

APPENDIX 2

COMMUNITY SCRUTINY WORKPLAN

COMMUNITY SERVICES - SERVICE PLAN 2002 - 2004 WORK PLAN			
Topic	Action	When	Who
Community Organisations	Set up SLA between >The Gap= and the Council Support >The Chain= in development and expansion plans	March 2002 Ongoing	CIT CIT
Community Development	Organise Raise Your Voice 2002 Conference	27th January 2002	Policy Services
	Revise action plans as a result of Raise Your Voice Conference and begin implementation	April 02 - March 03	Policy Services
	Support the Warwick District Policy for Older People Group in partnership with Age Concern Warwickshire and Warwickshire County Council	April 02 - March 03	Policy Services
	CRE Standards - develop action plan	March 2003	Policy Services
	Compliance with Race Relations Amendment Act	May 2002	Policy Services
	Evaluation and expansion of PAL Project	June 2002	Policy Services
	Review Anti Poverty Strategy	March 2003	To be agreed
	Hold a Safer Drinking Conference and produce a Safer Drinking Strategy for South Warwickshire	March 2002	Policy Services
	Holding a Black and Asian Careers convention at the Spa Centre	August 2002	Policy Services

**COMMUNITY SERVICES - SERVICE PLAN 2002 - 2004
WORK PLAN**

Topic	Action	When	Who
Community Development continued	Support the Southern Area Ethnic Community Consultation Forum in information sharing and capacity building for community groups.	August 2002	Policy Services
	Develop a Resource Centre for the Black and Asian Community.	September 2002/ongoing quarterly meetings	Policy Services
	Extend the services offered by the Leamington Spa Credit Union, e.g. identify support needs for those entertaining employment and extend credit unions to other areas of the district.	Ongoing	Policy Services
	Target welfare rights and benefits take- up at older people, disabled people and members of black and ethnic minorities.	March 2003	Policy Services
	Support and implement the Sydenham Neighbourhood Initiative Community Centre.	2002	Policy Services
	Implement the Brunswick Hub Community Resource Centre.	2002	Policy Services
	Develop the Youth Forum for Warwick District to engage young people in the planning of local services.	Ongoing	Policy Services
	Produce a Community Participation Strategy and develop a consultation toolkit.	March 2003	Policy Services
Community Development	Improve the health and well being of all elderly people, including the Sikh and African Caribbean community by staging events to	2 events per year ongoing.	Policy Services

**COMMUNITY SERVICES - SERVICE PLAN 2002 - 2004
WORK PLAN**

Topic	Action	When	Who
continued	<p>identify and meet the needs of the diverse cultures of the elderly in Warwick.</p> <p>Improve educational achievement and access to appropriate training and employment opportunities in Old Town Leamington.</p> <p>Co-ordinate and promote access to information relating to educational and support services for families, including Lillington Parents Centre and Sydenham Parents Centre.</p> <p>Identifying disaffection amongst young people in the district and produce a video recording responses from young people in Whitnash.</p> <p>Support peer mentoring for young people within the African Caribbean community.</p> <p>Encourage and promote the use of schools for community activities through school newsletter, LEA publications and web sites.</p> <p>Provide an affordable gardening service for older people through the Warwick District Gardening Service pilot scheme.</p>	<p>Ongoing</p> <p>April 2002</p> <p>Ongoing</p> <p>Ongoing</p> <p>March 2003</p> <p>Ongoing</p>	<p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p>
Community Development Continued	<p>Improve co-ordination and support through the establishment of an Adult Community Learning Forum for Warwick District</p>	<p>Ongoing</p>	<p>Policy Services</p>

