

# Best Value Performance Plan 02/03

## Foreword

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

### **We are committed to improving our services year on year. Some of the highlights of our approach to best value form this past year are:**

- We have successfully worked with our Beacon Council partners, Tewkesbury and Forest of Dean to promote best practice in [Community Safety](#) across the UK. We were the only Councils to be awarded [Beacon Status](#) in the South West region.
- Launching the Neighbourhood Wardens scheme – we now have two Wardens working with the community to reduce crime in Dursley and Cam.
- Our [Tenant Participation](#) continues to flourish with 33% of all tenants represented by a recognised group. We have entered into the first [Neighbourhood Agreement \(Compact\)](#) in the District with Hampton Waves Residents Association.
- Our [recycling](#) rate is still the best in Gloucestershire due to the public's continued commitment – thank you.
- We completed a £1 million investment programme at [Stratford Park Leisure Centre](#), which included ensuring full accessibility by disabled people.
- Attendance at our [Museum in the Park](#) has doubled over the past year, with over 24,000 satisfied visitors.
- Our website [www.stroud.gov.uk](http://www.stroud.gov.uk) has been nationally recognized, being one of only ten Councils in the country to achieve Transactional status – *"The best site I've seen this year by quite some way...this is definitely the gold standard."*
- The Audit Commission rated out [best value review of Regeneration and Culture](#) as having "promising prospects for improvement". We will continue to work with our partners to develop a clear approach to green spaces and culture.
- Successfully piloted an e-voting scheme with 21% of the votes in Stroud District Council's elections being cast either by phone or Internet.
- Customer satisfaction with the services we provide increased to 78% in a Countywide Mori Survey.

### **As part of our plans to provide best value in the future:**

- We are working with the Police, Parish and Town Councils to expand the Neighbourhood Warden scheme to Berkeley, Wotton and Stonehouse.
- Making provision for young people, with £25,000 per year for four years on skateboard facilities and £51,000 to support 25 projects for young people.
- Expanding the Citizen First initiative to improve access to our services, focusing on local facilities such as village halls.
- New approach to housing renewal – working closely with our partners to ensure availability of affordable housing in the District.

- Continue to work with our partners on the restoration of the Cotswold canal, as part of the Council's overall approach to regeneration.
- Move forward the [Community Strategy](#) with our Local Strategic Partnership based on wider community consultation.
- Investing £53,000 to improve [joint use sports facilities](#).

In the same way that we are committed to improving services, we have also sought to improve this plan. This year it includes details of the continual improvements planned by individual services. Your views count. We need to know what you think of the plan and your comments are welcome.

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