



Best Value Performance Plan

2004

*best
value*



2002-2003
Crime Reduction in Rural Areas
2004-2005
Services for Older People

| Contents | Page |
|---|-------------|
| Foreword | 2 |
| Introduction | 3 |
| The Council's ambitions and priorities for the District | 3 |
| Performance Management Framework | 4 |
| Local Strategic Partnership and the Community Strategy | 5 |
| Managing our Performance | 5 |
| Contracts and Workforce Matters | 6 |
| Comprehensive Performance Assessment | 6 |
| Corporate Delivery Plan | 7 |
| How we will deliver our ambitions and priorities | 15 |
| Best Value Performance Indicators | 16 |
| Contact details | 27 |

Foreword

Thank you for taking time to read this plan. This is the fifth year we have published a plan, showing our performance across a wide range of the Council's services, and focusing on our priorities for the future.

Here we highlight some of our successes over the past year which have contributed to the Council delivering our key priorities . . .

Citizen First

- Stroud District Council's website has again been independently assessed as one of the top ten council websites in the country
- A new computerised planning system has been installed which will allow people to submit their applications and comments on-line, view applications on our website and get access to up-to-date information
- All our staff and members have participated in a diversity training programme, 'Respect for People', covering age, race, gender, disability, sexuality and religious belief, to ensure that we have a good understanding of the needs of the diverse community that we serve.

Community Safety

- We were awarded Beacon Council status for our services to older people, in partnership with Cotswold District Council
- The successful Neighbourhood warden scheme has been expanded to cover the Berkeley/ Sharpness, Dursley, Stonehouse and Wotton areas
- Over 1500 people now use our Careline Service, which gives older and vulnerable people a sense of security in their own home
- The CCTV system covering Stroud and Dursley has been upgraded to colour and three new mobile units are now able to monitor trouble spots around the District.

Environment

- All households in the District now have kerbside recycling for paper, cans, glass and most plastic bottles, making us the best recyclers in the South West

- We have installed 48 new dog bins throughout the District and provided funding for their emptying and upkeep
- All our energy supply is 100% renewable from a local company.

Housing

- 302 grants were awarded to mainly vulnerable and disabled householders to help them carry out repairs to their homes
- We have been praised by the Government for being well ahead of their target of not keeping homeless families in B&B accommodation for more than six weeks.

Regeneration

- Wotton Town Hall has been refurbished with the aid of a £75,000 grant from the Council. A further £400,000 has been set aside for a major improvement programme for town and village halls
- Work has started on the £10 million cinema complex in Merrywalks, which will include a bowling alley and new shopping area, attracting new business to the town
- We have contributed to a skateboard park in Jubilee Field, Cam, with our partners Cam, Coaley and Slimbridge Parish Councils.

Our objectives for future service delivery are detailed in our Corporate Delivery Plan.



David Aziz
Chief Executive



Mike Salko
Leader of Council

Introduction

The Local Government Act 1999 requires Stroud District Council to prepare an annual performance plan, which outlines our proposals for continuously improving the delivery of services to local people. The plan gives a summary of our strategic objectives and priorities for improvement and also identifies the processes the authority has in place to deliver its ambitions.

The Council's ambitions and priorities for the District

Our ambition for the district is expressed through our vision, which is 'to make the district a better place to live, work and visit for everyone'. This is given shape by seven corporate aims, originally adopted in 1998, and revised in light of annual surveys with the public. They are to . . .

- Prevent and reduce crime and disorder
- Help those in particular need
- Protect and improve the environment
- Help build economic prosperity
- Maintain and improve the community's health
- Create and expand recreational and cultural opportunities, and
- Continuously improve the council's performance by providing 'best value' services.



In 2002 we adopted 5 priorities, which address the issues of local concern, identified above, and provide a further focus for investment, in terms of policy, service and partnership development . . .

- **Citizen First:** Delivering improved services, using opportunities identified in the Citizen First strategy to improve 'customer focus' and use electronic service delivery in partnership with others
- **Community Safety:** Delivering the community safety strategy as a Beacon Council with our partners
- **Environment:** To protect and improve the environment, with particular emphasis on the District's green spaces through a new strategy
- **Housing:** With a focus on affordable and decent housing to meet local needs
- **Regeneration:** Working in partnership to realise wealth creation, rural and market town regeneration and economic prosperity.

To deliver on these priorities we have invested in our capacity and we are maintaining a focus on improving our:

- **Community Leadership:** To work within the strategic framework of a community strategy and Local Strategic Partnership to ensure the Council's key priorities are delivered in conjunction with partners
- **People:** To develop Council members and staff so they can contribute effectively to the Council's objectives and business requirements, and
- **Processes:** To ensure that appropriate resources and systems are in place to meet the Council's priorities for service delivery.

The improvement actions, which we are going to take in relation to our priorities, are brought together in our Corporate Delivery Plan, which is reviewed annually. Each of our 5 priorities is underpinned by a 'single' strategy and associated action plans and delivery mechanisms. A number of other corporate strategies and plans cut across and support the delivery of the 5 main strategies and the corporate delivery plan, as detailed in the chart overleaf.