



**Draft**  
**Corporate Action Plan**  
**2007 - 2008**

*Making a Difference*

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## Foreword by the Leader of the Council and the Chief Executive

Welcome to Braintree District Council's Corporate Action Plan for 2007 / 2008.

The Plan sets out the actions and projects we are proposing to carry out in the District during the 2007 / 2008 financial year and focuses on those things which will make a difference to the quality of people's lives.

In 2006 / 2007 we have continued to deliver high quality services which have been recognised nationally as best practice. Our main achievements are set out in Appendix 1.

For 2007 / 2008 we have agreed to retain the seven key service priorities for action in the District which were our main focus in 2006/07. They include dealing with anti-social behaviour, environmental issues including continuing to increase the amount of recycling, lobbying for improved public transport, improving our buildings to ensure they are fit for purpose and can be accessed and used easily and safely by people with disabilities - and improving the ways that people can access our services generally. We will also continue to consult widely across the District so that we can, this year, produce a fifteen-year Local Development Framework and longer term Sustainable Community Strategy for the District which meets the needs and aspirations of local communities.

A ballot on the transfer of the Council's housing stock took place in December 2006. The result was a unanimous 'yes' by the Council's tenants to the option of transferring to a Housing Association. We will therefore work hard this year to ensure that the transition is successfully accomplished and that the benefits of the transfer – including the improvements to many homes, can be quickly realised.

The new Braintree Swimming Pool is due for completion this year and will be open for use in the autumn. This continues to be one of our highest priorities in 2007 – showing that we are investing in our facilities for all in the District to enjoy.

More details about the priorities and the specific actions and projects can be found in this Plan. We hope that you find it interesting and useful.

**Councillor Graham Butland**  
Leader

**Allan Reid**  
Chief Executive

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### GLOSSARY

The following acronyms are used in this Document.

The Priorities:

AD	=	Improve the Appearance of the District
SY	=	Sustainability
CRT	=	Improve Community and Rural Transport
BSP	=	Complete the New Braintree Swimming Pool
ASB	=	Reduce Anti-Social Behaviour – particularly focusing on town centre safety and youth nuisance
DHS	=	Ensure a Positive Future for the Council's Housing Stock

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### Structure and Content

This document is Braintree District Council's Corporate Action Plan for 2007 to 2008. It is supplemental to the Corporate Plan for 2004-2008 which was agreed in 2004.

It is one of a set of four corporate documents which set out our plans for the coming year and beyond. The other three documents are:

- **The Corporate Performance Plan** which details our performance last year – how we performed compared with the previous year and the targets we have set ourselves for the next three years.
- **The Corporate Improvement Plan** which sets out the actions which are going to be put in place internally within the organisation to ensure we are operating as efficiently as possible and are putting in place ongoing improvements
- **The Medium Term Financial Strategy** which sets out the financial implications of the objectives outlined in the Council's 'Direction and Ambition', outlines the Council's overall financial position and identifies a proposed financial strategy for the next three years.

The Corporate Action Plan sets out our seven key priorities for 2007/08. It includes details about how our day-to-day activities will contribute to the achievement of those priorities and details the specific projects and actions which we will be carrying out in order to achieve successful outcomes for everyone in the District.

The Plan also shows how we will be measuring the achievement of the outcomes together with some key targets in relation to the seven priorities. These are linked to the Corporate Performance Plan.

### Programme and Project Management

The Action Plan is set out in a programme management style which will enable progress against each of the priorities to be managed, monitored and reported effectively – both through the Covalent performance management database and through other systems where appropriate. Performance will be monitored on an ongoing basis by the Council's Management Board and Cabinet.

The targets and actions are also incorporated into the Council's Corporate Business Planning process.

For major projects or initiatives, the Project Manager will complete Project Management documentation in accordance with the Council's **Project Management Toolkit**. Performance will be monitored by reference to regular Project Plan Updates.

For smaller projects or ongoing initiatives where it is not appropriate for Project Management documentation to be completed, details will be included in the relevant **Business Plan**. Performance will be monitored by reference to quarterly updates of the actions and targets in the Business Plan.

Each project or initiative has been given a unique Reference Number (or RN). The RN will apply to the project as long as it is current and will be referred to in all performance monitoring reports.

### Partnership Projects

Some projects and initiatives will be delivered in partnership with other agencies. Where this is the case, monitoring of performance will also be carried out through the relevant partnership group.

### The Local Area Agreement

Braintree District Council – together with all key public service agencies in Essex has joined together to deliver fourteen key priorities across the County under a Local Area Agreement (LAA). This process is being led by Essex County Council. The agreement covers a three-year period starting in 2006 and includes projects and initiatives which are to be delivered at a local level. Some of these projects – where they are to be delivered specifically by Braintree District Council – are detailed in this Plan. Others will emerge through the LAA process as it develops and is refreshed on an ongoing basis.

**Publication**

This Plan will be placed on Braintree District Council's web-site. Hard copies of the document are available on request.

**Queries / Comments**

Any queries or comments should be made to Sara Moutard – Head of Policy and Performance, Braintree District Council.

## **Our Vision**

Braintree District Council agreed its four-year vision in 2003. This is known as its Direction and Ambition and it comes together under four headings:

- Create a cleaner and greener District**
- Help people to feel safe and well**
- Create a better place to live, work and play**
- Improve performance and deliver better value**

Further details as to how this vision was agreed are set out in the Council's **Corporate Plan** for 2003-2007. A new Corporate Plan will be produced during 2007 which will cover the period 2008 – 2011.

The vision for the Corporate Plan flows from the Braintree District Community Strategy which was compiled in 2003 as a result of wide ranging consultation across the District on quality of life issues and what is important to local people and communities about living and working here. The Community Strategy sets out the priorities for the District which need to be addressed by public and private sector organisations and by local communities themselves. It is being reviewed during 2006 and a new Sustainable Community Strategy (prepared in conjunction with Essex County Council and other key partners) and a Local Development Framework for the District will be produced in the early part of 2008.

## **Our Priorities for 2007 / 2008**

As part of the four-year Direction and Ambition set out above, Braintree District Council has agreed seven service priorities which relate to **specific actions** in the District in 2006 / 2007.

These are (in no order of priority):

- Improving the appearance of the District
- Reducing anti-social behaviour – particularly focusing on youth nuisance, town centres and urban areas
- Sustainability – working together to protect our environment
- Ensuring a positive future for the Council's Housing stock
- Improving access by the public to information and services
- Improving community and rural transport
- Complete the construction of the new Braintree Swimming Pool

## **How the Priorities were agreed**

The priorities reflect the views of our local communities, residents, key partners, stakeholders and elected members.

The process started in August 2005. The following events and initiatives contributed to the process:

- A District-wide survey of 2,800 households was carried out by NOP in September 2005
- A participative exercise formed part of the Local Strategic Partnership's (PACT – Partners and Communities Together) Assembly Meeting at Gt. Leighs Racecourse in August 2005
- The Leader of the Council wrote to all elected members asking for their views about issues in their localities
- Parish Council chairmen and clerks from across the District took part in an active 'priority setting exercise' at a Parish Council evening
- The Council's 'Contact' magazine, which is circulated to all households in the District, contained a short questionnaire about issues of importance in the District which readers were encouraged to complete and return

The Leadership Group (Cabinet, Lead Members and Management Board) then formulated the draft priorities and consulted local people about them in the following ways:

- Cabinet Members led road-shows in the main shopping centres in Witham, Braintree and Halstead

- The Leader of the Council hosted a participative 'Vision of the District' event for key stakeholders at Braintree College which included consultation on the draft priorities
- The PACT Executive considered and commented on the proposals

The priorities were agreed by Full Council in February 2006 and were publicised across the District in the Contact magazine and in the local press.

Ongoing surveys have re-iterated the outcomes from the above exercises and form the basis for retaining the priorities (with slight changes) in 2007/08.

### **What this Action Plan does**

This Action Plan has seven sections - one for each priority.

Each section is divided into four parts:

Part 1 - sets out the anticipated outcomes for people in the District as a result of the actions and initiatives we are going to be carrying out this year in relation to that particular priority. It includes details of the Councillors and Corporate Management representatives who are responsible for delivering the outcomes.

Part 2 - details the day-to-day activities which we carry out as our 'core business' but which also contribute to the achievement of those outcomes.

Part 3 - sets out the additional projects and initiatives which are going to be carried out in relation to that particular priority in 2007/08 and details of the managers who are responsible for them. It includes details of any additional resources (funding and staffing) which may be needed to take the project or initiative forward

Part 4 - shows the specific measures which are in place to show how we are achieving the outcomes in relation to that priority area

Each of the seven priorities are set out in the following pages:

# **IMPROVE THE APPEARANCE OF THE DISTRICT**

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**PRIORITY - IMPROVE THE APPEARANCE OF THE DISTRICT**

**SECTION 1 – OUTCOMES AND ACCOUNTABILITIES**

**Priority Outcomes:**

The outcome we expect to achieve from delivering on this priority is a District where residents and communities – and visitors to it:

1. Can enjoy a District which is clean, free of litter and pleasant to live and work in
2. Feel able to contribute to keeping their local areas clean and free of anti-social behaviour
3. Have a say in - and join in with - designing their local environment and sustaining their heritage
4. Can make more use of our public open spaces – enjoying the fact that they are well looked after and that they can be used by everyone in a safe, pleasant and informed way
5. Can see a difference as soon as they arrive in the District: they feel welcome, enjoy the experience and want to return

**Responsibilities and Accountabilities**

The Elected Members and Officers from the Council who will be responsible and accountable for delivering this Priority are:

Peter Crofts – Corporate Director

Councillor Graham Butland – Leader of the Council

Councillor Roger Walters – Cabinet Member for Environment and Sustainability

Councillor Wendy Schmitt – Cabinet Member for Public Protection and Healthy Living

Together they form the 'Programme Board' for this Priority

**What we will do:**

To achieve these outcomes we will:

- Continue to carry out the day to day activities which contribute to improving the appearance of the District – including those which are set out in Section 2 below
- Deliver additional projects and initiatives aimed specifically at achieving the outcomes set out above – details of which are set out in Section 3 below
- Regularly check to see how well we are doing in achieving the outcomes by monitoring the relevant performance indicators and targets which are in place – details of which are set out in Section 4 below.

