

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
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**Adult Social Care & Health Portfolio**

**Health & Community Care Division**

Giving people more control over choosing and managing their care so that it better suits individual needs	Implementing the In Control model for service planning with users and carers	Jane Brentor	April 2008	March 2009	A	Progress has been delayed and further work is being done to ensure processes are robust.
	Re-organisation of day services for people with physical and learning disabilities and people with mental health problems to provide a wider range of services	Jane Brentor	April 2008	March 2009	A	A consultation with users and carers to define the shape of future services is continuing.
	Reviewing of carers services to provide more flexible support for carers	Jane Brentor	April 2008	March 2009	A	Service specifications are being developed to create new services.
	Review of in-house residential and domiciliary care services to support person centred care plans	Jane Brentor	April 2008	March 2009	G	A cabinet decision to reconfigure provision has been taken, this is currently awaiting the outcome of a judicial review.
	Requiring provider agencies to work to individual needs and budgets	Jane Brentor	April 2008	March 2009	G	The tender process taking place is complete and all providers on the framework have been given performance targets to ensure this objective is met.

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	Reviewing the charging policy to work better with individualised budgets	Jane Brentor	April 2008	March 2009	G	Cabinet have agreed a new charging policy and work is underway to develop the systems needed to implement this.
	Addressing the transition policy and management of numbers of younger disabled people in transition with a person centred plan.	Jane Brentor	April 2008	March 2009	G	The project is on schedule.
Improving response times for key services	Minimising delays in discharges from hospital	Jane Brentor	April 2008	March 2009	A	Regular meetings are taking place to facilitate improved discharge services in the community.
	Reducing waiting times for equipment and adaptations	Jane Brentor	April 2008	March 2009	A	Performance is improving and an action plan is progressing with Chief Executive oversight.
New residential and day care services for people with dementia in a new facility being built at Freemantle Common in Bitterne which will improve the availability of single rooms	New residential and day care services for people with dementia in a new facility being built at Freemantle Common in Bitterne which will improve the availability of single rooms	Jane Brentor	April 2008	March 2009	G	Building work has commenced and is on schedule.
Provide support for people to manage their conditions more effectively	Increased use of psychological therapies and shift the focus of	Jane Brentor	April 2008	March 2009	G	This project is on target and service delivery has commenced.

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	treatment programmes towards primary care					
	Development of a wellbeing centre to provide information and advice about health and social care services and support options with a venue for self-help groups to meet	Jane Brentor	April 2008	March 2009	A	A consultation event with a wide range of stakeholders has taken place and an outline proposal developed. Detailed work on cost and delivery options is now taking place.

**Strategic Development - Communities, Health & Care Division**

Implementing a jointly managed commissioning programme by the Council and Southampton City Primary Care Trust to deliver improved health and well-being for residents of the City	Developing a new health and well-being strategy based on the Joint Strategic Needs Assessment including a focus on priority neighbourhoods	Chris Hawker	April 2008	March 2009	G	
	A programme of joint service reviews to deliver new jointly agreed service programmes	Chris Hawker	April 2008	March 2009	G	
	A shared budget timetable to deliver an increase in jointly commissioned projects or services in 2009/10	Chris Hawker	April 2008	March 2009	G	

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Improving the quality of life for the growing number of older people in the city	The city and partners progressing on the key targets agreed in the Local Area Agreement	Chris Hawker	April 2008	March 2009	G	
	The city meeting the Senior' Charter commitment towards a city that is good to grow older in.	Chris Hawker	April 2008	March 2009	G	
	Securing the development of cross-portfolio programmes to improve the quality of life for seniors	Chris Hawker	April 2008	March 2009	G	

**Children's Services Portfolio**

**Commissioning, Planning & Performance Division**

Ensure consistent project management arrangements for delivery of major projects	Ensure consistent project management arrangements for delivery of major projects	Sue Allan	April 2008	March 2009	G	
Ensure that performance management and business planning is rigorous and consistent across the directorate and ensure that	Ensure that performance management and business planning is rigorous and consistent	Sue Allan	April 2008	March 2009	G	

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action plans are consistently monitored and management overview strengthened	across the directorate and ensure that action plans are consistently monitored and management overview strengthened					
Ensure the co-ordination of robust processes to enable effective decision making and scrutiny between the Council and its partners	Ensure the co-ordination of robust processes to enable effective decision making and scrutiny between the Council and its partners	Sue Allan	April 2008	March 2009	G	We have needed to make use of special Council procedures on more than one occasion to deliver decisions. We have tightened up processes to learn from this.
Ensure the development and delivery of effective strategic planning	Ensure the development and delivery of effective strategic planning	Sue Allan	April 2008	March 2009	G	
Finalise and implement the children and young people' Workforce Strategy	Finalise and implement the children and young people' Workforce Strategy	Sue Allan	April 2008	March 2009	G	
Implement new structures that will support integrated service delivery and support staff during the transition	Implement new structures that will support integrated service delivery and support staff during the transition.	Sue Allan	April 2008	March 2009	G	This will progress into 2009/10.
Implement the Southampton	Implement the	Sue Allan	April	March	G	

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Children' Trust arrangements, to support joint commissioning	Southampton Children' Trust arrangements, to support joint commissioning		2008	2009		
Improve commissioning and partnership arrangements and undertaking service reviews to ensure value for money	Improve commissioning and partnership arrangements and undertaking service reviews to ensure value for money	Sue Allan	April 2008	March 2009	G	
Improve the communication across the directorate, corporately and with partners	Improve the communication across the directorate, corporately and with partners.	Sue Allan	April 2008	March 2009	G	
Narrowing the gaps in Every Child Matters outcomes between vulnerable groups and the wider community	Narrowing the gaps in Every Child Matters outcomes between vulnerable groups and the wider community	Sue Allan	April 2008	March 2009	A	Outcome gaps have closed for some underachieving groups, but this remains a priority.

**Safeguarding Division**

To develop and implement timely processes to safeguard children and young people	To develop and implement timely processes to safeguard children and young people	Ruth Chiva	April 2008	March 2009	G	
To develop and improve corporate parenting	To develop and improve corporate parenting	Ruth Chiva	April 2008	March 2009	G	

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Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
arrangements	arrangements					
To improve the inclusion and positive engagement of children and young people, including school attendance	To improve the inclusion and positive engagement of children and young people, including school attendance	Ruth Chiva	April 2008	March 2009	G	

**School Standards Division**

To implement plans for continuing Children' Centre development and the requirements of the Childcare Act	To implement plans for continuing Children' Centre development and the requirements of the Childcare Act	Paul Nugent	April 2008	March 2009	G	
To narrow the gap in outcomes between vulnerable groups and the wider community	To narrow the gap in outcomes between vulnerable groups and the wider community	Paul Nugent	April 2008	March 2009	A	Outcome gaps have closed for some underachieving groups, but this remains a priority.
To raise school standards and improve "very Child Matters" outcomes for children across all Key Stages	To raise school standards and improve "very Child Matters" outcomes for children across all Key Stages	Paul Nugent	April 2008	March 2009	A	Progress at Key Stages One and Two is not as good as we would like. This is an ongoing priority for the city's schools.

**Strategic Infrastructure & Capital Division**

Delivering school organisation priorities across primary, secondary and special schools	Delivering school organisation priorities across primary, secondary and special schools	Andrew Hind	April 2008	March 2009	G	
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	schools					
Securing and delivering a Building Schools for the Future programme	Securing and delivering a Building Schools for the Future programme	Andrew Hind	April 2008	March 2009	G	
To improve service delivery and outcomes for children through the transformation of school sites, buildings, and Information and Communications Technology	To improve service delivery and outcomes for children through the transformation of school sites, buildings, and Information and Communications Technology	Andrew Hind	April 2008	March 2009	A	There have been cost and time issues on completion of some capital projects. Procurement problems on the Learning Portal have held back progress.

