

**PROGRESS ON KEY OBJECTIVES IN CITY SECRETARY AND SOLICITOR'S BUSINESS PLAN - 2005/06**

**APPENDIX 1**

	<b>Corporate Priority/Theme/ Aim/Policy</b>	<b>Start date</b>	<b>Service Priority</b>	<b>PI/Target/ Objective</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Comments</b>
1	Community Safety  How We Work	On-going	Implementation of Licensing Act 2003	1. Successfully process all applications by implementation date (24 Nov 2005)	☹	☹	☹	☹	All premises requiring licences have either applied or confirmed that they do not require a licence. All premises notified of decision by transitional date so they can continue to trade. Issuing of formal decision notices with full conditions still underway. Currently all personal licences [504] have been issued, and 459 premises/club licences[95%] have been issued. A further 25[5%] awaiting issue.
				2. Review level of staffing needed after 6 month transitional period	☺	☺	☺	☺	Temporary admin staff have been retained for a further period (up to end July 2006) to process licences and enter details onto database. Full Core establishment still needed for 2006/07.
				3. Implement Alcohol Designation Order (July 2005)	✓				Order made 1 July 2005.

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				4. Review budget requirement in light of fees set nationally	☺	☺	☺	☺	Fees set February 2005. Budget reviewed as part of 2006/07 budget process. National fee review expected to report with recommendations to Government Autumn 2006.
2	Economic Prosperity	On-going	Input into Broadway/Friarsgate Project	To ensure legality of developing policy advice and identify any problems/solutions in implementation programme	☺	☺	☺	☺	Ongoing discussions with developer and other parties continuing. Special Council on 1 <sup>st</sup> Feb 2006 approved application for landlord consent of the outline scheme, prior to the submission of a planning application by Thornfield.
3	Cultural and Leisure Opportunities  Homes  How We Work		Input into major corporate projects:	i) to vii) To ensure legality of developing policy advice and identify any problems/solutions in implementation programme	☺	☺	☺	✓	(i) Agreement signed March 2006 and work proceeding on site. 2 instalments of the Council's contribution have been paid (£666,000 out of total of £1,000,000).
			ii. Bapsy – Guildhall	vii) CSC: Review processes to make it possible for general frequently asked departmental questions and appropriate licensing/abandoned vehicles calls to be handled in CSU	☺	☺	☺	☺	(ii) Approach to Charity Commission made June 2005. Initial response do not wish to comment until such time as Council has finalised its proposals. Director of Development to consider further work on detailed proposals as part of joint project with scheme

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									for City Offices Replacement.
			iii. Housing Options		✓				(iii) Final report submitted and agreed by Cabinet and Council (April/June 2005).
			iv. IT Contract		☺	☺	✓		(iv) Contract completed and contractor on site 1 December 2005.
			v. Improved Planning Enforcement		☺	☺	☺	☺	(v) Temporary appointment made for support post until September 06. Permanent appointment to be considered thereafter.
			vi. New Council Offices		☺	☺	☺	☺	(vi) Report to Council on 23 <sup>rd</sup> Feb 2006 approved.
			vii. Customer Service Centre (CSC)		✓				(vii) Procedures for licensing and abandoned vehicles in place on opening of CSC June 05.
4	Council Structures and Procedures  How We Work	On-going	Implementation of Freedom of Information Act	To lead officer corporate group on implementing/reviewing policies/new systems: review impact on staffing by September 2005	☺	☺	☺	☺	28 Formal requests dealt with in Q4 (118 for the full year). No appeals.

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5	Council Structures and Procedures  How We Work	April 2005	1. Implementation of outcome of March 2005 decision making structures and scrutiny review; member survey review	1. Constitutional changes by 30 June; other changes by dates set in review.	☺	☺	☺	☺	Constitution updates to Council on 13 April 2005, 20 July 2005 and 2 November 2005. Review of Planning Protocol deferred until revised national Code of Conduct published in 2006.
			2. Implement improvements to Member training procedures following March 2005 group leader review	2. Initial changes by May – others – ongoing	☺	☺	☺	☺	Annual Programme 2005/2006 actioned and 2006/2007 programme now agreed.
			3. Annual review of processes	3. March 2006	☺	☺	☺	☺	Group leaders consulted and only minor changes required. Some implementation already achieved. Issues raised in report CAB1228 to be considered by Group Leaders and further report Autumn 2006.
6	How We Work  Policies for enhancement of e-access to services	On-going	Increased availability of committee reports and other Member information on the Internet/Intranet	1. Improved availability of information for public, Members and officers.	☺	☺	☺	☺	Council minutes now added to website. Member Password access implemented. Improvements to search facility are now being investigated.