## PRIORITY - IMPROVE THE APPEARANCE OF THE DISTRICT

### SECTION 2 – OUR DAY-TO-DAY ACTIVITIES

(The number(s) in brackets after each bullet point below relate to the associated Outcome number in Section 1)

In delivering on this priority and in order to achieve the outcomes set out in Section 1 we will continue to:

- Make sure that the streets in the District are clean and swept regularly (1,5)
- Work with local people and communities, through our Community Warden and Community Champions scheme, to ensure that what we do is responsive to local needs (1, 2, 3)
- Clear litter and remove dog fouling and fly-posting on public land (1,4, 5)
- With Essex County Council, carry out a programme of litter picking in advance of grass cutting on the strategic routes and other highway verges and continue to keep the A12 free of litter through our work with the A12 Litter Partnership (1,5)
- Clear over 98% of fly-tips within 24 hours of them being reported (1,2, 4, 5)
- Remove offensive graffiti within 24 hours of it being reported (1, 2, 4, 5)
- Carry out a programme of street washing and chewing gum removal (1, 5)
- Quickly remove abandoned vehicles (1, 5)
- Install new, and maintain existing street furniture and publicly owned street name-plates (1, 5)
- Maintain and enhance our public car parks (1, 5)
- Enforce on and off street parking regulations (1)
- Regularly check and maintain our play areas, parks, open spaces and sports grounds and the equipment in them (1, 4)
- Maintain our cemeteries (1)
- Work with Parish Councils to help them to carry out their own street cleaning within the parish boundary with our support (1, 3)
- Deliver an improved standard and level of allotment provision where demand exists at a local level (1,3,4)
- Increase the number of seats, litter bins and pathways in open spaces (1, 4)
- Promote our towns and villages through the tourist and visitor information service and by holding special events (1, 5)

**PRIORITY - IMPROVE THE APPEARANCE OF THE DISTRICT**

**SECTION 3 – OUR SPECIAL PROJECTS AND INITIATIVES**

<b>RN</b>	<b>Brief Description and Details of each Action / Project</b>	<b>Target Date</b>	<b>Responsible Manager</b>
<b>AD1</b>	<p><b>‘Community Champions’ Scheme</b></p> <p>Promote and publicise the Community Champions Initiative with a view to increasing the number of volunteers by 25 in 2007/08</p> <p>Contributes to Outcomes 1 and 2</p>	March 2008	Paul Partridge (Business Plan)
<b>AD2</b>	<p><b>Proposals for Public Art Schemes</b></p> <p>Work with local communities and artists to develop proposals for public arts schemes in</p> <ul style="list-style-type: none"> <li>• (NOTE Further details awaited)</li> <li>• the Brewery Chapel in Halstead</li> <li>• a development site beside the river in Sible Hedingham</li> <li>• the old Foundry Site in Rayne</li> <li>• and a site in Silver End</li> </ul> <p>Contributes to Outcomes 3 and 4</p>		Charmaine Dean (Project Plan)
<b>AD3</b>	<p><b>Green Flag Awards</b></p> <p>Re-submit an application for a ‘Green Flag’ Award for the Great Notley Country Park</p> <p>Submit applications for Green Flag Awards and Green Heritage Accreditation for Halstead Public Gardens and Silver End Memorial Gardens</p> <p>Contributes to Outcomes 1, 4 and 5</p>	January 2008	Paul Partridge (Project Plan)
<b>AD4</b>	<p><b>Proposals to Improve Halstead River Walk</b></p> <p>In partnership with others – continue to develop proposals and secure funding to improve the river walk between Halstead Town Bridge and Chapel Street (c/f)</p> <p>Contributes to Outcomes 1, 3 and 4</p>		Paul Munson (Project Plan)
<b>AD5</b>	<p><b>Improve the Gateways into the District and the appearance of main routes</b></p> <p>Improve the appearance of the main gateways (ie the main access points) into the District through better and more attractive planting and signage</p> <p>Carry out a review of sponsorship and maintenance of roundabouts in conjunction with Essex County Council and produce an action plan for improvements</p> <p>Contributes to Outcome 5</p>	<p>June 2007</p> <p>December 2007</p>	Paul Partridge (Business Plan)



<b>AD9</b>	<b>Witham Town Map</b>  Commission and provide a new Town Map for Witham Town Centre  Contributes to Outcome 5		Paul Munson
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**RESOURCE ASSESSMENT**

To be completed when projects finalised

	Additional Ongoing Revenue Funding Needed?	General Fund (GF) or Housing Revenue Account (HRA)?	Part of Capital Programme?	One-off funding for 07/08?	Additional Staffing Needed?	Comment and (if one-off project) cost of project and funding available
<b>AD1</b>						
<b>AD2 etc</b>						

## PRIORITY - IMPROVING THE APPEARANCE OF THE DISTRICT

### SECTION 4 - MEASURING OUR PERFORMANCE

The Performance Indicators which are relevant to this Priority are set out below. To see more details about each one, please refer to the relevant page number in the Corporate Performance Plan.

PI No.	Indicator	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
BVPI 199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	7.0%	7.5%	43
		11.9%		
BVPI 199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	2%	2%	43
		1.0%		
BVPI 199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	0%	0%	44
		N/A		
BVPI 199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	1	1	44
		N/A		
BVPI 218a	Percentage of new reports of abandoned vehicles investigated within 24hours of notification.	90.20%	96.50%	48
		49.43%		
BVPI 218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	87.79%	94.00%	48
		23.26%		

LPI No.	Local Performance Indicators	06/07 year end figure	07/08 target	Page Number
WCLP 2	Percentage and Number of Fly Tips cleared within 24 hours of being reported	98.53%	98.60%	49
		27.86%		
WCLP 3	Percentage of cases of Graffiti removed from the Public Highway within 5 days of being reported	100%	100%	49
		100%		
WCLP 4	Percentage of cases of offensive Graffiti removed from the Public Highway within 24 hours of being reported	100%	100%	49
		100%		

**REDUCE ANTI-SOCIAL BEHAVIOUR –  
PARTICULARLY FOCUSING ON  
YOUTH NUISANCE, TOWN CENTRES  
AND URBAN AREAS**

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**PRIORITY - REDUCE ANTI-SOCIAL BEHAVIOUR – PARTICULARLY FOCUSING ON  
YOUTH NUISANCE, TOWN CENTRES AND URBAN AREAS**

**SECTION 1 – OUTCOMES AND ACCOUNTABILITIES**

**Priority outcomes:**

The Braintree District is a safe place but there are pockets of anti-social behaviour and youth nuisance– particularly in our towns and larger villages. The outcomes we expect to achieve from delivering on this priority are therefore that our residents and communities in the District:

1. feel safer in public places where anti-social behaviour can occur
2. experience a reduction in the amount of nuisance in their localities and enjoy improvement to their quality of life(particularly those that live in or visit ‘hot spot’ areas of anti-social behaviour)
3. can take part in sporting, arts and other informal education activities which encourage them not to get involved in anti-social behaviour and educate them about the implications of doing so (particularly our younger residents)
4. know they can report anti-social behaviour to the Council as well as the police and see us working together to successfully address problems
5. and particularly - so that people who feel able to behave in an anti-social way find it increasingly difficult to do so, know that action will be taken to reduce the impact of their behaviour and to bring them to account for it but that support will be available for them where appropriate

**Responsibilities and Accountabilities**

The Elected Members and Officers from the Council who will be responsible and accountable for delivering this Priority are:

Peter Crofts – Corporate Director

Councillor Graham Butland – Leader of the Council

Councillor Wendy Schmitt – Cabinet Member for Public Protection and Healthy Living

Together they form the ‘Programme Board’ for this Priority

**What we will do:**

To achieve these outcomes we will:

- Continue to carry out the day to day activities which contribute to improving the appearance of the District – including those which are set out in Section 2 below
- Deliver additional projects and initiatives aimed specifically at achieving the outcomes set out above – details of which are set out in Section 3 below
- Regularly check to see how well we are doing in achieving the outcomes by monitoring the relevant performance indicators and targets which are in place – details of which are set out in Section 4 below.