**Economic Development Portfolio**

**City Development & Economy Division**

Contribute to development and Implementation of the PUSH Economic Development agenda, in particular the Enterprise, Innovation and Business Support Action Plan	Developing and promoting clusters and associated business support networks in key growth sectors	Tim Levenson	April 2008	March 2009	G	Creative and Media Sector: agreed that the Sector Action Team is to take forward the Action Plan.
	Promoting knowledge transfer mechanisms between HEIs/Fes and businesses	Tim Levenson	April 2008	March 2009	G	Work is progressing on the Solent Festival of Innovation on 14th May.
	Developing the business support mechanisms in the sub-region to contribute	Tim Levenson	April 2008	March 2009	G	Business Link business support activities on-going, eg, business clinics. New PUSH AHEAD Young Entrepreneurs' Innovation Challenge developed and



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	towards developing a strong enterprise culture					expanded for 2nd year with launch on 1st October. Discussions held with BAA for funding support in 2010 to coincide with 100th anniversary of flight.
	Accessing EU funding	Tim Levenson	April 2008	March 2009	G	Consulted with partners regarding European Regional Development Fund (ERDF) bid. Decided not to proceed with round 1 as specifications unsuitable. Awaiting release of round 2 specifications. Environmental Technology & Services Working Group supported successful bid from Business Link Kent on sustainable construction.
Former C&A site	Continue to manage site acquisition through negotiation or Compulsory Purchase Orders	Tim Levenson	April 2008	March 2009	G	Site assembly completed in Qtr 2.
	Facilitate approval of detailed planning application	Tim Levenson	April 2008	March 2009	G	Planning consent decision notice issued October 2008.
	Facilitate start on site	Tim Levenson	April 2008	March 2009	G	Development Agreement signed and start on site commenced November 2008.
Lower High Street	Procure a developer	Tim Levenson	April 2008	March 2009	G	Site marketed and a number of developers have been shortlisted to prepare tenders.
	Facilitate the submission of a planning application	Tim Levenson	April 2008	March 2009	G	
Mayflower Plaza/Gantry	Facilitate the approval	Tim	April	March	G	M Plaza: Section 106 Agreement

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	of the planning applications	Levenson	2008	2009		discussions ongoing in respect of highway's contributions. Developer provided additional supporting material which is being assessed by the Highway Authority. Gantry: resolution to grant planning permission. Legal documentation progressing.
	Progress a Compulsory Purchase Order on the Mayflower Plaza site	Tim Levenson	April 2008	March 2009	G	
	Facilitate start on site	Tim Levenson	April 2008	March 2009	G	
Monitor, co-ordinate and ensure delivery of actions identified by the City Economic Development Transformational Projects	Monitor, co-ordinate and ensure delivery of actions identified by the City Economic Development Transformational Projects	Tim Levenson	April 2008	March 2009	G	Draft Economic Development Action Plan prepared and being managed by Economic Panel. Decision taken to extend Plan's remit to include roles of partner organisations and for ownership to pass to Economy & Enterprise Board. Report received from Roger Tym & Partners regarding Bringing Forward Employment Land.
Northern Above Bar: the Former Tyrrell & Green site	manage obligations arising from the development agreement	Tim Levenson	April 2008	March 2009	A	Preparation of remarketing package to facilitate marketing in early 2009. Resubmission to Arts Council for grand funding.
	Facilitate start on site	Tim Levenson	April 2008	March 2009	A	Preparation of tender documents for demolition.
Progress the Economic Development and Enterprise	Contribute to the preparation,	Tim Levenson	April 2008	March 2009	G	Monitoring performance and in negotiation with GOSE regarding economy and

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(EDE) block of the refreshed Local Area Agreement	implementation and monitoring of the LAA EDE block for 2008/2009					enterprise indicators. Quarterly report to Economy & Enterprise Board on 24th October.
Royal Pier Waterfront/Mayflower Park Extension: obtain approval to development strategy which achieves waterfront development and the extension of Mayflower Park to provide a permanent home for the Southampton Boat Show	Royal Pier Waterfront/Mayflower Park Extension: obtain approval to development strategy which achieves waterfront development and the extension of Mayflower Park to provide a permanent home for the Southampton Boat Show	Tim Levenson	April 2008	March 2009	G	Development of proposals continuing. Masterplan being prepared for January/February 2009.
Town Depot	Manage the obligations arising from the Exclusivity Agreement	Tim Levenson	April 2008	March 2009	G	Briefing note on options in light of counsel's advice prepared and circulated.
	Complete a Development Agreement	Tim Levenson	April 2008	March 2009	G	
West Quay 3 Western Site B finalise terms for Agreement for Lease and facilitate submission of detailed planning application, or Seek	West Quay 3 Western Site B finalise terms for Agreement for Lease and facilitate submission of detailed	Tim Levenson	April 2008	March 2009	G	Legal documentation progressing. Design work progressing. Planning Application being prepared.

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authority to remarket the site and identify alternative preferred developer	planning application, or Seek authority to remarket the site and identify alternative preferred developer					
West Quay Phase 3: Central Site	Facilitate approval of detailed planning application	Tim Levenson	April 2008	March 2009	G	Outline planning application submitted.
	Facilitate start on site	Tim Levenson	April 2008	March 2009	G	
	Manage obligations arising from the development agreement	Tim Levenson	April 2008	March 2009	G	Legal documentation progressing.
West Quay Phase 3: Western Site A	Continue to manage the obligations within development agreement and progress the car parking agreement with Carnival	Tim Levenson	April 2008	March 2009	G	Fit-out commenced.

**Communities & Regeneration Division**

Continue the 101 number for 12 months	Continuation of 101 number for 12 months	Suki Sitaram	April 2008	March 2009	G	The Single - Non Emergency Number '101' is to continue for a further 12 months and work is being undertaken to establish a suitable alternative if / when this number ceases.
Development of a Preventing Violent Extremism project	The development of a Preventing Violent Extremism project	Suki Sitaram	April 2008	March 2009	G	

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Ensuring continuing improvements in meeting equality standards	Maintaining Equality Standard Level 4 across the Council	Suki Sitaram	April 2008	March 2009	G	On target
	Responding to new legislative and performance requirements	Suki Sitaram	April 2008	March 2009	G	
Improving Community Safety by meeting key targets agreed in the Local Area Agreement	Improving Community Safety by meeting key targets agreed in the Local Area Agreement	Suki Sitaram	April 2008	March 2009	G	The work of the Safer Communities Team and partners is geared to achieve all the LAA Targets. The Safe City Partnership Review and the realignment of priorities and infrastructure to match the needs of the city as highlighted in the strategic assessment is under way and continuing to see positive results.
Improving systems and delivery of outcomes for families at risk (those with complex needs), with a focus on families with alcohol and debt problems	Improving systems and delivery of outcomes for families at risk	Suki Sitaram	April 2008	March 2009	G	
Maintaining the effectiveness and infrastructure of the CCTV network	Considering the cost effectiveness of service and possibility of extending services in partnership with other agencies	Suki Sitaram	April 2008	March 2009	G	Work is progressing to update the system and to identify opportunities to involve partner agencies.
	Modernising equipment	Suki Sitaram	April	March	G	The contract has been tendered and the