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				2. Consequential budget reduction for paper circulation of material – Initial target £10,000. Further target to be identified in 2006/07 budget round	☹	☹	☹	☺	Agenda circulation in paper form continues to fall. Further effort continuing, particularly with copies to press and media.
7	How We Work  Policies for enhancement of e-access to services	On-going. Delayed from last year due to other workload	Land Charges Computerisation	1. Feasibility Study, staffing review and system selection, including data capture contractor – end June  2. LLC 1 Register pilot for Wickham live by Dec 2005	☹	☹	☺	✓	Business Case and Project Initiation Document approved by ICT Project Board December 2005. Cabinet approval 18 January 2006. Contract with supplier signed March 2006.  Implementation expected to commence April 07 – Revised programme.
	How We Work  Policies for enhancement of e-access to services	On-going. Delayed from last year due to other workload	Land Charges Computerisation	3. Data capture of manual register and electronic delivery of LLC1 search by 2006/7  4. Full implementation by 2007/08	☹	☹	☹	☹	Capture of maps began Q1. Tender process delayed pending further implementation of new land charges system.  Likely to slip to early 08/09 for full implementation, due to revised start date.
8	How We Work		Successful management of local and general election processes - including increased pressures due to higher availability of postal votes	Lack of legal challenge; no. of complaints	✓				Local elections successfully held May 05. No significant issues arising.

### 1. Key Performance Indicators

The only national indicator which affects the Department's services is No. 22 (BVP179) – Percentage of Local Searches within 10 days

Performance Indicator		Purpose	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual 2005/06
<b>Whole Department</b>	1	Payment of undisputed invoices within 30 days of receipt	87.81%	94.98%	96.03%	100%	90.85%
	2	Invoice collection rates	100%	100%	100%	100%	100%
<b>Legal</b>	3	% users satisfied with the overall level of service	80%	Next survey Jan 05	Survey not yet carried out – awaiting appointment of Business Manager	90%	74%(only 11% respondents chose "Slightly Disagree" to this question)
	4	% users satisfied that work was completed to expected standards	91%	Next survey Jan 05	Survey not yet carried out – awaiting appointment of Business Manager	90%	89%
	5	% letters responded to within 10 working days	69%	67.5%	68.9%	80%	71%
	6	% enforcement notices issued within 15 working days of receipt of satisfactory instructions	65%	93.1%	86.7%	95%	100%
	7	% TPOs for unprotected sites issued within 2 working days of receipt of satisfactory instructions	100%	86.5%	95.7%	100%	100%
	8	80% of S106 Agreements completed within 8 months or referred back to Committee		Information not yet available	68%	80%	66.3%
<b>Committee Services</b>	9	Annual number of formal meetings serviced	209	220	187	Target not set	183
	10	Annual number of formal meetings serviced per staff f.t.e.	59.7	57.4	53.4	45	52
	11	Number of non-members participating at member meetings	442	577	576	600	481

Performance Indicator		Purpose	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual 2005/06
	12	% member meeting agenda items taken in public	86.7%	88.4%	90%	94%	87%
	13	% member training sessions which achieve an average satisfaction rating of 4 (v good) or above	88.3%	92.4%	76.7%	85%	81%
	14	% members satisfied with overall level of member support service	88.5%	Next survey Feb 05	84.7% (stated service was excellent or good in the Feb 05 survey)	90%	Next survey February 2007
<b>Electoral Services</b>	15	% turnout at local elections	42.6%	42%	49.6%	45%	46.3%(Olivers Battery By-election) 73.17%(County Elections)
	16	% electoral form 'A's returned	99.3%	99%	97.3%	99%	98%
	17	% polling stations with disabled access	74%	80%	80%	85%	80%
<b>Licensing</b>	18	% letters responded to within 10 working days	79%	75.7%	80%	85%	79%
	19	Number of licences issued per staff f.t.e	364	333 (staffing level increased from 2fte to 3 fte from Nov 03 but some time allocated to liquor licensing).	261.7 (increased staffing levels working on preparation for Licensing Act 2003).	400	539

