</p> <p>6B5. Focus on further developing staff engagement activities turning for improving services by "ideas into action"</p> <p>6B6. Focus on reducing sickness levels and implementing work-life balance initiatives</p>
	6C. Secure and achieve value for money savings	<p>6C1. Deliver the efficiency savings in line with the Council's Annual Efficiency Statement and continue to develop the Council's approach to delivering value for money</p> <p>6C2. Look for opportunities to use the new Powers to Trade</p>