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	in the CCTV Control Centre		2008	2009		contract let. Work on the upgrade is expected to start in the near future.
Measures to tackle health inequality in the City Centre	Measures to tackle health inequality in the City Centre	Suki Sitaram	April 2008	March 2009	R	Lead by the the Health and Sports Board, work is being undertaken to consider sustainable ways to respond to recent consultation and feedback on local projects to improve health.
Provide an extra 4 CREW weeks for targeted clean ups	Provide an extra 4 CREW weeks for targeted clean ups	Suki Sitaram	April 2008	March 2009	G	Revised Plan to focus more on a responsive, intelligence based CREW following consultation with the Cabinet Member.
To reduce the gap in the quality of life for residents between Priority Neighbourhoods and the rest of the city	The completion and implementation of Local Neighbourhood Renewal Strategy (LNRS) refresh	Suki Sitaram	April 2008	March 2009	G	The refresh was completed in September 2008.
	Development of the Healthy Living Network Pilot project	Suki Sitaram	April 2008	March 2009	R	No Captial, funding is available for the project. Limited working is being undertaken to explore sustainable ways of meeting need.
	Improving employability and reducing worklessness by delivering the SITES Business Plan	Suki Sitaram	April 2008	March 2009	G	
	Maximising incomes and reducing the impact of poverty by reviewing	Suki Sitaram	April 2008	March 2009	G	

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	policies and projects					

**Environmental Health & Consumer Protection Division**

Explore the introduction of a new cross council enforcement co-ordination team including ASB, alcohol and development control	Introduce new cross council enforcement co-ordination team including ASB alcohol and development control	Liz Marsh	April 2008	March 2009	G	Key Heads of Service have met and produced a draft Community Enforcement Plan. Further work and consultation with key officers to be carried out in the 4th quarter.
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**Planning & Sustainability Division**

Deliver the Partnership for Urban South Hampshire and Transport for South Hampshire sub regional planning and transport priorities, including targets agreed within the Multi-Area Agreements	Deliver the Partnership for Urban South Hampshire and Transport for South Hampshire sub regional planning and transport priorities, including targets agreed within the Multi-Area Agreements	Paul Nichols	April 2008	March 2009	G	PUSH Business Plan and Programme of Delivery agreed. Transport for South Hampshire Partnership (TfSH) set up - formed joint committee. Multi Area Agreement (MAA) input from PUSH & TfSH
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**Environment & Transport Portfolio**

**Environmental Health & Consumer Protection Division**

Finalising the arrangements for the implementation of mercury abatement to ensure that the Crematorium complies with future	Finalising the arrangements for the implementation of mercury abatement to ensure that the	Liz Marsh	April 2008	March 2009	G	Capita report on works to upgrade Crematorium and Mercury Abatement has been produced.  Feasibility report has been commissioned to
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legislation	Crematorium complies with future legislation					look at options for the future of the Crematorium. Report due by end of the 3rd quarter.
Introducing changes to enable initial customer contacts to Environmental Health & Consumer Protection to migrate to the corporate Customer Contact Centre	Introducing changes to enable initial customer contacts to Environmental Health & Consumer Protection to migrate to the corporate Customer Contact Centre	Liz Marsh	April 2008	March 2009	G	Regular liaison meetings are being held between the service, Client and Capita staff to progress performance issues. Ongoing training of Contact Centre agents is being delivered by Environmental Health officers, including accompanying officers on site visits.  Quality of advice given by agents is monitored regularly and the customer experience has started to improve.
Modernising the Council' Registration Service in line with new registration and agreed national good practice. The service will introduce the New Governance Arrangements for Registration and meet the requirements of the service improvement plan	Modernising the Council' Registration Service in line with new registration and agreed national good practice	Liz Marsh	April 2008	March 2009	G	The service is working with HR on developing a new management framework, job descriptions, person specifications and new structure have been produced during quarter 3. These will be subject to consultation in the 4th quarter.  Proposals for New Governance arrangements will be put forward in conjunction with the restructure.
The improvement of customer facilities at the Crematorium	The improvement of customer facilities at the Crematorium	Liz Marsh	April 2008	March 2009	G	A programme of improvements to the customer facilities at the crematorium continues. Road markings have been renewed, external decoration to the front of



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						the crematorium has been completed, additional seating has been provided in the East Chapel and service times have been extended to permit another two cremation services per day.
Working in local and regional partnerships to prioritise advice and information for vulnerable consumers to tackle loan sharks, rogue traders, doorstep crime and underage sales	Working in local and regional partnerships to prioritise advice and information for vulnerable consumers to tackle loan sharks, rogue traders, doorstep crime and underage sales	Liz Marsh	April 2008	March 2009	G	<p>Continuing programme of test purchasing of age restricted products in support of CREW; including fireworks in early November and cigarettes.</p> <p>Support for vulnerable victims of scams and predatory trading practices resulting in a significant refund to older visually impaired citizen.</p> <p>Number of requests for consumer advice and assistance received by Consumer Direct and Trading Standards noted as increasing. Priority given to supporting vulnerable citizens and working with partner agencies to provide a wider response where appropriate.</p> <p>Loan Shark and Scambuster regional teams in place with funding secured. Intelligence handling processes developed and targets/priorities for regulatory action in place.</p>

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Working in partnership with the Health & Safety Executive to reduce ill health and accidents in the City and to focus on businesses that present the highest risk of accident and ill health to their workforce and the community	Working in partnership with the Health & Safety Executive to reduce ill health and accidents in the City and to focus on businesses that present the highest risk of accident and ill health to their workforce and the community	Liz Marsh	April 2008	March 2009	G	Officers continue to use flexible warrants to make situations safe in any premises in the city, whether HSE or LA enforced.  Work is also being carried out with the HSE to better prioritise Southampton workplaces according to risk so that deaths, injuries and ill health as a result of work activities can be prevented.
Working with partners on the Open for Business initiative to ensure that regulatory services do not act as a barrier to businesses in the city	Working with partners on the Open for Business initiative to ensure that regulatory services do not act as a barrier to businesses in the city	Liz Marsh	April 2008	March 2009	G	Environmental Health & Trading Standards is working closely with Business Link. Business Link customers are being signposted for advice where appropriate to Environmental Health and Trading Standards.

**Highways & Parking Division**

Complete the localised restructures of the Highways and Parking Division and re-launch the service	Complete the localised restructures of the Highways and Parking Division and re-launch the service	Mick Bishop	April 2008	March 2009	G	
Continue to direct investment in improving roads and footpaths according to Transport Asset Management Plan priorities	Continue to improve the condition of roads and footpaths to above average compared to other councils	Mick Bishop	April 2008	March 2009	A	Investment and prioritisation are being directed appropriately to gradually make improvements to some areas.

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Delivery of 2008/09 Highways Capital Programme	Delivery of 2008/09 Capital Programme	Mick Bishop	April 2008	March 2009	G	
Delivery of Transformational Projects	Improving the North/South Spine public realm within the City Centre	Mick Bishop	April 2008	March 2009	G	
	Highways future service delivery arrangements	Mick Bishop	April 2008	March 2009	G	
	Street lighting PFI renewal contract	Mick Bishop	April 2008	March 2009	A	The expected start date for the street lighting PFI has slipped and therefore we now do not expect to get to preferred bidder status until late April/early May (March was the previous date) with service commencement late 2009 (previous was October 1st). This is due to outstanding technical, legal and financial issues which need to be resolved prior to close of dialogue.
Implement LAA action plan in relation to reducing the percentage of Principal Roads where maintenance should be considered	Implement LAA action plan in relation to reducing the percentage of Principal Roads where maintenance should be considered	Mick Bishop	April 2008	March 2009	G	
Improve customer care, internal communications and staff learning and development priorities	Improve customer care, internal communications and staff learning and development priorities	Mick Bishop	April 2008	March 2009	G	

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Introduce robust and long term asset management planning	Introduce robust and long term asset management planning	Mick Bishop	April 2008	March 2009	G	
Terbourba Way/Oakley Road ? pedestrian crossings	Terbourba Way/Oakley Road ? pedestrian crossings	Mick Bishop	April 2008	March 2009	G	
To contribute towards joint street scene initiatives (including City Centre street scene and neighbourhood management working)	To contribute towards joint street scene initiatives	Mick Bishop	April 2008	March 2009	G	
Traffic calming measures in Athelstan Road	Traffic calming measures in Athelstan Road	Mick Bishop	April 2008	March 2009	G	This project is still currently on target to be completed by the end of the financial year, but is dependant on the delivery of the the new Vehicle Activated Signs and the availability of Colas to carry out the works.

