

Appendix 2 – Service Improvement Plans showing some slippage

Action	Service area	Progress
Reduce CO2 emissions within the Asset Management portfolio (2014)	Estates	Projects identified to reduce CO2 do not currently have funding.
Strive to obtain BREEAM certification for new developments (Individual Project basis - Ongoing)	Estates	Hinckley Hub ongoing. New Depot not viable for BREEAM due to tight financial constraints - it is considered that the project would achieve a Good rating if it were to be assessed. HLC to be confirmed.
SA02_Upgrade Uniform 8.2 and 8.3 [5/12, 11/12]	IT	[12/06] Testing 8.2 - issues with unimap are preventing go-live. No critical functionality required - key date for implementation is 10/12. (NA)
Continue to deliver and develop consequences/schools awareness projects (March 2013)	Housing	Quarter 1: Project on course but need to consider academy changes and the implications of this
Develop Neighbour Dispute tool(January 2013)	Housing	Quarter 1: Awaiting branding finalisation for Endeavour
Continue to support Community Action Hinckley and Bosworth in the ongoing development and sustainability of the Social Enterprise Organisation(March 2013)	Housing	Quarter 1: Ongoing support for establishment of Social Enterprise. Initial action planning meeting took place on 19th June to agree delivery plan for quarter 2 (Q1 delivery delayed to owing to ill health of Chief Officer). Payment to be on an outcomes related basis
Improve access to Billa Barra Hill by July 2012	Green Space	Not commenced due to staff shortages. Target for works October 2012
Improve play provision at Waterside Park - due March 2014	Green Space	Consultation prep June No progress with adoption due to lack of co-operation from developer.
Develop 5 year green space delivery plan to implement GI strategy and PPG 17 and improve the quality of parks and open spaces - June 2012	Green Space	Slipped due to committee timetables, other priorities etc
Continue to encourage residents to recycle over 50% of their household waste – March 2013	Streetscene	An increase in dry recycling has been noted during April and May following introduction of the new recycling service. The amount of green waste recycled for the first quarter of 2012/13 is less than the same period last year. In addition, the changes made by the Environment Agency in respect of treatment of street sweepings will also have a negative impact on overall recycling performance for household waste in view these can no longer be recycled/counted towards recycling performance.
32c - Work with our Partners to deliver a Customer Services Strategy for the Place by	Customer Services	This remains slow progress due to Partners commitment. Decision needs to be taken to have a locality approach bearing in mind the work with the HUB. 07.12 Plan to refresh

Appendix 2 – Service Improvement Plans that will not meet target dates

Action	Lead Officer	Progress
Academy Efficiency Version [30/6/2012]	Revenues & Benefits	The EV has been developed to make key processes within the software quicker to complete (fewer key strokes) [July 2012] We will not be moving to the EV until substantial testing has been carried out so the implementation date will be moved towards the end of the year
Shared Desktop [May 2012]	Revenues & Benefits	All correspondence will be actioned based upon pre-determined weightings of priority and will be accessible by all partnership staff. This is only possible when the partnership is operating from the same server. [July 2012] Shared desktop to be installed September 2012