

Appendix 2: Service Improvement plans showing some signs of slippage

Outcome	Action	Progress
Estates and Asset Management		
CP04 - Reduce CO2 emissions in the borough	Reduce CO2 emissions within the Asset Management portfolio (2014)	Projects identified to reduce CO2 at Hinckley Leisure Centre do not currently have funding. The profile of our operational portfolio is however changing and the new developments including the Hinckley Hub, Jubilee Building and Leisure Centre will concentrate on CO2 reduction as a part of each project where possible
	Strive to obtain BREEAM certification for new developments (Individual Project basis - Ongoing)	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 formally assessed. HLC to be confirmed. PV Solar cells now introduced into the Hinckley Hub scheme now assisting to push the energy certification from B to A. (Invest to save project considered outside of the Hinckley Hub scheme)
CP16 - Maintain high levels of performance in comparison to similar authorities particularly for publicly determined priority services	Undertake annual National Benchmarking of Property Performance Data via CIPFA website (Sept 12)	Agreed to include Utilisation Data for Hub Relocation Benchmarking. Approach and methodology agreed - planned for beginning of August. Not undertaken due to seasonal fluctuations in staffing levels. Re-scheduled utilisation survey for November 2012. Delayed due to Hub contract re-negotiation accommodation survey to take place date to be agreed.
ICT		
Continuous organisational improvement & support	SA02_Upgrade Uniform 8.2 and 8.3 [5/12, 11/12]	[12/06] Testing 8.2 - issues with unimap are preventing go-live. No critical functionality required - key date for implementation is 10/12. (NA) [12/10] Testing 8.2 - unimap issues resolved, will be installed early Nov. (NA) [12/10] 8.2 has a dependency on TLC. TLC to be upgraded first - this will be done early Jan. (NA)
Housing and Community Safety		
CP28 - Improve neighbourhoods and quality of life for residents	Project Endeavour- Develop the delivery of multi-agency services in relation to tackling ASB and crime prevention across the borough(September 2012)	Quarter 2: Work on processes being worked up. Twitter account in place. Quarter 3; Issues yet to be solved around data sharing
	Develop Neighbour Dispute tool(January 2013)	Quarter 1: Awaiting branding finalisation for Endeavour Quarter 2: as Quarter 1 Quarter 3: as Quarter 1
CP30 - Support and educate individualsto improve skills and become volunteers	Continue to support Community Action Hinckley and Bosworth in the ongoing development and sustainability of the Social Enterprise Organisation(March 2013)	Quarter 3: Work on establishment of Social Enterprise not progressed due to the Lead Officer resigning from the post in Oct 2012 due to ill health. Proposal developed for the establishment of a H&B VCS Community Hub to be developed in partnership initially by HBBC, Next Generation and CAHB. Proposal to be presented to Executive Committee on 30th January 2013