## **PRIORITY - REDUCE ANTI-SOCIAL BEHAVIOUR – PARTICULARLY FOCUSING ON YOUTH NUISANCE, TOWN CENTRES AND URBAN AREAS**

### **SECTION 2 – OUR DAY TO DAY ACTIVITIES**

(The number(s) in brackets after each bullet point below relate to the associated Outcome number in Section 1)

In delivering on this priority and in order to achieve the outcomes set out in Section 1 we will:

- Continue to work with our partners to:
  - help residents feel safe by working in partnership to reduce anti social behaviour – particularly though targeting ‘hot spot’ areas
  - ensure that appropriate legislation is enforced wherever appropriate and possible
  - deliver on the objectives set out in strategies and associated action plans aimed at reducing anti-social behaviour, reducing crime and disorder, implementing preventative actions and intervening early to make sure that those at risk of offending are diverted into more productive behaviours
  - work towards ensuring that the range of different cultures and ethnic groups in the District are acknowledged and integrated (All)
- Investigate allegations of nuisance which are reported to us and take robust enforcement action in relation to anti-social behaviour, litter, dog fouling and noise nuisances through the increased powers now available to our Community Safety Accredited staff (1,2,4)
- License premises and people under the Licensing Act 2003 - regulating the sale of alcohol and the provision of certain types of entertainment (1,2)
- Through our Community Warden Service - carry out patrols in all area including joint patrols with the police – particularly targeting town centres (1,2,4)
- Identify external funding opportunities to assist in the delivery of our and our partners objectives (1,2,3)
- Provide informal diversionary sporting and other activities for young people in partnership with NACRO and other agencies – particularly targeting young people with behavioural and learning difficulties and focusing on drug and alcohol misuse (3,5)
- In particular to encourage young people to become more interested in their local communities and to become productive citizens through:
  - greater involvement in citizenship and democratic issues
  - ensuring that children and young peoples issues become mainstreamed into everyday working of the Council
  - the provision of a range of high profile events and activities in the District (3,4,5)
- With our partners, to support young children and young people at risk through the continuing development of the national Common Assessment Framework (3,5)

**PRIORITY - REDUCE ANTI-SOCIAL BEHAVIOUR – PARTICULARLY FOCUSING ON YOUTH NUISANCE, TOWN CENTRES AND URBAN AREAS**

**SECTION 3 – OUR SPECIAL PROJECTS AND INITIATIVES**

<b>RN</b>	<b>Project Details</b>	<b>Target Date</b>	<b>Responsible Manager</b>
<b>ASB1</b>	<p><b>Improve CCTV in the District</b></p> <p>Carry out upgrades to and improve the monitoring arrangements of the static CCTV systems in Braintree and Witham and explore opportunities for linking the systems with those of key partners</p> <p>Carry out targeted surveillance in areas which are suffering as a result of anti-social behaviour using the new mobile CCTV Surveillance Vehicle facility</p> <p>Contributes to Outcomes 1, 2 and 3</p>	<p>2007</p> <p>Ongoing</p>	<p>Chris Fleetham (Project Plan)</p> <p>Charmaine Dean (Business Plan)</p>
<b>ASB2</b>	<p><b>Develop the Community Warden Service</b></p> <p>Apply for the National Warden Quality Standard</p> <p>Contributes to Outcome 1 and 4</p>	December 2007	Paul Partridge (Business Plan)
<b>ASB3</b>	<p><b>Improve the Areas most affected by Crime and Nuisance</b></p> <p>Work with the Police to develop new and innovative methods of engaging with local communities</p> <p>Contributes to Outcomes 1, 2 and 4</p>	March 2008	Charmaine Dean (Business Plan)
<b>ASB4</b>	<p><b>Develop Play Initiatives</b></p> <p>Work with partners to develop a 'Play Strategy' for the District – identifying play projects to the value of £270,000 which will be put in place in the District in 2007</p> <p>Contributes to Outcome 3</p>	NOTE – update)	Charmaine Dean (Business Plan)
<b>ASB5</b>	<p><b>Crucial Crew and Reality Roadshow</b></p> <p>Deliver the 5<sup>th</sup> Reality Roadshow event to Year 9 students in at least 7 schools in the District targeting 1,300 students – focusing on anti-social behaviour and other issues for young people</p> <p>Host the 14<sup>th</sup> Crucial Crew event for Year 6 students from all Primary Schools in the District at the Discovery Centre – providing interactive education in 'real life' settings on how to stay safe in a variety of emergency situations</p> <p>Contributes to Outcomes 3 and 4</p>	<p>October 2007</p> <p>June 2007</p>	Charmaine Dean (Business Plan)

<b>ASB6</b>	<b>Provide Community Events</b>  Carry out three high profile community events in partnership with others: <ul style="list-style-type: none"> <li>• A concert by the Royal Philharmonic Orchestra at Cressing Temple</li> <li>• The International Puppet Festival in Witham</li> <li>• Cultural Diversity Touring Exhibition and events</li> </ul> Contributes to Outcome 3	July 2007  September 2007 October 2007	Charmaine Dean (Business Plan)
<b>ASB7</b>	<b>The Role of the Councillor in Dealing with Anti-Social Behaviour</b>  Increase community involvement in dealing with anti-social behaviour through the role of elected councillors  Contributes to Outcomes 1 and 4		Charmaine Dean (Business Plan)
<b>ASB8</b>	<b>Address Perceptions about crime and anti-social behaviour</b>  Address the perception that crime and anti-social behaviour is widespread and prevalent in the District by targeted publicity and communications emphasising the fact that it is a safe place to live  Contributes to Outcome 1	Ongoing 2007/08	Charmaine Dean (Business Plan)  Sara Moutard (Business Plan)

## RESOURCE ASSESSMENT

To be completed when projects are finalised

	<b>Additional Ongoing Revenue Funding Needed?</b>	<b>General Fund (GF) or Housing Revenue Account (HRA)?</b>	<b>Capital Programme funding and amount</b>	<b>One-off revenue funding for 07/08?</b>	<b>Additional Staffing Needed?</b>	<b>Comment and (if one-off project) cost of project and funding available</b>
<b>ASB1</b>						
<b>ASB2 etc</b>						

**PRIORITY - REDUCE ANTI-SOCIAL BEHAVIOUR – PARTICULARLY FOCUSING ON  
YOUTH NUISANCE, TOWN CENTRES AND URBAN AREAS**

**SECTION 4 – MEASURING OUR PERFORMANCE**

The Performance Indicators which are relevant to this Priority are set out below. To see more details about each one, please refer to the relevant page number in the Corporate Performance Plan.

In addition, the Braintree District Crime and Disorder Reduction Partnership updates the Partnerships Performance and Statistics Report on a monthly basis. This document is available on the District Council's website.

It brings together all of the key performance statistics (both ours and our partners) in relation to crime and disorder and anti-social behaviour in the District including the national Best Value Performance Indicators and the British Crime Comparator Statistics.

In addition, reducing anti-social behaviour is a mandatory target in the Local Area Agreement for Essex. Key performance indicators are being developed as part of that process and will be included in the CDRP's Performance and Statistics Report when available.

BVPI No.	Best Value Performance Indicators	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
<b>General</b>	Performance Information in relation to crime and disorder and anti-social behaviour is reported quarterly through the Community Safety Partnership's Performance and Monitoring Document.			
<b>BV 126</b>	Domestic burglaries per year, per 1,000 households in the Local Authority area	5.0	5.0	92
		6.93		
<b>BV 127(a)</b>	Violent crime per year per 1,000 population in the Local Authority area (Data supplied by the Police)	12.08	12.05	92
		13.42		
<b>BV 127(b)</b>	Robberies per year, per 1,000 population in the Local Authority area (Data supplied by the Police)	0.3	0.25	93
		0.3		
<b>BV 128</b>	The number of vehicle crimes per year, per 1,000 population in the Local Authority area (Data supplied by the Police)	7.8	7.5	93
		8.39		
<b>BV 174</b>	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 1,000 population	5.14	N/A	94
		5.14		
<b>BV 175</b>	The percentage of racial incidents reported to the Local Authority that resulted in further action	100%	100%	62
		100%		
<b>BV 225</b>	Provision and effectiveness of Local Authority services designed to help victims of domestic violence and prevent further domestic violence (level of positive responses to 11 specific questions about how we are working with partners to address domestic violence)	91%	91%	94
		45.5%		

LPI No.	Local Performance Indicators	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
CSLP4	The percentage of people surveyed who said they felt safe in their local area during the day	81.2%	>06/07	97
		92%		
CSLP5	The percentage of people surveyed who said they felt 'not very safe' or not at all safe' outside in their local area during the night (* in 2003/04 survey)	30.5%	<06/07	97
		23%*		
CSLP6	The number of contacts with young people taking place through the NACRO Sport in the Community Project	4,421	>2006/07	97
		2,748		

AI No.	Activity Indicators	05/06 Year end figure	06/07 year end figure	Page Number
CSAI 1	Number of Acceptable Behaviour Contracts issued	27	24	98
CSAI 2	Number of Anti-Social Behaviour Orders issued as a last resort to address anti-social behaviour	2	8	98
CSAI 3	Number of Council tenants evicted as a last resort for persistent anti-social behaviour	6	2	98
CSAI 4	Number of Fixed Penalty Notices and Statutory Notices which have been served in relation to anti-social behaviour	FPN = 77 SN = 42	FPN = 36 SN = 32	98
CSAI 5	Number of successful prosecutions against individuals who have failed to comply with or have breached Fixed Penalty Notices or Statutory Notices in relation to their anti-social behaviour	17	9	98

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# **SUSTAINABILITY - WORKING TOGETHER TO PROTECT OUR ENVIRONMENT**

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**PRIORITY - SUSTAINABILITY – WORKING TOGETHER TO PROTECT OUR ENVIRONMENT**

**SECTION 1 – OUTCOMES AND ACCOUNTABILITIES**

**Priority outcomes:**

**Braintree District Council has adopted this priority for 2007 / 2008 so that residents and communities in the District:**

- 1. Feel they can play a real part in contributing to sustaining our environment**
- 2. Know that they can come to the Council for advice and support to do so**
- 3. Know that action is being taken to meet the immediate and longer term challenges of climate change in the District and the things they can do to help**
- 4. Know that the Council is leading the way on addressing environmental issues in a responsible and well-managed way - and that everything we do takes those issues into account**

**Responsibilities and Accountabilities**

The Elected Members and Officers from the Council who will be responsible and accountable for delivering this Priority are:

Peter Crofts – Corporate Director

Councillor Graham Butland – Leader of the Council

Councillor Roger Walters – Cabinet Member for Environment and Sustainability

Together they form the 'Programme Board' for this Priority

**What we will do:**

To achieve these outcomes we will:

- Continue to carry out the day to day activities which contribute to improving the appearance of the District – including those which are set out in Section 2 below
- Deliver additional projects and initiatives aimed specifically at achieving the outcomes set out above – details of which are set out in Section 3 below
- Regularly check to see how well we are doing in achieving the outcomes by monitoring the relevant performance indicators and targets which are in place – details of which are set out in Section 4 below.