**COMMUNITY SERVICES - SERVICE PLAN 2002 - 2004
WORK PLAN**

Topic	Action	When	Who
Discretionary Rate Relief	Review service in light of customer survey responses	June 2002	Finance
Grants to Voluntary Organisations	Carry out review of grant allocations/SLAs	March 2003	Policy Services and Finance
	Review Service in light of customer survey responses	June 2002	Finance
	Promote the take up of Community grants and update the guide for grant availability.	Ongoing	Finance/Policy Services
Community Safety	Produce Crime and Disorder Strategy	April 2002	Policy Services
	Support the multi-agency Lillington Community Action Forum to identify solutions to anti-social and criminal behaviour	Ongoing	Policy Services

**CUSTOMER SERVICES - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
Assisted Travel Scheme	Improve the concessionary fares scheme for cross boundary travel	March 2003	Finance
Benefits	Respond to KPMG Report (The main development areas are listed in Paragraph 7.1 but target dates to be decided)	June 2002	Finance
Council Tax and NNDR	Canvass at billing time to increase direct debit take up Introduce >Paperless= Direct Debit sign up Review outgoing documentation, introduce link between legacy system and >Word 2000' word processing.	March 2002 February 2002 During 2002	CT&R CT&R All C Tax/NNDR staff
Customer Services	Review standards of service. Prepare and introduce a Customer Services Strategy, including a review of the services provided at Riverside House and the Town Hall	During 2002/03 By December 2002	Members= and Customer Services Members= and Customer Services
Customer Services	Review standard letters issued by business units in order to achieve a common standard of response. To utilise the European Foundation for Quality Management model in improving services, in preparation for the best value	By March 2003 From April 2002	Members= and Customer Services Members= and

**CUSTOMER SERVICES - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
	<p>review to be carried out in 2003.2004.</p> <p>Develop WCC, Warwick District Council and Warwickshire Rural Community Council web sites.</p> <p>Roll out the Open Door scheme to cover all services</p>	<p>Ongoing</p> <p>2005</p>	<p>Customer Services</p> <p>Members= and Customer Services</p> <p>Members= and Customer Services and Policy.</p>

**HERITAGE & ARTS: SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
Royal Pump Rooms	Maintain services by operating Art Gallery & Museum, Assembly Rooms and managing the building.	Ongoing	Heritage and Arts
	Exhibitions and events programmes.	Ongoing	Heritage and Arts
	Medicate: contemporary art and medical science (new works, exhibition and workshops, etc).	November 2001 - November 2002	Heritage and Arts
	Re-hang displays in Art Gallery (phased to keep gallery open).	April/May 2002	Heritage and Arts
	Review IT provision to improve access to collections data base for staff and public.	Ongoing (completion dependent on outcome of review)	Heritage and Arts
	Produce guide book on Royal Pump Rooms.	April/May 2002	Heritage and Arts
	Link Royal Pump Rooms to town centre CCTV system.	April 2002	Amenities
	Appoint Heritage Interpretation Officer to improve access to Heritage resources of Art Gallery, Museum and Library (through programmes of activities and improvements to technical and administrative intra-structure of Royal Pump rooms).	Implementation subject to outcome of application to HLF for funding (submitted January 2002)	Heritage and Arts
Making the best use of the Assembly Rooms by providing grants to eligible organisations towards the cost of hire.	Ongoing	Heritage and Arts	

**HERITAGE & ARTS: SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
Arts Development	Implement Arts Strategy and Public Art Strategy.	Ongoing	Heritage and Arts
	Support development projects and grant aid key clients.	2002/03	Heritage and Arts
	Implement Beyond Therapy outreach project.	2002	Heritage and Arts
	Support creative and arts related businesses through research, training etc.	2002	Heritage and Arts
	Support Warwickshire Arts Week.	July 2002	Heritage and Arts
	Implement Kenilworth Abbey Interpretation Scheme - interpretation of site.	Subject to English Heritage consent (by April 2002)	Heritage and Arts
	Support development of Cultural Quarter including the Railway arches for arts scheme and the Spencers Yard scheme.	2004	Heritage and Arts
	Supporting events and cultural tourism in Warwick.	Ongoing	Heritage and Arts
	Supporting a range of arts development projects in conjunction with West Midlands Arts including providing Grant Aid to 3 key clients, Live and Local, Motionhouse Dance Theatre and Warwick Arts Society.	2001/2002	Heritage and Arts
Developing a local Cultural Strategy to strategically link economic development, tourism, planning, leisure, sports, arts and heritage.	December 2002	Heritage and Arts	