**Planning & Sustainability Division**

Additional part time post to help process Section 106 agreements for small housing developments	Additional part time post to help process Section 106 agreements for small housing developments	Paul Nichols	April 2008	March 2009	G	Paperwork with HR for Job Matching
Carbon emissions inventory	Carbon emissions inventory	Paul Nichols	April 2008	March 2009	G	This is linked into National Indicator 185 and funding secure to carry out this work.
Conservation Officer	Conservation Officer	Paul Nichols	April 2008	March 2009	G	Paperwork with HR for Job Matching
Delivery of an effective Transport system, including	Delivery of an effective Transport system,	Paul Nichols	April 2008	March 2009	G	Currently SCC has a 'Good' rating. It is working in partnership with private transport

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transport efficiency work and an annual performance rating of Good for the Local Transport Plan (2) and work in partnership with private and public sector transport providers to improve the use of public transport	including transport efficiency work and an annual performance rating of Good for the Local Transport Plan					providers and recently introduced a Smartcard for transportation.
Delivery of the Local Development Framework against the Local Development Scheme Targets	Delivery of the Local Development Framework against the Local Development Scheme Targets	Paul Nichols	April 2008	March 2009	G	Targets have been set throughout the year and are monitored
Delivery of Transformational Project	Planning and delivery of strategic employment, housing and community growth	Paul Nichols	April 2008	March 2009	G	Linked into working being carried out via PUSH
Implement the Climate change programme and carbon management achieving carbon and energy reduction for council owned operational buildings and the City and seek to ensure that any new build procurement undertaken by the Council is carbon neutral	Implement the Climate change programme and carbon management achieving carbon and energy reduction targets for operational buildings and the City and seek to ensure that any new build procurement undertaken by the Council is carbon	Paul Nichols	April 2008	March 2009	G	Currently working with Heads of Service throughout the council on a number of energy efficiency projects to reduce carbon impact.

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	neutral					
Implement the shared services Building Control partnership with Eastleigh Borough Council (EBC), maximising business opportunities and efficiencies	Implement the shared services Building Control partnership with Eastleigh Borough Council	Paul Nichols	April 2008	March 2009	G	A combined SCC and EBC Building Control team has been agreed by both Authorities and has been implemented. Completed
Improving Development Control performance by implementing process and ICT improvements taking into account national planning policy changes and ensure that the highest sustainable development target is achieved for all new homes	Improving Development Control performance by implementing process and ICT improvements taking into account national planning policy changes	Paul Nichols	April 2008	March 2009	G	Development Control has implemented improved processes in dealing with applications and introduced a document management system. All major applications are referred to the Sustainability team for comment. Planning application turnaround for major projects will not meet the target by quarter 4, due to their complexity and low numbers being received. However, a number of process improvements have been made for 'ther' plications. n
Installation of 20mph zones for schools	Installation of 20mph zones for schools	Carol Bagshaw	April 2008	March 2009	G	The programme is due for completion in 2009
Maintain the reduction in the number of planning appeals allowed and improve the level of customer satisfaction with the planning service	Maintain the reduction in the number of planning appeals allowed and improve the level of customer satisfaction with the planning service	Paul Nichols	April 2008	March 2009	G	Due to the low level of appeals, a small number of adverse appeals distorts the percentage (i.e. 3 appeals). Performance has improved from 47.06% in Quarter One to 12.5% in Quarter Two.

**Waste & Fleet Transport Division**

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Implementing Enhanced Recycling Measures to ensure all residents positively engage with measures to improve the environment	Implementing Enhanced Recycling Measures to ensure all residents positively engage with measures to improve the environment	Andrew Trayer	April 2008	March 2009	A	An outline project proposal has been submitted to IT and it is anticipated it will be on the Resources Board agenda in January 09. Political decision required and implementation will be 09/10 rather than 08/09.
Introduction of a permit scheme to reduce trade abuse, and improved layout and signage to enhance the Household Waste Recycling Centre at Endle Street	Introduction of a permit scheme to reduce trade abuse, and improved layout and signage to enhance the Household Waste Recycling Centre at Endle Street.	Andrew Trayer	April 2008	March 2009	G	A review meeting with HCC/PCC to update scheme will take place in July 08. The automatic number plate recognition work is scheduled for late summer. We are on target for 100% of savings by end of quarter 2.
To develop, implement and refine the waste minimisation strategy in order to reduce the amount of waste going to final disposal from the city	To develop, implement and refine the waste minimisation strategy in order to reduce the amount of waste going to final disposal from the city	Andrew Trayer	April 2008	March 2009	G	There has been no waste growth and our waste minimisation initiatives are having a positive impact.
Working with neighbouring councils (Eastleigh, Test Valley, New Forest) to explore the feasibility of joint working arrangements for commercial waste collections and sharing depot facilities	Working with neighbouring councils (Eastleigh, Test Valley, New Forest) to explore the feasibility of joint working arrangements for commercial waste collections and sharing	Andrew Trayer	April 2008	March 2009	A	Project Integra are leading work regarding depot sharing with other authorities. Meetings have been held with NFDC and EBC in qtr 3.

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Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
	depot facilities					
Working with residents, students, the Universities and Landlords/Letting Agents, to reduce the negative impacts caused by the disposal of bulky household waste at the end of winter and summer academic terms	Working with residents, students, the Universities and Landlords/Letting Agents, to reduce the negative impacts caused by the disposal of bulky household waste at the end of winter and summer academic terms.	Andrew Trayer	April 2008	March 2009	G	<p>Work is ongoing with students and landlords. Cross council monitoring of areas has been undertaken, letters and leaflets have been issued.</p> <p>In quarter 3, enviro champs will be launched with both universities.</p> <p>The number of bins on pavements is not significant and waste is being managed.</p>

**Housing & Local Services Portfolio**

**Decent Homes Division**

Carry out adaptations works to over 1,000 properties to enable disabled tenants to live independently and improve their quality of life.	Carry out adaptations works to over 1,000 properties to enable disabled tenants to live independently and improve their quality of life.	Bryn Shorey	April 2008	March 2009	G	All critical works continue to be addressed first and there has been another influx of these recently. Stairlift installations have increased this year due to old stock. An additional injection of funding has been sourced.
Continuing investment into improving the energy efficiency of council owned homes in the city	Continuing investment into improving the energy efficiency of council owned homes in the city	Bryn Shorey	April 2008	March 2009	G	Installation works are being identified ahead of main programme and being carried out as soon as possible. More condensing combination boilers are being programmed to replace old inefficient back boilers with asbestos issues.



Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
Continuing investment to improve the condition of the city' Council owned to meet the Government' Decent Homes Standard by 2010. Target of 88% of council owned homes to meet the required standard by 31st March 2009.	Continuing investment to improve the condition of the city' Council owned to meet the Government' Decent Homes Standard by 2010. Target of 88% of council owned homes to meet the required standard by 31st March 2009.	Bryn Shorey	April 2008	March 2009	G	Two contracts in existence with Drew Smith and Connaughts. Currently working in Maybush/Millbrook area with new sites in Shirley and Townhill starting in January 2009 in tandem with Maybush and Millbrook. Building Contracting Services (BCS) are also working on two programmes - Sheltered and Peartree.
Delivering the Decent Neighbourhoods agenda to provide environmental improvements within many housing areas	Delivering the Decent Neighbourhoods agenda to provide environmental improvements within many housing areas	Bryn Shorey	April 2008	March 2009	A	Consultation is progressing, works have started on smaller schemes and sites are being set up on large contracts in Townhill, Central and Weston areas. Some projects are slightly behind schedule and unlikely to be completed this financial year.
Explore the feasibility of progressing appropriate Combined Heat and Power (CHP) schemes that will secure tangible benefits for council tenants as well as other residents	Explore the feasibility of progressing appropriate Combined Heat and Power (CHP) schemes	Bryn Shorey	April 2008	March 2009	G	Feasibility work has been carried out with continuing investigation into more localised (e.g. block or small group of roads) CHP schemes being developed in preference to district wide schemes.
Implementation of the Construction Material procurement project for building materials and	Implementation of the Construction Material procurement project for building materials and	Bryn Shorey	April 2008	March 2009	G	Representatives of Decent Homes plus (DH)and Procurement staff are collaborating to resolve emerging risks and other issues. DH are to define the details of how the DH

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
services.	services.					Mobile Working project, which depends on the release of benefits through mobilisation of materials supply, should be supported through technology and service agreements with the chosen supplier
Providing employment and training opportunities by supporting the NEETS project and delivering an effective apprenticeship scheme.	Providing employment and training opportunities by supporting the NEETS project and delivering an effective apprenticeship scheme.	Bryn Shorey	April 2008	March 2009	G	Working closely with our main contractors to assist in apprenticeships and training. Investigating the use of cross working between contractors and Southampton City Council to enable apprentices to gain broader knowledge.
Re-let empty homes quicker to achieve a performance level closer to median performance when compared to other / similar unitary authorities	Re-let empty homes quicker to achieve a performance level closer to median performance when compared to other / similar unitary authorities	Bryn Shorey	April 2008	March 2009	G	Performance at Q3 shows a 7.5 day improvement over same period last year with a 5.8 day improvement overall. Implementation of the Sheltered Housing Review combined with actions from the Voids Working Group will also help to improve outcome

**Housing Management Division**

Completing tenant consultation and progress implementation of the Sheltered Housing Review.	Completing tenant consultation and progress implementation of the Sheltered Housing Review.	Nick Cross	April 2008	March 2009	G	Cabinet approved all recommendations, implementation to be completed by end 09 (due date to be revised).
Developing proposals to	Developing proposals to	Bruce Voss	April	March	G	Financial modelling and legal feasibility

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
implement the Estate Regeneration proposals and redevelopment of the Hinkler Road Shopping Parade	implement the Estate Regeneration proposals and redevelopment of the Hinkler Road Shopping Parade		2008	2009		work continued to progress in respect of using a local housing company to deliver estate regeneration. The work has been more complex than anticipated, as various delivery options are tested to take account of the housing market downturn and will now report mid February. The stakeholder group has held several meetings including a tour of estate regeneration projects across the South East and is performing a valuable guiding role for the programme.
Development of first Community Hub in Lordshill and progress work to establish others in different parts of the city.	Development of first Community Hub in Lordshill and progress work to establish others in different parts of the city.	Nick Cross	April 2008	March 2009	A	Matter being discussed by COMT Jan 09, awaiting further advice on direction. Lordshill master planning led by Planning Policy due to produce report March 09.
Further development and implementation of the Having Your Say tenant involvement service to increase tenant satisfaction with our housing management service.	Further development and implementation of the Having Your Say tenant involvement service to increase tenant satisfaction with our housing management service.	Nick Cross	April 2008	March 2009	G	Tenant Participation strategy is temporarily on hold while all departments review their KLoEs and formulate an integrated mechanism for involving residents. This will support the development of wider involvement opportunities and a new strategy will then be developed in 2009.
Improve performance in rent collection and recovery of rent arrears close to Unitary	Improve performance in rent collection and recovery of rent arrears	Nick Cross	April 2008	March 2009	G	The Action Plan has been agreed following consultation with the Audit Commission and is being implemented. This plan has been

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
Council' median performance level.	close to Unitary Council' median performance level.					extended to incorporate welfare rights unit actions on wider issue of financial inclusion. Training has been completed for all housing staff on best practice to help achieve consistency and new procedures implemented. Progress with the Action Plan and in year performance is reviewed monthly by senior management.
Pilot arrangements for the development of the Youth Warden scheme in two areas of the city [Weston and Swaythling].	Pilot arrangements for the development of the Youth Warden scheme in two areas of the city [Weston and Swaythling].	Nick Cross	April 2008	March 2009	R	Initial proposals for the pilot have been developed. However following discussion with the Cabinet Member the pilot project is not now progressing in the current year. The funding for the pilot has not been spent and, subject to budget consultation, funding for 2009/10 budget will be removed.

**Housing Solutions Division**

Assist 100 people living in private sector homes to continue to live independently by administering grants to adapt their homes.	Assist 100 people living in private sector homes to continue to live independently by administering grants to adapt their homes.	Barbara Compton	April 2008	March 2009	G	The scheme is on target. The team is reviewing the length of time critical cases take to progress to identify ways in which the time taken to progress them can be reduced.
Continue the commitment to improve local resident' living conditions across the city' private sector housing stock through providing advice, undertaking enforcement	Continue the commitment to improve local resident' living conditions across the city' private sector housing stock through	Barbara Compton	April 2008	March 2009	G	Emergency enforcement work has increased significantly in the year, landlords are now recognising the extent of the new enforcement powers and are undertaking more works through informal advice. The Lets make it legal HMO licensing initiative

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
action or giving assistance through improvement loans.	providing advice, undertaking enforcement action or giving assistance through improvement loans.					was successful in encouraging recalcitrant landlords to come forward and have their properties licensed which will result in improved management and property conditions.
Continuing to invest into delivering energy efficiency and renewable energy for private sector homes in the city with loan funding for improvement works and by promoting Warmfront grants to remove 500 people from fuel poverty.	Continuing to invest into delivering energy efficiency and renewable energy for private sector homes in the city with loan funding for improvement works and by promoting Warmfront grants to remove 500 people from fuel poverty.	Barbara Compton	April 2008	March 2009	G	A campaign to inform vulnerable householders about Warm Front has been undertaken in partnership with the PCT. A new scheme to bring about improvements to tenanted properties has been undertaken; enabling landlords to install free insulation measures.
Implement findings of Housing & Neighbourhoods Scrutiny mini inquiry into the lettings policy and Homebid choice based lettings system including updating the letting policy for the over 50' and for extra care clients.	Implement findings of Housing & Neighbourhoods Scrutiny mini inquiry into the lettings policy and Homebid choice based lettings system including updating the letting policy for the over 50' and for extra care clients.	Barbara Compton	April 2008	March 2009	G	The lettings policy for older persons housing has been amended to reflect the outcome and approval of the sheltered housing review. The necessary changes will be introduced in conjunction with other policy amendments and points changes previously approved , in April 09.