**SECTION 2 – OUR DAY TO DAY ACTIVITIES**

(The number(s) in brackets after each bullet point below relate to the associated Outcome number in Section 1)

In delivering on this priority, many of our day to day activities are at a strategic level – working with partners in developing joint high impact actions, and lobbying at a national, regional and county level. This Section is accordingly in two parts. Part 1 sets out our ongoing strategic functions and Part 2 sets out our day to day operational activities in achieving the outcomes set out in Section 1 above.

**Part 1 – Strategic functions:**

In 2007/08 we will continue to:

- Work in partnership with Essex County Council and other Essex waste collection authorities and the private sector to secure sustainable waste management practices (4)
- Respond to consultations on, and lobby in relation to major schemes that affect the District including:
  - The proposed expansion of Stansted Airport
  - The development of the preferred route for the new A120
  - The Secretary of States proposed changes to the East of England Plan
  - the review of site provision for gypsies and travellers (4)
- Contribute to the development of the long term vision of the District through inputting into the Sustainable Community Strategy and the Local Development framework (4)
- Participate in the preparation of regional and county-wide transport plans and traffic management proposals (4)

**Part 2 – Operational Activities**

In 2007/08 we will continue to:

- Carry out our functions as a Waste Collection Authority by collecting household waste, increasing our recycling rates and developing recycling initiatives - and to exercise our duty of care in respect of the handling, storage, transportation and disposal of waste (1, 3, 4)
- Continue to provide a kerbside collection of at least two recyclables from 100% of households in the District (1, 3)
- Provide grants for householders to install sustainable energy facilities in their homes (All)
- Provide support and advice to local communities and town and parish councils in relation to:
  - environmental issues
  - sustainable development
  - biodiversity, aboricultural and landscaping issues
  - climate change
  - energy conservation (2)

- Ensure that they are taken into account in:
  - development proposals
  - the granting of planning permission
  - the formulation of planning policiesand that developments are monitored to ensure compliance with any conditions which have been applied (3, 4)
  
- Carry out inspections and enforcement action in relation to:
  - contaminated land
  - polluting industries
  - waste and litter offences
  - tree preservation orders
  - trees in conservation areas and dangerous trees
  - hedgerows and high hedges (4)
  
- Operate schemes for the installation of insulation to residential properties in partnership with energy companies and administer the Council's grant schemes for insulation and renewable energy measures to homes (All)
  
- Help protect the sustainability, vitality and health of the local economy by supporting business start-up services through a partnership arrangement with Business Development Services Ltd. (2)

**PRIORITY - SUSTAINABILITY – WORKING TOGETHER TO PROTECT OUR ENVIRONMENT**

**SECTION 3 – OUR SPECIAL PROJECTS AND INITIATIVES**

<b>RN</b>	<b>Action / Project Details</b>	<b>Target Date</b>	<b>Responsible Manager</b>
<b>SY1</b>	<p><b>Respond to Climate Change</b></p> <p>Implement an Action Plan which includes short and long term proposals for responding to the challenges posed by Climate Change in the District</p> <p>Contributes to Outcome 3 and 4</p>		Peter Chisnall (Business Plan)
<b>SY2</b>	<p><b>District-wide Energy Efficiency Strategy and Initiatives</b></p> <p>Implement an Energy Efficiency Strategy across the District and raise public awareness about energy efficiency by:</p> <p>Providing a series of public information leaflets on Sustainable Energy Measures</p> <p>Producing EU Energy Performance of Buildings Certificates for main Braintree District Council buildings</p> <p>Producing Supplementary Planning Statements on Sustainable Energy</p> <p>All contribute to Outcomes 2, 3 and 4</p>		Peter Chisnall (Business Plan)
<b>SY3</b>	<p><b>Promote Energy Saving Travel and Transport Initiatives</b></p> <ul style="list-style-type: none"> <li>• In partnership with Essex County Council, develop a circular cycle route within the Great Notley Country Park and connect it to the Flitch Way</li> <li>• Prepare cycle parking and cycleway schemes in the following areas: <ul style="list-style-type: none"> <li>- Marks Farm to Beckers Green, Braintree</li> <li>- Station Approach to Rose Hill, Braintree</li> <li>- Maltings Lane to Howbridge Road, Witham</li> <li>- Bramble Road to Ebenezer Close, Witham</li> <li>- The Blackwater Rail Trail</li> <li>- Cut Throat Lane, Witham</li> </ul> </li> <li>• Develop a Green Travel Plan for staff and Members at Braintree District Council</li> </ul> <p>All contribute to Outcomes 1 and 4</p>		Paul Munson  Paul Munson  Ian Haines (Business Plan)
<b>SY4</b>	<p><b>Green Procurement Plan for Braintree District Council</b></p> <p>Update and implement the current 'Green' Procurement Plan for Braintree District Council</p> <p>Contributes to Outcome 4</p>		John Wickes (Business Plan)

<p><b>SY5</b></p>	<p><b>Sustainability Review of BDC Strategies and Planning Policies</b></p> <p>Carry out sustainability reviews of key Council strategies to ensure that our plans and actions take into account and address sustainability issues?</p> <p>Carry out a review of all planning policies to ensure that sustainability issues are addressed fully in the planning framework for the District</p> <p>All contributes to Outcome 4</p>		<p>Sara Moutard (Business Plan)</p> <p>Alan Southerby (Business Plan)</p>
<p><b>SY6</b></p>	<p><b>Deliver a series of 'Responsible Citizenship Education' Programmes and Campaigns</b></p> <p>Deliver a series of 'Responsible Citizenship Education' programmes and campaigns in partnership with Colchester and Chelmsford Borough Councils focusing on the environment and anti-social behaviour including:</p> <p>The Golden Bin Campaign Smoking related litter Fast food litter Chewing Gum Campaign Christmas litter</p> <p>Contributes to Outcome 2 and 4</p>	<p>May 2007 May – July 2007 August 2007 September 2007- December 2007</p>	<p>Paul Partridge Ian Haines (Business Plans and Project Plan)</p>
<p><b>SY7</b></p>	<p><b>Protect our Trees</b></p> <p>Ensure the protection and sustainability of Braintree District Council owned trees in the District through the development of a robust Tree Strategy and tree management system</p> <p>Contributes to Outcomes 2, 3 and 4</p>		
<p><b>SY8</b></p>	<p><b>Promote World Environment Day</b></p> <p>Celebrate and promote World Environment Day by hosting a sustainability exhibition in Weavers Park, Braintree</p> <p>Contributes to Outcome 3 and 4</p>	<p>June 2007</p>	
<p><b>SY9</b></p>	<p><b>Sustaining our Local Businesses</b></p> <p>Work with partners to develop the Business Improvement District Project at Freebournes Industrial Estate in Witham</p> <p>Jointly with Business Development Services (NW Essex) Ltd. – help to create 100 new business start-ups in the District</p> <p>All contribute to Outcome 4</p>	<p>March 2008</p>	<p>Russell Everard</p> <p>Russell Everard</p>

## RESOURCE ASSESSMENT

Complete when projects finalised

	Additional Ongoing Revenue Funding Needed?	General Fund (GF) or Housing Revenue Account (HRA)?	Part of Capital Programme?	One-off funding for 07/08?	Additional Staffing Needed?	Comment and (if one-off project) cost of project and funding available
<b>SY1</b>						
<b>SY2 etc</b>						

**PRIORITY - SUSTAINABILITY – WORKING TOGETHER TO PROTECT OUR ENVIRONMENT**

**SECTION 4 – MEASURING OUR PERFORMANCE**

The Performance Indicators which are relevant to this Priority are set out below. To see more details about each one, please refer to the relevant page number in the Corporate Performance Plan.

In addition, a number of indicators have been developed as part of the Sustainability Strategy which will be monitored throughout the course of the year. Details are available on the Council's website at (insert link)

PI No.	Best Value Performance Indicators	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
BVPI 82(a)(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	23.19%	26.50%	32
		20.79%		
BVPI 82(a)(ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling	13,177.08	13,854.00	33
		11,765.00		
BVPI 82(b)(i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	12.02%	13.00	33
		9.68%		
BVPI 82(b)(ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	6,829.42	7,931.00	34
		5,480.90		
BVPI 84(a)	Number of kilograms of household waste collected per head of the population	412.0	420.0	34
		415.5		
BVPI 84(b)	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-0.84%	<3%	35
		0.02		
BVPI 86	Cost of household waste collection per household	68.00	68.00	35
		69.73%		
BV89	The percentage of people satisfied with the standard of cleanliness in their area (* in 2003/04 survey)	68%	69%	35
		60%*		
BV89	The percentage of people satisfied with the standard of cleanliness in their area – adjusted for deprivation (* in 2003/04 survey)	77%	Top quartile	35
		67%*		
BV90a	The percentage of people satisfied with household waste collection (* in 2003/04 survey)	80%	80%	37
		81%*		
BV90b	The percentage of people satisfied with waste recycling facilities (* in 2003/04 survey)	72%	74%	37
		77%		
BV90b	Adjusted for deprivation The percentage of people satisfied with waste recycling facilities (* in 2003/04 survey)	79%	> 2006/07	38
		74%		
BVPI 91(a)	Percentage of households resident in the authority's area served by kerbside collection of recyclables	100%	100%	38
		100%		
BVPI 91(b)	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	100%	100%	39
		100%		
BVPI 63	The average SAP rating of local authority-owned dwellings	71	71	32
		67		
BVPI 216(a)	Number of 'sites of potential concern' within the local authority area, with respect to land contamination	1,166	N/A	47
		995		