Performance Indicator		Purpose	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual 2005/06
	20	Number of abandoned vehicles processed	672	503	441	500	430
<b>Land Charges</b>	21	Percentage of users who respond as generally satisfied	100%	Next survey Jan 05.	Survey not yet carried out – awaiting appointment of Business Manager	100%	95.8% of respondents either “Satisfied” or “Very satisfied”
	22	Percentage of standard searches carried out in 10 working days	100%	100%	100%	100%	100%
<b>Cemeteries</b>	23	Percentage of undertakers/masons satisfied with overall level of service	100%	Next survey Jan 05	Survey not yet carried out – awaiting appointment of Business Manager	100%	100% of respondents either “Satisfied” or “Very satisfied”(June 06)
<b>Mayoralty</b>	24	% of accepted engagements fulfilled with nil negative feedback	100%	100%	100%	100%	100%



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Corporate Priority	What will we do?	When will we do it?	How will we measure our success?	How much time / money will it take?	Who's accountable?	Progress Update
<b>City Secretary &amp; Solicitor – Director Role</b>						
1 Working Better Values	Taking overall responsibility for the legal and administrative aspects of the Council's Corporate Governance arrangements	Input into committee reports – ongoing  Review of Constitution and Codes – detailed programme in Divisional Plans	Lack of successful legal challenges by others.  External Audit Comments in Annual Audit Letter  CPA scores for use of Resources	Director role – 30% of time  Significant staff time from both Divisions	Stephen Whetnall	No challenge issues arising in Q1. Constitution updates to Council on 19 April and 19 July 2006. External Audit comment due on overall process in Audit Letter (October)
2 Working Better Values	Taking the lead through the administration of the Council's decision-making systems to ensure that work is co-ordinated across Directorates and that potential problems and solutions are addressed adequately in reports brought to Members	Input into committee reports and Corporate Management Team role - ongoing	Lack of successful legal challenges by others. Smooth operation of decision-making processes	Director role – 20% of time  Significant staff time from both Divisions	Stephen Whetnall	No challenge issues arising in Q1.
3 Working Better Values	Taking overall responsibility for the proper conduct of elections and the changes resulting from the new Electoral Regulations	District/ Parish Elections May 2006 and canvass changes Autumn 2006	Lack of successful legal challenges by others. Smooth operation of postal vote processes	Director role – 25% of time in election periods  Electoral Services Unit staff and Budget – and 200 plus casuals for election day  Budget increase of £30,000 to cover Governments changes proposed in 2006/07 and 2007/08	Stephen Whetnall	Local elections successfully administered in May (turnout 46.45%) Changes in postal vote procedure successfully implemented. Improved budget assisted with increased postal vote and count costs.

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4	Working Better Values	Ensuring that the Monitoring Officer role is undertaken effectively for both the District and the Parishes through training, advice and input into investigations/hearings	On-going	Training feedback; comments in any Standards Board reports	Director role – 5% of time Support from two Assistant City Secretaries	Stephen Whetnall	Two training sessions-Member Probity; Standards Committee procedures. Three cases referred by Standards Board in Q1 for local investigation. Parish Course arranged 13/9/06.
<b>Secretariat</b>							
1	Safer and more inclusive communities Working Better	Postal Voting – Improved Security Systems	From April 2006	Lack of fraud	Additional Temp for one month plus existing staff	Chris Ashcroft	Improved procedures at 2006 elections with no issues locally. Procedures being reviewed nationally before further measures announced.
2	Safer and more inclusive communities Working Better	Implement changes arising from new electoral regulations	From April 2006	Lack of complaints/ legal challenge	Additional polling station costs, additional electoral roll canvass costs and office support from available budget	Kath Richards	Changes on postal vote procedure and polling station hours implemented in May 2006. Final content of Bill for further changes still awaited. Now anticipated Autumn 2006.