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
Lead work with other local authorities to deliver the PUSH Housing Work Plan	Lead work with other local authorities to deliver the PUSH Housing Work Plan	Barbara Compton	April 2008	March 2009	G	Push Housing Market assessment completed - results being shared with PUSH Joint Committee on 15/01/09.
Refresh and implement the Homelessness Strategy	Refresh and implement the Homelessness Strategy	Barbara Compton	April 2008	March 2009	G	The Homelessness Strategy is now completed and the action plan is now being implemented reflecting the priorities attached to the activities. A number of projects have commenced to reflect actions contained in the plan and these actions are monitored by the multi-agency strategy steering group which meets quarterly.
Sample compliance check properties covered by the student accommodation scheme to ensure that landlords are meeting the required standards & licence an additional 95 properties to ensure bed-sit type accommodation & other HMOs are safe and well managed	Sample compliance check properties covered by the student accommodation scheme to ensure that landlords are meeting the required standards & licence an additional 95 properties to ensure bed-sit type accommodation & other HMOs are safe and well managed	Barbara Compton	April 2008	March 2009	G	The Lets make it legal HMO licensing initiative was successful in encouraging recalcitrant landlords to come forward and have their properties licensed which will result in improved management and property conditions. The SASSH inspections have been on going. Whilst the majority of the properties are up to the landlords self assessed standard, some have been identified as being below this. Action has been taken to ensure that the standards are either improved, the property is accredited at a lower level or is removed from the scheme.
The Council will work with RSLs to provide around 380	The Council will work with RSLs to provide	Barbara Compton	April 2008	March 2009	G	The number of completions for Q3 is 36 bringing the total cumulative to 167 against

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
new affordable homes in the city including homes for low cost home ownership and homes for key workers.	around 380 new affordable homes in the city including homes for low cost home ownership and homes for key workers.					a profile of 152. At the start of the year we believed that the new Extra Care scheme at Rosebrook Ct would open in Q3 but this has been put back until February/ March 2009 which meant 36 units moved from Q3. We are still working towards the end of year target of 380 units. The nature of the development year is such that the largest percentage of completions come in Q4.

**Neighbourhood Services Division**

Complete the consultation on the Green Space Strategy for adoption and implement the associated action plan.	Complete the consultation on the Green Space Strategy for adoption and implement the associated action plan.	Jon Dyer-Slade	April 2008	March 2009	G	Green Space Strategy was approved by Cabinet on 27 October 2008 and launched at the Hawthorns on 26 November. Action plan now in implementation.
Ensure Southampton retains its clean city status by achieving top quartile clean streets and satisfaction levels when compared to other similar cities.	Ensure Southampton retains its clean city status by achieving top quartile clean streets and satisfaction levels when compared to other similar cities.	Jon Dyer-Slade	April 2008	March 2009	G	The second period of cleanliness inspections produced a very good result and is within target. Should this continue in the third and final period, it is likely that we will continue to be in the top quartile.
Establish a Landscape and Environmental task force to help improve Neighbourhood Housing areas as part of the Decent Neighbourhoods	Establish a Landscape and Environmental task force to help improve Neighbourhood Housing areas as part of the	Jon Dyer-Slade	April 2008	March 2009	G	Work has progressed in developing the existing landscape team within the Neighbourhood Services Division to expand the range of services available to undertake environmental improvement works across

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
investment programme.	Decent Neighbourhoods investment programme.					the City. New trading arm financial procedures have been established and a number of projects are currently underway that form part of the Decent Neighbourhoods and Play Builder programmes which will be completed this financial year.
Establish city wide structures Neighbourhood Services working arrangements to secure effective the local delivery of a range of services.	Establish city wide structures Neighbourhood Services working arrangements to secure effective the local delivery of a range of services.	Jon Dyer-Slade	April 2008	March 2009	G	Final structure for the Neighbourhood Involvement team has been approved following consultation with staff, partner agencies and stakeholders. The re-structure proposals will be recruited to in quarter 4 and staff reductions achieved by early Qtr 1 2009. Report to February Council meeting being prepared to clarify the neighbourhood engagement / inter-agency management arrangement as part of developing community engagement and governance arrangements for the city.
Establish more Friends of groups to improve local parks and green spaces so that Southampton can increase the number of Green Flags and areas of biodiversity gain.	Establish more Friends of groups to improve local parks and green spaces so that Southampton can increase the number of Green Flags and areas of biodiversity gain.	Jon Dyer-Slade	April 2008	March 2009	G	Work is ongoing with friends groups to encourage and enable groups to be active in their local parks. Most recently a group interested in Central Parks has formed to become a friends forum. This group will be involved in discussing plans and issues within the parks. During Q3 several friends groups were involved in developing Green Flag action plans. Also during Qtr 3,



Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
						progress has been made in joint working with the Highfield Residents Association "Common Sense" group and they are now actively engaged in management and maintenance of The Common (Highfield area)
Expand the range of facilities on offer at the Hawthorns Urban Wildlife Centre on the Common by opening a Café for light refreshments and as an additional education resource.	Expand the range of facilities on offer at the Hawthorns Urban Wildlife Centre on the Common by opening a Café for light refreshments and as an additional education resource.	Jon Dyer-Slade	April 2008	March 2009	G	Café open and in full operation. A review will be undertaken after the first six months of operation.
Implement new working arrangements for Neighbourhood Partnerships and community engagement.	Implement new working arrangements for Neighbourhood Partnerships and community engagement.	Jon Dyer-Slade	April 2008	March 2009	G	Final structure for the Neighbourhood Involvement team has been approved following consultation with staff, partner agencies and stakeholders. The re-structure proposals will be recruited to in quarter 4 and staff reductions achieved by early Qtr 1 2009. Report to February Council meeting being prepared to clarify the neighbourhood engagement / inter-agency management arrangement as part of developing community engagement and governance arrangements for the city.
To develop the capacity and	To develop the capacity	Jon	April	March	G	The approved Green Space Strategy

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
involvement of community, residential groups and partners to bid for and secure additional external resources to improve the parks and green spaces across the city.	and involvement of community, residential groups and partners to bid for and secure additional external resources to improve the parks and green spaces across the city.	Dyer-Slade	2008	2009		includes a park improvement plan which identifies potential park improvements, the groups involved and potential funding sources. Working with Groundwork on some key projects for green space improvements. Also successfully secured development grant of £65K from Parks for People lottery programme to develop a stage 2 bid for St James' Park improvements.
Undertake 50 Street Sparkles across the city with at least 5 sparkles in each partnership area.	Undertake 50 Street Sparkles across the city with at least 5 sparkles in each partnership area.	Jon Dyer-Slade	April 2008	March 2009	G	The programme of street sparkles will continue in quarter 4 and the target should be met by year end.

**Leaders Portfolio**

**Corporate Policy & Performance Division**

Complete CAA preparations by the end of the year	CAA preparations to be completed by the end of the year	Joy Wilmot -Palmer	April 2008	March 2009	G	
Continue to ensure the delivery of year on year improvements in under performing services such as educational attainment	Year on year improvement in under performing services such as educational attainment	Joy Wilmot -Palmer	April 2008	March 2009	G	
Demonstrate effective implementation of the new data quality strategy and	Improving councillors understanding of the importance of securing	Joy Wilmot -Palmer	April 2008	March 2009	G	

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
policy	data quality					
	Eliminating any remaining weaknesses in use of spreadsheets	Joy Wilmot -Palmer	April 2008	March 2009	G	
	Progressing disaster recovery arrangements through the strategic services partnership	Joy Wilmot -Palmer	April 2008	March 2009	G	
	Effective performance reporting of progress against the local area agreement including quality assuring partner data	Joy Wilmot -Palmer	April 2008	March 2009	G	
Ensure EFQM Scores improve across all areas of the Council & that IIP Action Plans are progressed	EFQM Scores improved across all areas of the Council & IIP Action Plans progressed	Joy Wilmot -Palmer	April 2008	March 2009	G	
Ensure new National PI and Local performance measures are developed, quality assured and appropriately reflected within the Council' and Partner' Performance Management arrangements	New National PI and Local performance measures developed quality assured and reflected within the Council' and Partner' Performance Management arrangements	Joy Wilmot -Palmer	April 2008	March 2009	G	
Ensure that a robust	Robust Performance	Joy	April	March	G	