<b>BVPI 216(b)</b>	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	21%	45%	47
		8%		
<b>BVPI 217</b>	Percentage of pollution control improvements to existing installations completed on time	100%	100%	47
		88%		
<b>BVPI 219(b)</b>	Percentage of conservation areas in the local authority area with an up-to-date character appraisal (we have 39 conservation areas in the District)	0.00%	7.7% (3)	58
		0.00%		
<b>BVPI 219(c)</b>	Percentage of conservation areas with published management proposals	0%	0%	58
		0%		

<b>LPI No.</b>	<b>Local Performance Indicator</b>	<b>06/07 year end figure</b>	<b>07/08 target</b>	<b>Page Number</b>
		<b>05/06 year end figure</b>		
<b>EHLP1</b>	Remove a further 87 properties which are at risk from flooding – contributing to a target set in 2006/07 to remove 500 properties at risk from flooding by March 2008	368 (cumulative)	87 (455 cumulative)	50
		240 cumulative		

<b>AI No.</b>	<b>Activity Indicators</b>	<b>06/07 year end figure</b>	<b>07/08 target</b>	<b>Page Number</b>
		<b>05/06 year end figure</b>		
<b>EHA1 1</b>	Number of Sustainable Energy Measures Grants made	402	N/A	51
		150		
<b>PAI 1</b>	Number of Business Start-ups in the District (a measure of sustainable enterprise)	137	N/A	51
		96		
<b>PAI 2</b>	The % of micro businesses which survive for at least two years after receiving assistance and guidance	76%	N/A	51
		74%		

In addition to the Indicators set out above we will:

- Determine 98% of Tree Preservation Order applications within 8 weeks
- Determine 98% of conservation area notices within 6 weeks
- Determine 100% of hedgerow notices within 28 days
- Determine 100% of high hedge complaints within 12 weeks
- Attend 100% of alleged dangerous trees within 24 hours
- Investigate alleged unauthorised works to trees, hedgerows and wildlife within 24 hours of notification
- Undertake a minimum of 15 events per year to promote biodiversity, landscape and countryside
- Aim to increase satisfaction levels in relation to the standards of cleanliness in the area and waste recycling facilities in the District

# **ENSURE A POSITIVE FUTURE FOR THE COUNCIL'S HOUSING STOCK**

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**PRIORITY – ENSURE A POSITIVE FUTURE FOR THE COUNCILS HOUSING STOCK**

**SECTION 1 – OUTCOMES AND ACCOUNTABILITIES**

**Priority outcomes:**

**Braintree District Council has adopted this priority for 2007 / 2008 so that tenants of council-owned properties in the District:**

- 1. Experience a smooth transition in the transfer of their homes to the Greenfield's Community Housing Association**
- 2. Realise the benefits of the transfer through improvements to their properties where appropriate and to the environment where they live**

**And so that other people in the District**

- 3. are able to afford to buy their own homes or rent homes in their local areas**
- 4. - who have specific needs - can access suitable accommodation, receive support to adapt their homes and/or maintain them to an appropriate standard**

**Responsibilities and Accountabilities**

The Elected Members and Officers from the Council who will be responsible and accountable for delivering this Priority are:

Chris Fleetham – Finance Director

Councillor Graham Butland – Leader of the Council

Councillor Joanne Beavis - Cabinet Member for Community Support and Engagement

Together they form the 'Programme Board' for this Priority

**What we will do:**

To achieve these outcomes we will:

- Continue to carry out the day to day activities which contribute to improving the appearance of the District – including those which are set out in Section 2 below
- Deliver additional projects and initiatives aimed specifically at achieving the outcomes set out above – details of which are set out in Section 3 below
- Regularly check to see how well we are doing in achieving the outcomes by monitoring the relevant performance indicators and targets which are in place – details of which are set out in Section 4 below.

## **PRIORITY – ENSURE A POSITIVE FUTURE FOR THE COUNCILS HOUSING STOCK**

### **SECTION 2 – OUR DAY TO DAY ACTIVITIES**

(The number(s) in brackets after each bullet point below relate to the associated Outcome number in Section 1)

In delivering on this priority and in order to achieve the outcomes set out in Section 1 we will continue to:

- Work with our tenants to ensure a smooth and seamless transition to the Greenfield's Housing Association (1)
- Maximise the number and range of affordable housing units in the District (3)
- Remedy unfit housing through the provision of grants to assist with improvements and/or adaptations to meet the needs of the occupier (4)
- Enforce the public health provisions relating to living standards (4)
- Work with partners to advise owners of empty homes about the different ways of bringing them back into use (3)
- Provide advice to people who have housing related problems – helping them to keep their properties or to secure accommodation (4)
- Administer and manage housing applications, advising on alternative means of securing accommodation, locating properties and nominating tenants to Registered Social Landlords (3, 4)
- Ensure that crime reduction is taken into account in all new social housing development (2)

**PRIORITY - ENSURE A POSITIVE FUTURE FOR THE COUNCIL'S HOUSING STOCK**

**SECTION 3 – OUR SPECIAL PROJECTS AND INITIATIVES**

<b>RN</b>	<b>Action / Project Details</b>	<b>Target Date</b>	<b>Responsible Manager</b>
<b>DHS1</b>	<p><b>Housing Stock Transfer</b></p> <p>Prepare for all the implications and consequences of the transfer of the Council's housing stock - ensuring the delivery of the decent homes standard</p> <p>Contributes to Outcome 1 and 2</p>		Chris Fleetham (Project Plan)
<b>DHS2</b>	<p><b>Secure Affordable Housing</b></p> <p>Secure more than 100 new affordable homes in the District</p> <p>Contributes to Outcome 3</p>	March 2008	Joanne Albini (Project Plan)
<b>DHS3</b>	<p><b>Housing Needs Survey</b></p> <p>Carry out a robust District-wide survey to assess the current status of the housing market in the District and to assess overall housing needs</p> <p>Contributes to Outcomes 3 and 4</p>		Joanne Albini (Project Plan)

**RESOURCE ASSESSMENT**

Complete when projects finalised

	<b>Additional Ongoing Revenue Funding Needed?</b>	<b>General Fund (GF) or Housing Revenue Account (HRA)?</b>	<b>Capital Programme funding and amount</b>	<b>One-off revenue funding for 07/08?</b>	<b>Additional Staffing Needed?</b>	<b>Comment and (if one-off project) cost of project and funding available</b>
<b>DHS1</b>						
<b>DHS2</b>						
<b>DHS3</b>						

**PRIORITY - ENSURE A POSITIVE FUTURE FOR THE COUNCIL'S HOUSING STOCK**

**SECTION 4 – MEASURING OUR PERFORMANCE**

The Performance Indicators which are relevant to this Priority are set out below. To see more details about each one, please refer to the relevant page number in the Corporate Performance Plan.

PI No.	Best Value Performance Indicators	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
BV64	Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority.	67	50	68
		57		
BV74a	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed (* awaiting outcome of query with Audit Commission)	83%	N/A	70
		*		
BV74a	<u>Adjusted</u> For Deprivation The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed (* awaiting outcome of query with Audit Commission)	90%	N/A	71
		*		
BV74b	Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord	55%	N/A	71
		N/A		
BV74c	Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord (* in 2003/04 survey)	83%	N/A	72
		80%*		
BV75a	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord (* awaiting outcome of query with Audit Commission)	61%	N/A	72
		*		
BV75a	<u>Adjusted</u> For Deprivation Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord. (* awaiting outcome of query with Audit Commission)	66%	N/A	73
		*		
BV75b	Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord (* in 2003/04 survey)	54%	N/A	73
		57%*		
BV75c	Satisfaction of non-ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord. (* in 2003/04 survey)	61%	N/A	74
		59%*		
BVPI 184(a)	The proportion of local authority dwellings which were non-decent at the start of the financial year.	58%	56%	75
		66%		
BVPI 184(b)	The percentage change in the proportion of non-decent local authority dwellings between the start and the end of the financial year.	9.8%	3.36%	75
		-2.1%		
HLP4	Percentage of private sector homes which remain vacant for more than 6 months	1.5% (741)	1.5%	78
		1.6% (801)		

<b>HLP4</b>	<b>ADJUSTED FOR DEPRIVATION</b> Percentage of private sector homes which remain vacant for more than 6 months	1.00%	1.00%	79
		1.09%		
<b>HLP6</b>	Affordable housing completions or acquisitions per thousand dwellings	204 (3.4%)	100	80
		98 (1.6%)		
<b>HLP7</b>	The number of low demand homes per thousand dwellings	0	0	80
		0		

In addition we will ensure that a minimum of 75% of all new affordable homes meet the 'Secured by Design' standard in 2007/08

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# **IMPROVE ACCESS BY THE PUBLIC TO INFORMATION AND SERVICES**

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**PRIORITY – IMPROVE ACCESS BY THE PUBLIC TO INFORMATION AND SERVICES**

**SECTION 1 – OUTCOMES AND ACCOUNTABILITIES**

**Priority outcomes:**

**Braintree District Council has adopted this priority for 2007 / 2008 so that residents and communities in the District:**

- 1. Can easily and effectively access public services in a range of different ways**
- 2. Can receive a service from one point of contact regardless of whether it is a District or County Council service**
- 3. Find it easier to let their views be known and have more of say in what we do and how we do it – particularly ‘hard to reach’ groups and young people**
- 4. See public agencies working together to achieve common goals for the benefit of the people in the District**
- 5. Can more easily access our public buildings and facilities and find them safe and enjoyable places to visit – particularly people with disabilities**
- 6. Can enjoy new and improved leisure facilities**

**Responsibilities and Accountabilities**

The Elected Members and Officers from the Council who will be responsible and accountable for delivering this Priority are:

Chris Fleetham – Finance Director

Councillor Graham Butland – Leader of the Council

Councillor Michael Lager – Cabinet Member for Resources and Performance

Councillor Wendy Schmitt – Cabinet Member for Public Protection and Healthy Living

Councillor Joanne Beavis - Cabinet Member for Community Support and Engagement

Together they form the ‘Programme Board’ for this Priority

**What we will do:**

To achieve these outcomes we will:

- Continue to carry out the day to day activities which contribute to improving the appearance of the District – including those which are set out in Section 2 below
- Deliver additional projects and initiatives aimed specifically at achieving the outcomes set out above – details of which are set out in Section 3 below
- Regularly check to see how well we are doing in achieving the outcomes by monitoring the relevant performance indicators and targets which are in place – details of which are set out in Section 4 below.