**HERITAGE & ARTS: SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
Arts Development continued	Making opportunities for participation in arts more accessible through grant aid schemes and by: X enabling arts projects in Social Services settings X developing a youth arts strategy to increase availability of arts activities for young people.	Ongoing	Heritage and Arts
Royal Spa Centre	Maintain and develop sound financial performance of entertainment programme. Build on the success of the Pantomime Season. Introduce new acts and events to the venue. Maintain success of Search for a Star, both locally and nationally by acting as chair of British Resorts Association Talent Contest. Develop Bollywood Film series in Royal Cinema. Develop Asian drama series. Develop further customer surveys. Implement marketing plan. Host <u>A</u> Raise your Voice @ Black and Asian awareness event.	Ongoing Ongoing Ongoing November 2001 onwards Ongoing October 2002 Ongoing Ongoing January 2002	Entertainments Entertainments Entertainments Entertainments Entertainments Entertainments Entertainments Entertainments

**PARKS AND OPEN SPACES - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
Planning and Strategy	To implement the ten year Management Plan for Jephson Gardens as part of the requirement of the HLF.	2002 - ongoing	Parks Client Team
	Ensure the implementation of the agreed Play Strategy.	2001 - 2004	Parks Client Team
	To implement the tree and woodland strategy, secure funding to include the tree replacement programme.	2002 - 2005	Parks Client Team
	Increase sponsorship for floral displays.	2002 - 2003	Parks Client Team
	Improve biodiversity and management in public open spaces (including smaller ones) by developing long term biodiversity and management plans for all local parks, open spaces, cemeteries and crematorium grounds.	25% of all public open spaces covered by a plan by December 2002	Leisure Services
All	Implement the Outdoor Recreation Action Plan.	Ongoing	
Parks and Open Spaces Management	Undertake preparatory work for entering into a best value negotiated contract with approved contractors.	2001 - 2003	Grounds Maintenance Contract managers Parks Client Team
	Provide signposts within parks to show locations of facilities and to improve street signs to raise awareness of Parks, open spaces and Local Nature Reserves.	March 2002 March 2003	
	Work with Sports and Leisure Community.	March 2002 - 2004	
	Contribute to the sustainability of local tree and woodland areas by	Tree inventory	Leisure Services

**PARKS AND OPEN SPACES - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
	undertaking an inventory of all highway trees and trees in urban public open spaces and by implementing the Tree and Woodland Strategy.	complete by December 2002	

**SPORTS FACILITIES - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
General	The Recreation Strategy currently being prepared by Mike Carey is due for completion in 2002. This document will provide a framework within which the sections will work for the period 2002 - 2007.	April 2002	Mike Carey - consultant
	Continue to engage community groups in establishing their priorities for future leisure provision in Warwick District. This will be achieved through a number of methods including surveys, working groups, partnerships. Consultation with Youth Forum.	Ongoing	Sports Dev., Leisure Centres, Events and Outdoor Sports Provision
	Act on the recommendations of the feasibility study on the provision of a sports hall in South Leamington.	April 2002	Sports Dev., Leisure Centres, Events and Outdoor Sports Provision
	Carry out the Annual User Survey in Sports Facilities.	April/May 2002	Sports Facilities
	Agree and implement Performance Indicators for sports provision - recognising Sports England best practice guidance and national indicators.	April 2002 - ongoing monitoring	Sports Facilities; Sports, Leisure and Community
	Establish a User group at Meadow Community Sports Centre.	April 2002	Sports, Leisure and Community
	Continue to use Citizens Panel to gather data to monitor performance indicators as required (see above).	Ongoing	Sports Facilities; Sports, Leisure and