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
Performance Management Framework and appropriate structures and processes are in place for all sector partnerships in line with the results of the Partnership Governance Review	Management Framework and appropriate structures and processes in place for all sector partnerships.	Wilmot -Palmer	2008	2009		
Ensure the first year of 2007 CSR savings are delivered to achieve planned level of efficiencies	First year of 2007 CSR savings delivered to achieve planned level of efficiencies	Joy Wilmot -Palmer	April 2008	March 2009	G	
Ensure the PUSH Business Plan and MAA is appropriately endorsed through the Council' decision making processes and appropriate organisational structures and city specific action plans are in place to ensure their delivery within Southampton	Endorse the PUSH Business Plan and MAA through the Council' decision making processes	Joy Wilmot -Palmer	April 2008	March 2009	G	
Ensure the submission of a refreshed LAA, secure its agreement with the DCLG and GOSE, ensure that standard reporting mechanisms are in place across all sector partnerships to monitor the new LAA	Refreshed LAA agreed with DCLG	Joy Wilmot -Palmer	April 2008	March 2009	G	

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
designated statutory and local targets as well as the delivery of key partnership plans						
Implement new scrutiny structures and ensure that the Councillor Call for Action proposals are developed and piloted as appropriate	Implementation of new scrutiny structures and Councillor Call for Action proposals further developed and piloted as appropriate.	Joy Wilmot -Palmer	April 2008	March 2009	G	
Integrate financial and performance management and reporting and use this to identify areas where the budget is being met but there is underperformance on activity	Integrate financial and performance management	Joy Wilmot -Palmer	April 2008	March 2009	G	
Undertake a review of Policy and Performance functions across the council and implement the findings to deliver agreed budget savings	Review of Policy and Performance functions across the council completed and the findings implemented to deliver agreed budget savings	Joy Wilmot -Palmer	April 2008	March 2009	G	

**Legal & Democratic Services Division**

Ensure that there are appropriate governance arrangements in place for all significant partnerships	Ensure that there are appropriate governance arrangements in place for all significant	Mark Heath	April 2008	March 2009	G	The responsibility for delivery in relation to this action was transferred to the Solicitor to the Council w/e from the end of February 2008. Since then, a group has been set up
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Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
	partnerships					to drive the delivery of the review and the subsequent approach to partnership governance, and that group has drafted a partnership protocol and toolkit. Internal consultation has taken place, as has quality assurance from the Audit Commission who are running a workshop with key officers in mid January to both refine the final document and aid delivery. The protocol will be placed before Full Council at the AGM in May and if approved will be incorporated within the Council's constitution.
Implementation and continuing development of quality standards - achieve Lexcel	Implementation and continuing development of quality standards	Mark Heath	April 2008	March 2009	G	Legal Services continues to be committed to achieving the Lexcel quality accreditation which initially was to be through a computer based case management system. However, after extensive investigation this proved to be too costly at the current time. A paper based system is therefore being devised together with pilot forms. Legal Services continues to look into obtaining assistance from a consultant prior to its submission for evaluation and assessment in due course
Undertake an assessment of standards of conduct including how effectively members are complying with the code of conduct	Undertake an assessment of standards of conduct including how effectively members are complying	Mark Heath	April 2008	March 2009	G	Standards and Governance Committee agreed at its meeting on 2nd December 2007 in principle to undertake an Ethical Governance Audit and instructed the Solicitor to the Council to review the options

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
	with the code of conduct					available and bring forward a recommendation for undertaking this work. That was considered by the Standards and Governance Committee on 21st April who agreed that the conduct of the Ethical Governance Audit should commence as soon as reasonably practicable after the local elections in May 2008 and that the approach to be undertaken should be the light-touch approach working with Improvement and Development Agency (IDeA). The Solicitor to the Council and the Chair of Standards and Governance have met with IDeA . IDeA have had to delay the start of this work pending the identification of a suitable peer group, but hope to be in a position to commence this early in the new year(2009).

**Leisure, Culture & Heritage Portfolio**

**Leisure & Culture Division**

Continue development of the Southampton New Arts Complex in Northern Above Bar to appropriate RIBA design stage and seek related planning approval	Continue development of the Southampton New Arts Complex in Northern Above Bar to appropriate RIBA design stage and seek related planning	Mike Harris	April 2008	March 2009	A	The site is being remarketed by Savills and a procurement process will be implemented shortly. There will be significant delay to the project. Meetings have taken place with Arts Council England and SEEDA to seek their continued support with the project and concept of the Cultural Quarter.
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Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
	approval					
Encourage people of all ages to take up library membership and deliver events and projects and develop partnerships in support of the National Year of Reading	Encourage people of all ages to take up library membership and deliver events and projects and develop partnerships in support of the National Year of Reading	Mike Harris	April 2008	March 2009	G	Project completed for 2008. Approximately 3,800 new members joined in the 3rd quarter of the year. Very successful Reading Slam event with Nick Hornby at the Turner Sims received wide exposure. Rhymes around the World booklet issued in partnership with Southampton SureStart. Agreement with City College secured to offer literacy classes from three libraries in 2009.
Finalise Arts and Heritage Strategic Review and implement the related action plan	Finalise Arts and Heritage Strategic Review and implement the related action plan	Mike Harris	April 2008	March 2009	G	Strategic review being prepared for public launch in early February 2009. First stage of organisational restructure completed. Front-of-house organisational review underway.
Free swimming for all primary school age children attending Southampton schools	Free swimming for all primary school age children attending Southampton schools	Nick Murphy	April 2008	March 2009	G	Fully implemented at appropriate leisure centres.
Further develop proposals for the Titanic commemorations & Olympic Games in 2012 - 96th Anniversary Commemoration events to be staged in April 2008	Further develop proposals for the Titanic commemorations & Olympic Games in 2012 - 96th Anniversary Commemoration events to be staged in April 2008	Mike Harris	April 2008	March 2009	G	Further planning has taken place for the Commemorative programme of Titanic Events in April 2009. Programme will include, a Titanic themed Street Market, the unveiling of the Post Office Titanic plaque in the Civic centre with representatives from the American Embassy, the Civic Service in St. Marys Church, a guest lecturer and



Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
						showing of the film “ Night to Remember” at Harbour Lights and an Evening with Millvina Dean, the last survivor of the tragedy, at Turner Sims. The British Titanic Society convention returns to the City during April 2009 and the Mayor will host a Civic Reception in their honour. A public consultation is being organised for the suitability of a permanent Titanic memorial in Queens Park on January 29th 2009. The Council’ Olympic Web site has gone live. Mary McAnally will deliver the Southampton City Lecture and it will be entitled” Southampton and London 2012” planned to have an Olympic theme in Active Southampton’ open day at West Quay on January 17 2009.
Further develop the Events Programme for future years including obtaining sponsorship and partnership working.	Further develop the Events Programme for future years including obtaining sponsorship and partnership working.	Mike Harris	April 2008	March 2009	G	After 41 years of service, the QE2 bid farewell to Southampton in November. The city worked with Cunard and other partners including the BBC to produce a spectacular send off which included a poppy drop, Harrier flypast, RFA sail past and firework display. Mayflower Park attracted approximately 40,000 visitors who helped to create a unique and special atmosphere. The BBC broadcast a special 1 hour programme which attracted 600,000