## **PRIORITY – IMPROVE ACCESS BY THE PUBLIC TO INFORMATION AND SERVICES**

### **SECTION 2 – OUR DAY TO DAY ACTIVITIES**

(The number(s) in brackets after each bullet point below relate to the associated Outcome number in Section 1)

In delivering on this priority and in order to achieve the outcomes set out in Section 1 we will continue to:

- Improve the Council's website to ensure the provision of timely and accurate information and so that more people can use it to access services (1)
- Use technology to enable more people to access our services electronically (1)
- Continue to work towards achieving Level 3 of the Equality Standard for Local Government (3,4,5)
- Maintain and improve our buildings, offices and leisure facilities – ensuring that they are accessible to all sectors of the community (3, 5)
- Develop our Customer Contact Centre so that people can expect to receive a prompt answer to their enquiries from one point of contact in the organisation (2)
- Maintain, and encourage local communities to make use of, our public and community halls – exploring opportunities for community groups or other interested parties to be come involved in their management and operations where possible (1,4,5,6)
- Provide and manage street markets in Braintree and Witham (1)

**PRIORITY - IMPROVE ACCESS BY THE PUBLIC TO INFORMATION AND SERVICES**

**SECTION 3 – OUR SPECIAL PROJECTS AND INITIATIVES**

RN	Project Details	Target Date	Responsible Manager
<p><b>IS1</b></p>	<p><b>Improve Our Buildings, Community Facilities, Car Parks and other areas</b></p> <ul style="list-style-type: none"> <li>• Carry out essential repairs to the roof at the Town Hall Centre in Braintree</li> <li>• Install improved external lighting, carry out roof and brickwork repairs and improve facilities for people with disabilities at Braintree Leisure Centre</li> <li>• Carry out resurfacing works to the public car park at Springwood Industrial Estate, Braintree</li> <li>• Completely refurbish Spring Lodge Community Centre in Witham</li> <li>• Provide an extension to Bocking Cemetery and continue works to improve the pathways and facilities at the Council's other cemeteries</li> <li>• In partnership with Rivenhall Village Hall Management Committee renovate and modernise the Council-owned Rivenhall Village Hall</li> <li>• Provide a new ramped access to Fountains Lodge and carry out paving repairs to Fountains Lodge and the area around the fountain in Braintree</li> </ul> <p>All contribute to Outcomes 1, 5 and 6</p>	<p></p> <p>* Responsibility for project management rests with Andrew Epsom</p>	<p>Charmaine Dean*</p> <p>Charmaine Dean*</p> <p>Andrew Epsom</p> <p>Paul Partridge*</p> <p>Paul Partridge*</p> <p>Paul Partridge*</p> <p>Paul Partridge*</p>
<p><b>IS2</b></p>	<ul style="list-style-type: none"> <li>• Refurbish the athletics track at Braintree Leisure Centre (subject to securing partnership funding)</li> <li>• Design and develop proposals for a new community hall at Rickstones, Witham (subject to funding availability)</li> <li>• Install a barrier and fencing at the Car Park at Halstead Leisure Centre</li> <li>• Replace the football pitch at Spinks Lane, Witham</li> <li>• Complete a review of and feasibility study in relation to the future of Bramston Sports Centre in Witham and its associated leisure facilities</li> <li>• Replace the fencing around the tennis courts at Silver End</li> </ul> <p>All contribute to Outcomes 1, 5 and 6</p>	<p>Completion October 2007</p> <p>Feasibility study completed</p> <p>* Responsibility for project management rests with Andrew Epsom</p>	<p>Charmaine Dean* (Project Plan)</p> <p>Charmaine Dean*</p> <p>Charmaine Dean* (Project Plan)</p>

<b>IS3</b>	<b>Improved Car Parking Facilities</b>  Achieve 'Safer Parking' status for three more of our car parks and re-apply for the award for those which car parks which currently hold it  Contributes to Outcome 5		Paul Partridge (Project Plan)
<b>IS4</b>	<b>Create Shared Front Offices with Essex County Council</b>  In partnership with Essex County Council, develop shared office arrangements in local libraries in the District  Contributes to Outcome 4		Andrew Epsom (Project Plan)
<b>IS5</b>	<b>Lobby for start dates to Braintree Community Hospital and the extension to Halstead Hospital</b>  Lobby the Strategic Health Authority and the Witham, Braintree and Halstead Care Trust to secure an early start date for the development of the new Braintree Community Hospital and the proposed extension to Halstead Hospital  Contributes to Outcomes 1 and 4	Ongoing	Charmaine Dean (Business Plan)
<b>IS6</b>	<b>Engagement with Hard to Reach Groups</b>  Ensure that 'hard to reach groups' have a say in the way we plan and deliver our services by developing a robust, realistic and clear process for consultation and engagement  Contributes to Outcome 3		Charmaine Dean
<b>IS7</b>	<b>Develop Links Between Councillors and Young People</b>  Develop closer joint working processes and dialogue between Elected Members, the District Youth Council and other Youth Forums in the District  Contributes to Outcome 3		Charmaine Dean (Project Plan)
<b>IS8</b>	<b>Information about Services</b>  Produce a Customer Guide to the numerous services provided by the Council in relation to its Street Scene activities, advertise its availability and publish it on the Council's website  Contributes to Outcomes 1 and 2	May 2007	Paul Partridge

### RESOURCE ASSESSMENT

Complete when projects agreed

	Additional Ongoing Revenue Funding Needed?	General Fund (GF) or Housing Revenue Account (HRA)?	Capital Programme funding and amount	One-off revenue funding for 07/08?	Additional Staffing Needed?	Comment and (if one-off project) cost of project and funding available
<b>IS1 etc</b>						

**PRIORITY - IMPROVE ACCESS BY THE PUBLIC TO INFORMATION AND SERVICES**

**SECTION 4 – MEASURING OUR PERFORMANCE**

The Performance Indicators which are relevant to this Priority are set out below. To see more details about each one, please refer to the relevant page number in the Corporate Performance Plan.

Performance monitoring of key Capital projects will be carried out through the project management process via the Corporate Asset Strategy Group and through the use of the Covalent database.

BVPI No.	Best Value Performance Indicator	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
BVPI 156	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	59.25%	70%	25
		44.44%		

LPI No.	Local Performance Indicator	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
CHLP 4	Availability of: (a) Telephone Network (b) Data Network (a) Website Network	100.00%	99.0%	27
		99.99%		
		99.99%	99.5%	
		99.00%		
CHLP 5	The percentage of enquiries resolved at the first point of contact	74%	75%	27
		39%		
CHLP 6	The number of transactions carried out via the Council's web-site	23,513	25,000	27
		5,275		
CHLP 7	The average telephone response time in the Customer Service Centre	11 seconds	15 seconds	28
		28 seconds		

AI No.	Activity Indicators	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
CHAI1	The £ amount of electronic payments made through the internet	£246,606	N/A	30
		£273,000		
CHAI4	The number of telephone calls migrating to the automated business line per month	14,114	N/A	30
		13,500		

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# **IMPROVE COMMUNITY AND RURALTRANSPORT**

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**PRIORITY – IMPROVE COMMUNITY AND RURAL TRANSPORT**

**SECTION 1 – OUTCOMES AND ACCOUNTABILITIES**

**Priority outcomes:**

**Braintree District Council has adopted this priority for 2007 / 2008 so that residents and communities in the District**

- 1. particularly those who have restricted mobility, who are isolated (either physically or socially) or who have particular needs – can access user-friendly and responsive means of transport**
- 2. can use public transport free of charge (where they are old enough to do so!) and that older residents who are not on a public transport route can still receive financial help to access other means of transport**
- 3. know that action is being taken at the highest possible level to press for improvements to our public transport and highway infrastructure in the most timely and sustainable ways and see progress being made as a result**

**Responsibilities and Accountabilities**

The Elected Members and Officers from the Council who will be responsible and accountable for delivering this Priority are:

Peter Crofts – Corporate Director

Councillor Graham Butland – Leader of the Council

Councillor Nigel Harley – Cabinet Member for Enterprise and Infrastructure

Councillor Wendy Schmitt – Cabinet Member for Public Protection and Healthy Living

Together they form the 'Programme Board' for this Priority

**What we will do:**

To achieve these outcomes we will:

- Continue to carry out the day to day activities which contribute to improving the appearance of the District – including those which are set out in Section 2 below
- Deliver additional projects and initiatives aimed specifically at achieving the outcomes set out above – details of which are set out in Section 3 below
- Regularly check to see how well we are doing in achieving the outcomes by monitoring the relevant performance indicators and targets which are in place – details of which are set out in Section 4 below.