**SPORTS FACILITIES - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
			Community
Sports Development	Produce a Sports Development Plan (possibly included within Recreation Strategy).	April 2003	Sports Development
	Working with Sport England, Health Development Agency and governing bodies to deliver national initiatives locally including <u>Active Sports</u> (involving 9 sports) and Greater Warwickshire Youth Games.	April 2001 onwards	Sports, Leisure and Community
	Providing advice, training and support to voluntary community groups to develop youth sport in the community and promoting and developing rural sports.	Annual Review	Leisure
	Continue to work with Leamington Swimming Club to strengthen the new partnership and implement Active Swimming and the clubs accreditation as a Club 21 club.	Summer 2002	Sports Facilities and Sports Development
	Continue to work with other Active Sports partners to ensure the district obtains maximum benefit from the Active Sports initiative.	Ongoing	Sports Development and Sports Facilities
Events and Outdoor Sports Provision	Plan and manage the EWBA Home Internationals and National Championships in 2002.	Summer 2002	Sports, Leisure & Community
	Plan for EBA Test Matches 2003; Home Nations in 2003/04/05 and the Atlantic Rim in 2005.	Ongoing	Sports, Leisure & Community
	Providing recreational activities for young people including	March 2003	Sports, Leisure &

**SPORTS FACILITIES - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
	shelters and kickabout/basketball areas.		Community, Sports Development
Leisure Centres	Extend the scheme by adding new activities to the choices available to patients.	From April 2002	Sports Facilities
	Recruit new practices to increase the number of referrals.	From April 2002	Sports Facilities
	Consider adding Walking for Health Schemes to run in tandem with GP Referral Schemes.	April 2002	Sports Facilities
	Support Open Door to raise awareness of leisure facilities and make it easier for customers to contact and make payments to these facilities. This will be through the implementation of on line payments, integrated leisure database, use of Contact Centre.	Ongoing	Sports Facilities; Sports, Leisure and Community
	Pursue further use of IT in centres to produce useful management information from Leisure Flex and ease access for customers eg through Smart card technology.	Ongoing	Sports Facilities; Sports, Leisure and Community
	Continue to develop the www.warwickdc-leisure.co.uk web site in conjunction with the WDC web site.	Ongoing	Sports Facilities; Sports, Leisure and Community
Target specific groups of user in particular older people and youngsters to increase attendances. This will include the implementation of the Best Value Review of Older People		Sports Facilities and Sports Development	

**SPORTS FACILITIES - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
	<p>Action Plan; attendance at aFit for the Future@ type events and Active Sports.</p> <p>Implement the recommendations resulting from the review of the pool programmes (Dec 2001) following approval by members.</p>	April 2002	Sports Facilities
Leisure Centres continued	<p>Investigate the feasibility of installing CCTV at Edmondscote track.</p> <p>Continue to work with Police and Mayfair to improve public perception of security in the areas adjacent to leisure centres.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Sports, Leisure & Community; Amenities Manager</p> <p>Sports Facilities; Sports, Leisure & Community</p>

**HOUSING ENABLING - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
Allocations and Lettings	To complete Member Seminars before final report to Executive with new Allocations Policy.	Completed	Housing
	To report to Executive on Allocations Review and new Policy	Completed	Housing
	To implement changes to Allocations Policy following review	From July 2002 (dependent on IT system)	Housing
Housing Advice and Homelessness	To implement BVR Improvement Plan	From April 2002 Dependent on growth bid	Housing
Provision of Affordable Housing	To monitor LASHG spend	On-going	Housing
	To carry out actions held within the Community Plan in relation to the provision of affordable housing	On-going	Housing
	To develop proposal alongside Environmental Health and Planning for Regent Hotel Site commuted sum	Completed	Housing/ Env Health/ Planning
	Organise a conference of key stakeholders to investigate innovative ways to deliver low-cost/affordable market housing, including resale covenant scheme. Produce a report on market options and devise an affordable market housing strategy.	To be done as part of Best Value Review 2003	Housing and Planning