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CP34 - Support residents to help them to remain in their homes	Investigate future demand of Disabled Facilities Grants(March 2013)	Quarter 3: Demand identified, budget requirements known but some delays caused by change of HIA.
CP38 - Improve the quality of residents homes	Review the Empty Property Strategy, Housing Renewal Policy and Enforcement Policy to improve the condition of private housing stock in the borough(March 2013)	Quarter 3: Enforcement policy complete awaiting sign off. Empty property and renewal strategy to be developed
Corporate Services		
CP32 - Ensure that our services meet our customers' needs	32c - Work with our Partners to deliver a Customer Services Strategy for the Place by July 2012	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 our own Customer Service Strategy in line with move to Hub early 2013 if partnership strategy has not been set up.
Business, Contract and Streetscene		
CP01 - Keep our neighbourhoods clean and tidy	Improve quality of pavement sweeping, and streets with parked cars - September 2012	New pavement sweeping schedule is being prepared as well as a review of pavement sweepers. Pavement sweeping to commence Feb 13
	Increase community engagement and co-production of clean neighbourhoods - ongoing	target 35 litter volunteers, 30 community litter picks of which 10 are in urban areas, meet with every parish council to discuss LEQ, community litter picks etc. Jan 13 - Parish letter to be sent Feb 13. 2 community litter picks and 11 litter volunteers to date. Task to be carried forward onto next SIP
	Increase engagement with businesses and other public bodies to improve cleanliness of Borough - March 2013	Target to have 100 tidy businesses signed up, working relationships with British Waterways, LCC country parks, Hinckley train station, LCC highways etc. Jan 13- 43 tidy businesses signed upto date. Action to be carried forward to 13/14.
	Target enforcement activity to litter and dog fouling (residents top priorities) - March 2013	
	Adopt a street cleansing strategy to ensure a consistent approach to improving the standards of street cleansing - October 2012	A draft strategy is being finalised. Action will be carried forward to 13/14
CP02 - Improve facilities in our parks and open spaces	Improve play provision at Waterside Park - due March 2014	Consultation prep not commenced as no progress with developer, and s106 not recieved. No progress with adoption due to lack of co-operation from developer - Chief exec wrote to developer Dec 12
	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	Slipped due to committee timetables, other priorities etc

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Business, Contract and Streetscene		
CP03 - All parks are maintained to a high standard with 75% meeting the local quality standard by 2014	Develop policy for management of trees on HBBC land - By Sept 2012	First draft done April 12. Julian to update. Julian to raise day tickets for all housing works.
CP06 - Reduce waste going to landfill and reuse more materials	Continue to encourage residents to recycle over 50% of their household waste – March 2013	The amount of green waste recycled for the first quarter of 2012/13 was less than for 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. An increase in dry recycling is evident and green waste tonnage has increased during the second quarter due to the wet weather.
CP38 - Improve the quality of residents homes	Carry out open consultation regarding parking issues at Forest Close, Groby and agree a way forward	Difficulty in gaining mutually agreeable dates for open meeting, may result in slippage
	Investigate and implement offering a central heating servicing, CP 12 certification/ break down service, to 1) leasehold residents, 2) private landlords, 3) general public	Until current contract to carry out central heating servicing (CP12 certs) to Council dwellings are completely resolved, reluctant to open up to other bodies, agencies
	Provide a Handy Man scheme	project being investigated,

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Cultural Services		
CP13 - Improve Hinckley town centre	Continue to sustain and develop Markets	Q3 - Have visited Worksop & Northampton markets with the Markets Manager and both visits were very interesting. We found that we can learn some things from Worksop, but we are ahead of Northampton on many areas. All of this information will be going into a report to the Council. After negotiating with the Depot and the market traders there will now be a full extra market on Wednesday 19th December and there will be extra stalls on the 20th December, linking in with the farmers market. This will mean that there are markets running for 5 of the 6 days before Christmas. This will enhance the Christmas shopping experience for the public. The Corporate Operations Board endorsed the recommendations regarding the current policy. We will start enforcing the policy from April 2013, with letters being issued during January, giving the traders 3 months notice. New wheels for the market skids have been made by a local firm, due to the wear and tear that occurs on the skids on a weekly basis. These are currently spare, in case there are any failures, thus ensuring continued operation of the market. A memorial bench was installed during November in memory of George Thacker who worked closely with the Market.
CP23 - Provide young people of the Borough with facilities and activities	Support the new Wharf Community Consortium to develop the facility	Q3 - Land transfer is expected to be completed by the end of January. Once this is completed funding bids will then be drafted and submitted.
CP25 - Protect public health	Support the development of a dementia care pathway with internal and external partners	New initiative (28 Nov 2012) Q3 - A programme of work has been devised in partnership with Edwina Grant and an application has been made to the Innovation Challenge Fund of £20,000 to deliver the work. Signed up as a Dementia Friend and will work towards Dementia Friendly Community status for the borough. This work will be incorporated into the Changing Minds Action Plan. Alternative funding opportunities are being sought.