

# **COUNCIL: 24 SEPTEMBER 2003**

## **Executive Report**

**Councillor Paul Bettison**  
**Leader of the Council**



# CUSTOMER CONTACT STRATEGY

- Major improvements to customer contact planned
- Target: 80% of all calls resolved at first point
- Presenting one face to customers
- Freeing up professional time
- Enhanced management information should help better targeting
- Phased implementation starting early 2004



# AUDIT OF SERVICES TO CHILDREN IN NEED

- **Self assessment following Victoria Climbié Inquiry**
- **SSI rating: Serving Most Children Well  
Promising Prospects for  
Improvement**
- **No further inspection required**
- **Highest SSI rating achieved to date**



# DELIVERING DECENT HOMES : OPTION APPRAISAL

- **Government plans : “Sustainable Communities”**
- **All public sector housing to meet ‘Decent Homes’ standard by 2010**
- **Option appraisal required by Government by 2005**
- **4 prescribed options**
  - **retain stock**
  - **LSVT**
  - **Arms Length Management Co.**
  - **PFI**
- **Full tenant involvement**
- **£100,000 to allow preparatory work**



# CORPORATE PERFORMANCE OVERVIEW

- **Completes performance management arrangements**
- **Overall good performance in meeting targets and delivering objectives**
  - **Education/Leisure all met**
  - **PSA targets on track**
  - **no major budget issues**
  - **sickness/turnover levels reduced**
  - **many other examples of good performance**
- **Areas of concern and management response highlighted**
- **Scrutiny of QORs underway**



# OTHER MAJOR DECISIONS

- **Review of Tenants/Leaseholders Compact**
- **School Organisation Plan**
- **Supplementary Guidance on Affordable Housing**
- **Waste Management PFI - specification agreed**



# OTHER SUCCESSES/FORWARD LOOK

- **Children's Green Paper : Member Seminar in October**
- **Town Centre Regeneration : planning application strategy agreed with BRP**
- **3 Beacon Status Bids**
  - **Early Years and Childcare**
  - **Adult Services**
  - **Crime and Disorder Partnerships**
- **ODPM Induction - BF as model authority**