## PRIORITY – IMPROVE COMMUNITY AND RURAL TRANSPORT

### SECTION 2 – OUR DAY TO DAY ACTIVITIES

(The number(s) in brackets after each bullet point below relate to the associated Outcome number in Section 1)

In delivering on this priority and in order to achieve the outcomes set out in Section 1 we will continue to:

- Provide an accessible minibus service for use by community groups (1)
- Provide an accessible dial-a-ride service (1)
- Provide a social car service operated by volunteer drivers in their own vehicles (1)
- Provide free bus passes to enable people aged 60 years or over to travel free on local bus services and to provide a fare-paid travel concession or travel tokens for those people whose needs are better met through those alternative concessions (2)
- Promote national and rural concessionary travel at our tourism centres (1)
- Participate in the preparation of transport plans, policies and proposals and respond to traffic management proposals put forward by Essex County Council (3)
- Liaise with Essex County Council in the delivery of local transport schemes and initiatives by participating in the production and monitoring of the locally determined programme (3)
- Promote integrated sustainable transport in the District by:
  - reporting to three meetings of the Braintree Transport Partnership Board per year
  - participating in the Essex and South Suffolk Community Rail Partnership
  - participating in the Stansted Airport Bus and Coach Working Group (3)

**PRIORITY – IMPROVE COMMUNITY AND RURAL TRANSPORT**

**SECTION 3 – OUR SPECIAL PROJECTS AND INITIATIVES**

<b>RN</b>	<b>Action / Project Details</b>	<b>Target Date</b>	<b>Responsible Manager</b>
<b>CRT1</b>	<p><b>Increase the Community Transport Scheme</b></p> <p>Enable more people to access community transport by purchasing another fully accessible mini-bus for the Braintree District Community Transport Scheme</p> <p>Contributes to Outcome 1</p>		Russell Everard (Business Plan)
<b>CRT2</b>	<p><b>Continue to Promote and Lobby for an Improved Transport Infrastructure in the District:</b></p> <p>A rail-passing loop between Witham and Braintree to ensure its inclusion in Network Rail's Capital Programme</p> <p>An earlier start to the construction of the new A120 between Braintree and the A12</p> <p>Improved provision and services from local bus providers</p> <p>All contribute to Outcome 3</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	Paul Munson (Business Plan)

**RESOURCE ASSESSMENT**

To be completed when the projects are finalised

	<b>Additional Ongoing Revenue Funding Needed?</b>	<b>General Fund (GF) or Housing Revenue Account (HRA)?</b>	<b>Capital Programme funding and amount</b>	<b>One-off revenue funding for 07/08?</b>	<b>Additional Staffing Needed?</b>	<b>Comment and (if one-off project) cost of project and funding available</b>
<b>CRT1</b>						
<b>CRT2</b>						

**PRIORITY – IMPROVE COMMUNITY AND RURAL TRANSPORT**

**SECTION 4 – MEASURING OUR PERFORMANCE**

The Performance Indicators which are relevant to this Priority are set out below. To see more details about each one, please refer to the relevant page number in the Corporate Performance Plan.

LPI No.	Local Performance Indicator	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
PLPI	The number of passenger journeys made on the Braintree Community Transport Scheme	48,236	48,736	50
		42,287		

AI No.	Activity Indicator	06/07 year end figure	07/08 target	Page Number
		05/06 year end figure		
PAI 3	The number of travel tokens issued	3,272	N/A	51
		5,291		
PAI 4	The number of free travel passes issued	11,858	N/A	51
		5,789		
PAI 5	Number of volunteer drivers in the community transport scheme	28	N/A	51
		34		

**COMPLETE THE CONTSTRUCTION  
OF THE  
NEW BRAINTREE SWIMMING POOL  
AND OPEN IT FOR ALL TO ENJOY**

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**PRIORITY – COMPLETE THE CONSTRUCTION OF THE NEW BRAINTREE SWIMMING POOL AND OPEN IT FOR ALL TO ENJOY**

**SECTION 1 – OUTCOMES AND ACCOUNTABILITIES**

**Priority outcomes:**

**Braintree District Council has adopted this priority for 2007 / 2008 so that residents and communities in the District (and visitors to the District):**

- 1. can enjoy a swimming and leisure facility of the highest quality**
- 2. increasingly take up swimming as a means of exercise and recreation – to improve health and have fun!**
- 3. (particularly those who compete in swimming competitively) can use the facility as a high quality venue which attracts regional tournaments and top class competitors**
- 4. (particularly those who show promise as competitors of the future) can make use of the facility to practice, improve and excel in the sport**

**Responsibilities and Accountabilities**

The Elected Members and Officers from the Council who will be responsible and accountable for delivering this Priority are:

Allan Reid – Chief Executive

Councillor Graham Butland – Leader of the Council

Councillor Wendy Schmitt – Cabinet Member for Public Protection and Healthy Living

Together they form the 'Programme Board' for this Priority

**PRIORITY – COMPLETE THE CONSTRUCTION OF THE NEW BRAINTREE SWIMMING POOL AND OPEN IT FOR ALL TO ENJOY**

**SECTION 2 – DAY TO DAY ACTIVITIES**

In delivering on this priority and in order to achieve all of the outcomes set out in Section 1 we will continue to:

- Closely monitor the project and ensure adherence to the timescales and key milestones in it
- Promote the completed pool and the facilities it will have
- Work with our partners to ensure that the pool, when completed, and the services provided from it – are of the highest quality and provide excellent value for money

**PRIORITY – COMPLETE THE CONSTRUCTION OF THE NEW BRAINTREE SWIMMING POOL AND OPEN IT FOR ALL TO ENJOY**

**SECTION 3 – OUR SPECIAL PROJECTS AND INITIATIVES**

RN	Project Details	Target Date	Project Manager
BSP1	Construction completed and new pool opened to the public  Contributes to Outcome	October 2007	Charmaine Dean / Andrew Epsom (Project Plan)

**RESOURCE ASSESSMENT AND KEY COST INDICATORS**

To be updated from 2006/07

	Additional Ongoing Revenue Funding Needed?	General Fund (GF) or Housing Revenue Account (HRA)?	Capital Programme funding and amount	One-off revenue funding for 07/08?	Additional Staffing Needed?	Comment and (if one-off project) cost of project and funding available
BSP1						

**PRIORITY – COMPLETE THE CONSTRUCTION OF THE NEW BRAINTREE SWIMMING POOL AND OPEN IT FOR ALL TO ENJOY**

**SECTION 4 – MEASURING OUR PERFORMANCE**

Performance measurement will be carried out through monitoring of the Project Plan and associated target dates.

There are no other National or Local Indicators which support this Priority area.

**APPENDIX 1**  
**LIST OF ACHIEVEMENTS 2006/2007**  
**(Note – incomplete)**

To be completed and linked to the Priorities, Direction and Ambition and Outcomes

**Help People to Feel Safe and Well**

**Dispersal Order - Sible Hedingham.**

**Prolific and Priority Offender Process**

Has been expanded from the Braintree and Uttlesford Group to now incorporate Chelmsford and Maldon CDRPs.

**Use of ASB Tools**

ABCs (positive conditions)

ASBO Aftercare Plan to maximise adherence to the Order and minimise breaches

Parenting Contracts

Parenting Programmes

Extremely close working with the Children's Trust (involved in all ASB Cases)

**Safer Schools Partnership in Halstead**

School takes the lead and works with all agencies to reduce and address ASB

**Hate Crime Project in Schools**

Piloted in Halstead (Ramsey School) 320 year 7 & 8 students attended two-day Anti-bullying event.

26 students trained as Peer Mentors.

Work to be undertaken with the ASB perpetrators from September.

**Police Community Safety Tasking Groups**

Licensing Officers now attend these monthly meetings and provide updates on the work of the Police and BDC Licensing sections. This ensures that the CDRP are fully upto speed and share intelligence they ensuring more effective use of resources.

**New Mobile CCTV Vehicle acquired**

**Crucial Crew**

13<sup>th</sup> Year for the event. Still very successful and well attended.

**Reality Roadshow –**

Similar to Crucial Crew except focusing purely on ASB. Covers all secondary schools. 1500 students attend the programme during a two-week period. Third year for the event

£40,000 grant from Sport England and UK Athletics for the refurbishment of the Braintree Leisure Athletics track (CARPS Project ) to be completed by March 06.

Braintree District in Partnership with Uttlesford District entered a team in the Essex Youth Games and overall we came 2<sup>nd</sup> out of 9 teams.

Delivered Sports Camps over the summer school holidays in 3 different sports  
Commenced phase 2 of the pitch improvement to BLC

**Health:**

Walking for Wellbeing – Attendance since Jan 06 is 1078; 10 walk Leaders trained as First Aid Appointed Persons;

Aug 06 launch of “Booklet of Walks” available in 7 outlets across District.

Heart and Sole – Launch of project in April 06 in p/ship with Mid Essex Primary Care Trust ; 3 surgeries actively referring patients as a pilot (H/stead, Witham and Coggeshall). 179 attendances recorded to date.

Fit for Fun – 420 primary school children have been on BDC Fit for Fun 5 week programme.

Activity days – 786 children attended 26 activity days during summer holidays. Events are organised in partnership with parish councils. Also worked with NACRO to provide structured sports coaching and with LMB Education to provide craft activities with an environmental and educational theme.

Active at Work/Fit for Life (Staff Benefit Scheme) – Project to provide 30 staff 3 months free membership at Bramston with a Personal Trainer. In return staff to complete evaluation of their health, fitness and well being at 3 monthly intervals. Results have been very positive. Cultural Services:

Town Hall Centre:

The programme of capital works at the Town Hall Centre is now complete in its first phase including the provision of a lift to the first floor

Major Events:

Arts Development organised the second International Puppet Festival in partnership with Witham Town Council and Arts Council East. This is now one of the biggest events of its kind in the region, with widespread media coverage.

‘Street Diversions’ was held in May in Braintree and at Freeport, part of an innovative programme of events (funded by Insite) with partners Chelmsford Borough Council, Harlow District Council and Braintree District Council Arts Development.