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3	Working Better – Managing the Council effectively	Model Code of Conduct changes : – Implementation & Training District and Parishes	In accordance with Government target dates – to be set	Feedback from training, plus number of cases arising	10 days	Chris Ashcroft	Implementation details awaited from Govt.
4	Safeguarding our high quality environment for the future	Abbey House Refurbishment	July/August 2006	Completion on time and within budget	£150,000 for 2006/07 – later expenditure depends on corporate accommodation	Chris Ashcroft	Contract commenced 3/7/06. Artefacts stored/protected in accordance with Risk Assessment
<b>Legal</b>							
1	Homes and Jobs <ul style="list-style-type: none"> <li>Provide housing (particularly affordable housing) to meet the needs of the whole community</li> </ul>	Dealing with legal agreements for West of Waterloo Development	Likely to be ongoing throughout 2006/07	Agreements completed and planning permission issued.	30 days. May be outsourced to outside solicitors (costs to be borne by developer).	Howard Bone	Initial drafting meeting held April 2006. Drafting commence, and discussions on requirements continuing.
2	Homes and Jobs <ul style="list-style-type: none"> <li>Provide housing (particularly affordable housing) to meet the needs of the whole community</li> </ul> Safeguarding our high quality environment for the future	Silver Hill – support to external solicitors, as necessary.	In accordance with the Project Plan.	Programme dates for input met.	External Solicitors' fees met by developer: internal input 20 days.	Howard Bone	Input ongoing. Planning application submitted by Thornfield.

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3	<p>Safer and More Inclusive communities</p>	<p>Adopt Gambling Policy under new licensing provisions and assess staffing levels</p>	<p>By December 2006</p>	<p>Adoption by required date in accordance with legislation.</p>	<p>15 days</p>	<p>Howard Bone/ John Myall</p>	<p>Member training planned for October 2006. Initial draft policy prepared and being reviewed prior to public consultation.</p>
4	<p>Safer and More Inclusive communities</p> <ul style="list-style-type: none"> <li>• Increase feelings of safety (reducing anti-social behaviour)</li> </ul>	<p>Making of Orders to implement results of Reviews for Winchester Town Centre area and other areas in the District for Alcohol Designation Areas.</p>	<p>Within four months of instruction by Communities Directorate</p>	<p>Revised Orders in place by target date.</p>	<p>2 days.</p>	<p>Cindy Tetstall</p>	<p>Awaiting outcome of review.</p>
5	<p>Safeguarding our high quality environment for the future</p>	<p>Assist Strategic Planning in adoption of Local Plan and preparation of Local Development Framework</p>	<p>Local plan – April – July 06 LDF – Summer 06 onwards</p>	<p>Local plan/LDF adopted without successful challenge</p>	<p>Dependent on process – estimate 12 days for Local Plan, 15 for LDF</p>	<p>Howard Bone</p>	<p>Local Plan adopted 7 July 2006. Notices of adoption served.</p>
6	<p>Working Better: Efficient and Effective Working Environment</p> <ul style="list-style-type: none"> <li>• Modern working practices</li> </ul>	<p>Complete first phase of Land Charges computerisation project</p>	<p>June 2006</p>	<p>New Software system in use to log searches and record fees.</p>	<p>26 days (Howard Bone and Jan King) plus 40 days from remainder of team. Costs to be met from Land Charges Reserve.</p>	<p>Howard Bone</p>	<p>Software installed and under test. Training in progress. Initial live date for Con 29 forms to be November 06.</p>
7	<p>Working Better: Efficient and Effective Working Environment</p> <ul style="list-style-type: none"> <li>• Modern working practices</li> </ul>	<p>Complete data capture and full implementation Land Charges computerisation project</p>	<p>December 2007</p>	<p>New Software system working fully to process searches.</p>	<p>18 days (Howard Bone/ Jan King) plus 40 days from remainder of team, and temporary staff input. Costs to be met from Land Charges Reserve.</p>	<p>Howard Bone</p>	<p>Meeting with supplier July 06 to finalise data capture arrangements, prior to tendering.</p>

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8	<p>Working Better: Creating an Efficient and Effective Working Environment</p> <ul style="list-style-type: none"> <li>• Council Offices</li> </ul>	Council Offices/Bapsy Bequest	Support to corporate processes.	In accordance with Corporate Project Plan.	10 days plus external solicitors for offices project.	Howard Bone	Reports to Cabinet and Council in June/July on Office options. Bapsy Bequest implications to be later considered in the context of Council's decision in July.
9	<p>Working Better – Values</p> <ul style="list-style-type: none"> <li>• listens to local people and takes account of their wishes</li> </ul>	Assist Strategic Planning Division to develop a Business Improvement District (B.I.D) BID for Winchester town to referendum stage	April 2007	BID implemented and in operation without challenge.	8 days.	Howard Bone/ Bill Lynds Also input from Elections staff (Secretariat Division)	Legal input into the consultation process and legal structure to allow the BID to progress further.