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
						viewers and the website received 1.2m views.
Further progress with the restoration of Tudor House Museum. Submission of Phase 2 HLF funding application and continue with refurbishment works leading to opening in 2011.	Further progress with the restoration of Tudor House Museum. Submission of Phase 2 HLF funding application and continue with refurbishment works leading to opening in 2011.	Mike Harris	April 2008	March 2009	G	Heritage Lottery Fund bid submitted in October 2008 and decision likely in February 2009. Project goes before the councils planning panel on the 20th January 2009. Cabinet report planned for 16th March 2009 seeking approval for the funding to take the project forward. Project scheduled for completion in 2011.
Introduce initiatives to facilitate a number of Free Museum days during the year	Introduce initiatives to facilitate a number of Free Museum days during the year	Nick Murphy	April 2008	March 2009	G	Free days to be offered as part of February half terms and Easter in 2009.
Progress first phase of Magistrates Court Heritage Centre including early feasibility work and a bid to the Heritage Lottery Fund.	Progress first phase of Magistrates Court Heritage Centre including early feasibility work and a bid to the Heritage Lottery Fund.	Mike Harris	April 2008	March 2009	G	Heritage Lottery Fund submitted October 2008, decision expected March 2009. Procurement process currently underway for architect lead design team, quantity surveyor, museum designer and project manager. Cabinet report scheduled for 16th March seeking permission to take the project forward to the next stage subject to a positive decision from the Heritage Lottery Fund.
Secure a temporary ice rink for Christmas 2008 while working on proposals for a	Secure a temporary ice rink for Christmas 2008 while working on	Mike Harris	April 2008	March 2009	G	The Southampton City Ice Rink opened on 21st November with a gala launch with Robin Cousins MBE. A fundraising session

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
potential permanent rink	proposals for a potential permanent rink					<p>launched by Christopher Biggins created wide media coverage in both printed and broadcast media.</p> <p>The ice rink has generated a great deal of positive visitor feedback. The ice rink closed on Sunday 11 January 2009 and will have welcomed over 25,000 visitors.</p> <p>A public tender is underway to secure a temporary Christmas Ice Rink for 3 consecutive years from 2009 to 2011 at no cost to the City Council.</p> <p>Permanent Ice Rink ? no progress this quarter</p>
Secure investment for improving Library buildings (in connection with the development of Community Hubs in some parts of the city) and to deliver other improvements in line with the Library Strategy.	Secure investment for improving Library buildings (in connection with the development of Community Hubs in some parts of the city) and to deliver other improvements in line with the Library Strategy.	Mike Harris	April 2008	March 2009	G	Approval secured on the 27th of October. First meeting of Project Board 17th of December to approve Project Initiation Document. Specification for the supply of RFID agreed at this meeting and will be issued to prospective suppliers on the 12th of January 2009.
To bring to life and enable access for citizens and	To bring to life and enable access for	Mike Harris	April 2008	March 2009	G	Exploratory work in progress to improve arrangements for raising funding for long

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
visitors to various heritage assets by securing longer term funding for events and activities or improvements through developer contributions	citizens and visitors to various heritage assets by securing longer term funding for events and activities or improvements through developer contributions					term heritage and arts projects
To develop a long term strategy to address the future management of and secure sustainable investment in the City Council' sports and recreation facilities.	To develop a long term strategy to address the future management of and secure sustainable investment in the City Council' sports and recreation facilities.	Mike Harris	April 2008	March 2009	G	Project plan presently on track, new revised budget has been produced. Short listing following pre qualification questionnaire has been completed.
To ensure delivery of the Active Southampton action plan to encourage people of Southampton to undertake more physical activity.	To ensure delivery of the Active Southampton action plan to encourage people of Southampton to undertake more physical activity.	Mike Harris	April 2008	March 2009	G	Year 1 action summary of successes being finalised and published at the year 2 launch End Feb 09. The year 2 action plan presently being finalised.

**Resources Portfolio**

**Organisational Development Division**

Ensure that the register of gifts and hospitality and associated guidance are comprehensive	Ensure that the register of gifts and hospitality and associated guidance are	Jackie Standen	April 2008	March 2009	G	
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Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
	comprehensive					

**Resources & Workforce Planning Portfolio**

**Communications Division**

Delivering a corporate communications strategy to support the organisation to deliver excellent communications to all our customers	Delivering a corporate communications strategy to support the organisation to deliver excellent communications to all our customers	Liz Kite	April 2008	March 2009	G	The undertaking of the communications review has delayed this project slightly as the report from the consultants and subsequent actions will form the basis of any revised strategy.
Developing a corporate approach to sponsorship and advertising to deliver a more commercial approach and to raise additional income	Developing a corporate approach to sponsorship and advertising to deliver a more commercial approach and to raise additional income	Liz Kite	April 2008	March 2009	G	The work on this is progressing with an audit of current opportunities having been undertaken in Autumn 2008. This will form the basis of the ongoing corporate approach to deliver additional income for the organisation.
Ensuring that the council communications are accessible by the target audience and the channels used are appropriate for the needs of the community	Ensuring that the council communications are accessible by the target audience and the channels used are appropriate for the needs of the community	Liz Kite	April 2008	March 2009	G	Work is being undertaken with specific audiences to develop a more strategic and structured approach to communications with older people, businesses and students. The outcomes of this work will be reflected in the communication strategy.
Producing an internal communication plan to support the organisation in its	Producing an internal communication plan to support the organisation	Liz Kite	April 2008	March 2009	G	A first draft plan was produced in December 2008 and will be circulated to others for comments, ensuring it supports the

Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
staff communication to deliver improved internal communication throughout the council	in its staff communication to deliver improved internal communication throughout the council					workforce strategy which is also in development.

**Finance Division**

To maintain and strengthen the CPA Use of Resources score of 3	To maintain and strengthen the CPA Use of Resources score of 3	Carolyn Williamson	April 2008	March 2009	G	
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**Information Technology Services Division**

Maintaining a robust and reliable IT environment	Maintaining a robust and reliable IT environment	Robert Carr	April 2008	March 2009	G	
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**Organisational Development Division**

Delivery of the People Strategy particularly improved attendance management and workforce planning	Delivery of the People Strategy particularly improved attendance management and workforce planning	Jackie Standen	April 2008	March 2009	G	
To support and enable a range of corporate initiatives	To support and enable a range of corporate initiatives	Jackie Standen	April 2008	March 2009	G	

**Partnership Division**

Delivery of the Strategic Services Partnership (SSP) Vision, including: Excellent	Delivery of the Strategic Services Partnership (SSP) Vision, including	Paul Medland	April 2008	March 2009	G	
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Report on Commitments in the Corporate Improvement Plan

Initiative Description	Task Description	Initiative Owner	Initiative Start Date	Initiative End Date	Status	Comments
Customer Services, Procurement Strategy, Transformation, Accommodation Strategy	Excellent Customer Services, Procurement Strategy, Transformation, Accommodation Strategy					

**Transactions & Customer Excellence Division**

Embedding Customer Excellence	Embedding Customer Excellence	Alex Moore	April 2008	March 2009	G	
Improving transactional performance in key operational services focussing upon	Maximisation of income improvement in the collection of Council Tax, Non-Domestic Rates, an increase in the recovery of Housing overpayments and the maximisation of Benefit subsidy	Alex Moore	April 2008	March 2009	G	
	Continuing the significant improvement of the Benefits Service	Alex Moore	April 2008	March 2009	G	
	Ensuring that the Social Care billing system is robust	Alex Moore	April 2008	March 2009	G	

**Young People & Skills Portfolio**

**Young People & Community Support Division**

Develop and implement a	Develop and implement	Alison	April	March	G	
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Report on Commitments in the Corporate Improvement Plan

<b>Initiative Description</b>	<b>Task Description</b>	<b>Initiative Owner</b>	<b>Initiative Start Date</b>	<b>Initiative End Date</b>	<b>Status</b>	<b>Comments</b>
14-19 strategy	a 14-19 strategy	Alexander	2008	2009		
Develop and implement a strategy to increase the number of children and young people involved in volunteering, decision making	Develop and implement a strategy to increase the number of children and young people involved in volunteering, decision making	Alison Alexander	April 2008	March 2009	G	
Develop and implement an Extended Schools Strategy	Develop and implement an Extended Schools Strategy	Alison Alexander	April 2008	March 2009	G	
Development implement a Southampton Adult Learning and Skills Plan	Development implement a Southampton Adult Learning and Skills Plan	Alison Alexander	April 2008	March 2009	G	