Essex History Fair, Braintree Town Centre in June, attracted over 5,000 people, 200 performers and over 50 organisations from across the County. The Town Hall Centre and District Museum hosted exhibitions and displays from over 10 District and County services. 12 local organisations (including Town Centre Strategy Group, Police, Fire Service, 8 churches and community groups) were involved in the day.

Capital Projects:

Per Cent for Art Scheme completed at Halstead at the Brewery Chapel site.

Warner’s Textile Archive:

The Archive celebrated its first birthday with over 40 people attending, having the opportunity for hands-on creativity.

Second phase of the ‘Mantle of the Expert’ project for primary schools, completed in June.

Archive hosted two sessions for local schools for the ECC Big Draw and a training day at the Archive and Museum was held in May for County-wide Museums Services, to train them to work with their partner schools.

Business links have been established with Italian and Chinese companies, and 8 UK and USA companies (including international brand names) are continuing to use the Archive.

Sale and purchase of Warners Mill completed to the satisfaction of the National Heritage Lottery Fund, Charity Commission and other major funders who had contributed to the original £2.7 million funding.

National Audit Office representatives interviewed Cultural Services Manager for Government report on project management, 1 of only 10 projects selected nationwide.

### **District Museum Service:**

Collections advice given to Coggeshall Museum and Heritage Centre, Earls Colne Heritage Museum, Finchingfield Museum, Great Bardfield Cottage Museum, Halstead Local History Society, Ridgewell Museum and Witham Heritage Centre.

Chinese exhibition held with events including opening event, open day, adult workshops and lecture. Summer Open organised on behalf of Braintree District Arts.

Contributed to the ‘Living Costume’ road show at Cressing Temple and Freeport Braintree.

Puppet Theatre show organised for children at Easter.

Activities for children at Easter, Whitsun and the Summer holidays.

A month of activities in the Summer included cultural diversity week, history week, arts week and craft week. To date 30 taught sessions have been held with a total number of 350 children attending. Chenobyl children worked with an artist.

8 schools in the District created over 100 banners for the History Fair.

Work continues with Alec Hunter Humanities College as part of the Cultural Champions programme.

Tourism:

All Cultural Services staff are contributing to the new Enjoy Braintree website which will meet European standards of accessibility.

The District Guide was launched and 6,000 have already been distributed.

Arts Development:

Essex on Tour continues and to date includes the following areas:- Ashen, Castle Hedingham, Helions Bumpstead, Kelvedon, Rayne, Sturmer, Toppesfield (Rickstones School Young Promoters Scheme), Belchamp St. Paul, Feering and Braintree (Braintree College).

Colne Philharmonic Orchestra worked with the London Philharmonic Orchestra on concerts, then performed in care homes and hospitals in the District.

Essex Book Festival events were held in Witham, Braintree and Halstead.

The reminiscence project for care homes continues in the north of the District and the Museum Service continues to provide outreach work to care homes in the District.

## **Economic Development**

Mid Essex Economic Futures study completed

Business Continuity Planning Guide launched in June 2006 (45 delegates).

Braintree District Futures – 2025 study completed

40 Parish Councils signed the Parish Partnership Agreement.

Private sector sponsorship secured for September's London 2012 Business Breakfast Briefing event at The Essex.

Witham Industrial Watch Group confirmed their intention to pursue BIDs status for Witham industrial areas

First Rural Parish Fete held at Causeway House in October 2006.

Secured funding from the regional funding body (EEIDBLtd.) for business support services.

Environmental Services

98% of Food Hygiene inspections due completed

99% of Health and Safety inspections planned completed

10 Foundation certificate in Food Hygiene courses run with a 95% pass rate.

208 children from 5 schools took part in food safety promotion tasks during food safety week

Food Safety News Newsletter sent to every food premises in the District

63 catering premises in the District now hold Food Hygiene Awards

9 health and safety enforcement notices served

One successful health and safety prosecution

Served 58 enforcement Notices including 2 high profile commercial activities.

Took 16 prosecutions resulting in fines of £2365 and costs awarded of £2115.

Seized noise equipment on 2 separate occasions

Issued 4 fixed penalty notices for dog fouling

Issued 75 fixed penalty notices for littering.

Responded to approximately 2650 requests for service.

Responded to over 300 applications, conversions and variations under the new licensing regime.

Provided dog related information at 10 events including the promotion of a micro-chipping event in conjunction with the RSPCA.

Inspected all permitted premises within the district. Identified additional processes and issued permits where applicable.

Full expenditure of DFG budgets ( 900k) providing around 200 grant to adapt homes to meet the needs of the disabled occupant.

Improved response times for pest control. 90% of requests for treatment carried out within 4 days.

Continued participation in Landlords forum talking on significant changes to landlord duties introduced by Housing Act 2004.

45 Properties brought up to fitness standard.

65 properties occupied by vulnerable households brought up to Decent Homes standard.

Reduced the number of properties at risk from flooding by 97% (297)

Carried out 2 comprehensive feasibility studies of major flooding hot spots- Temple Lane Silver End Brook Walk Witham.

Completed Improvements to Braintree Town Centre (Market Square)

Constructed two rural sewerage treatment plants.

Survey of existing council roads forward to ECC for adoption

Completed Silver End Memorial Gardens

Number of sewer blocks cleared 1307.

Number of maintenance jobs completed for housing dept 222

Weavers Park, Braintree – Footpath Link between Courtauld road, Coggeshall road and Bocking end complete.

Millennium Tower, Braintree – Car park construction and improve lighting complete.

100% of foul sewer blockage responded to within 4 Hrs - 95%

100% of drains cleared within 120 mins - 95%

<b>2006</b>	
January	<b>Improved information for Parish Councils</b> – The Parish Information website introducing regular updates for Parish Councils was launched
February	<b>Shared front office at Witham library</b> – Braintree District Council and Essex County Council combined to provide a shared front office at Witham Library
March	<b>Performance improves overall</b> - 78% of the performance targets we set for ourselves during 2005/06 were achieved or were within 5% achieved. 51.5% of indicators showed that performance had improved compared with the previous year
	<b>Parish Partnership Agreement</b> – 42 Parish Councils signed up to this agreement to enhance a framework for Braintree District Council and Parish/Town Councils to work in partnership to improve the economic, social and environmental well being of the area.
April	<b>Improved Street Cleaning Standards</b> – Operational responsibility for street cleaning in Witham handed back to BDC. Service reviewed and restructured with the aim of improving cleanliness standards.
July	<b>Targets exceeded in planning</b> – New head of planning appointed and new recovery plan to deal quicker with planning applications.
	<b>Best Retailer and Best Customer Service Awards</b> – Collette Feveyear (Tourism Assistant) won the 2006 Derek Salmon Retailer of the Year Award and the Tourist Information Centre was highly commended in the Best Customer Service Category
August	<b>“Quality” status Award</b> – to Black Notley Parish Council given by Essex Association of Local councils <b>Warners Textile Project</b> – Audit Commission chose Warners project to be one of ten nationally to be included in a Government Report
	<b>Targets exceeded</b> – Savings made in procurement for BDC met and exceeded by August 2006
September	<b>Shared Services with Essex County Council</b> – The Leaders of Braintree And Essex County Council signed a pact to work more closely together to deliver better-integrated services.
	<b>Police Community Safety tasking group</b> – Licensing officers now attend these monthly meetings and provide updates on the work of the Police and BDC Licensing sections. This ensure that the CDRP are fully up to speed and share Intel they have ensuring more effective use of resources
October	<b>New Sports Development Officer</b> – A sports development officer was appointed to work more closely with clubs, coaches and volunteers across the District.
November	<b>Targets met in Cultural Services</b> – museums Accreditation Scheme documentation submitted by November deadline
	<b>New website</b> - Funding secured for a new website which is accessible to European standards and the content designed ready for launch in 2007
	<b>Buying into a bargain</b> – An ambitious pilot project, one of the first in the country, is making huge savings for Braintree District Council’s taxpayers. Braintree Council with five other councils buys goods and services together so they can achieve greater economy.
December	<b>Charter Mark Success</b> – It is the fourth time a prestigious Charter Mark was awarded to Braintree District Council’s planning department for development services.

	<b>Improved Customer Service Centre</b> – The CSC is performing better with customer calls dealt quicker. More than 300,000 calls were made and 7 out of 10 calls were answered within 10 seconds.
	<b>Voluntary drivers increased journeys</b> – There are more than 60 volunteer drivers in the District and the number of passenger journeys increased by 10% from 42,787 in 2005/06 to 47,132 in 2006/07.

<b>2007</b>	
January	<b>Revamp of street cleaning</b> – Braintree District Council is considering extending weekend street cleaning and making better use of cleaning resources in Braintree, Halstead and Witham.
February	<b>On target</b> – Braintree Swimming Centre project is on target for completion in August 2007
	<b>Warner Textile Archive project</b> – Was listed in the top ten for the Gulbenkian Prize for museum and galleries to compete for a £100,000 arts prize.
	<b>Wait for council results</b> – During the local elections, votes will be counted the following day instead of the polling day, to increase efficiency and accuracy.
March	<b>Mobile work for staff</b> – Staff can send and receive emails using handheld device that is also used as a phone and electronic calendar. Can be accessed from anywhere provided there is mobile network coverage, and devices instantly receive and send emails.
	<b>Housing services gets thumb up</b> – According to an independent survey, most tenants in the Braintree district think they get a good housing service from Braintree District Council. Housing services performance - <b>The speed of re-letting empty council homes was improved. Maintained rent arrears at below 1,5% continuing top quartile performance.</b>
	<b>New locality manager</b> – ECC and BDC agreed to appoint a locality manager to improve consultation with local people about services and to work with both Councils to ensure that services are more closely tailored to what people want.