**HOUSING ENABLING - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
	Encourage more affordable housing in new developments by reviewing the percentage of affordable housing achieved and by considering reducing local thresholds within affordable housing planning policy	To be done as part of Best Value Review 2003	Housing and Planning
	Work with neighbouring authorities to agree a common approach towards enabling affordable housing.	ongoing	Housing
Housing Strategy	To complete review of Housing Strategy	April 2002	Housing
	To complete consultation as per Consultation Programme	July 2002	Housing
	Setting up a working group to review and consult on the Housing Strategy - ensuring that the Housing Strategy links to the Community Plan, Local Plan and regional guidance.	Oct 2001	Housing
	To complete consultation as per Housing Options Consultation Programme	January - March 2002	Housing Policy Services /
	Report to Executive 11th March 2002 and Council April 2002	All Completed	Housing
	Implement decision of the Council		Policy Services / Housing
Supporting People	To provide information paper to Members	April 2002	Housing
	To develop Supporting People Strategy for inclusion in Housing Strategy	April 2002	Housing

**HOUSING ENABLING - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
	Involvement in drawing up the Supporting People Strategy including Shadow Strategy by August 2002	August 2002	Housing
	Assisting in the Mapping of Needs and Supply as requested	All completed	Housing
Private Sector Housing	Continue to provide a full private sector housing service covering houses in multiple occupation, camping and caravan sites and unfit dwellings, meeting relevant service standards.	Ongoing	Environmental Health
	Monitor and improve the levels of energy efficiency of dwellings within the District through implementation of the HECA Strategy.	Ongoing	Environmental Health
	Work with local colleges, Coventry City Council and private renting agencies to develop an accreditation scheme of landlords and accommodation quality.	April 2003 and ongoing	Environmental Health
	Offer housing grants and advice to landlords and owner-occupiers in order to reduce the number of properties that are unfit or in disrepair.	April 2003 and ongoing	Environmental Health
	Offer Home Repairs Assistance grants to enable private tenants and owner-occupiers to tackle minor disrepair and remain in their homes	April 2003 and ongoing	Environmental Health
	Reduce the number of empty properties by implementing the Empty Property Strategy	April 2003 and ongoing	Environmental Health

**HOUSING ENABLING - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
	Enforcing and encouraging improved standards in private sector housing.	April 2003 and ongoing April 2003	Environmental Health Housing and Environmental Health

**HOUSING LANDLORD - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
Stock Management			
Decent Homes	To develop proposals to eradicate non-decent homes, as per the Decent Homes Guidance.	July 2002 Ongoing	Property/Housing
Rent Restructuring	Implement rent restructuring April 2002	April 2002 Completed	Housing/Finance
Repairs - Partnering	Consider the benefits and drawbacks of a partnering arrangement in relation to routine maintenance	By October 2002 Ongoing as part of BVR	Housing/Property
Repairs - Repairs by Appointment	Monitor pilot for 3 month period up 1st April 2002	April 2002	Housing
	Implement repairs by appointment throughout district	October 2002 Completed	Housing
Repairs	Implement a void / lettability standard	August 2002 In Draft	Housing
	Investigate areas for savings within the routine repairs budget	April 2002 Completed	Housing
	In line with e-government consider the customer interface options for tenants reporting repairs.	July 2002 Completed	Housing
Business Planning	Review Business Plan	July 2002 completed July 2003	Housing/Property

**HOUSING LANDLORD - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
		July 2004	
Best Value	Complete BVR - Stock Management	December 2002	Housing
Information Technology	Introduce new integrated housing management system	2003/2004	Project Team
Void Management	Investigate the current arrangements for key management and make recommendations to improve current system, with the aim of improving relet efficiency and customer service.	April 2002 Completed	Housing
Tenancy Management			
Tenancy Agreement	Implement new Tenancy Agreement. Consultation already completed.	April / May 2002 completed	Housing
Estate Services	Investigate Estate Supervisors Service where tenants currently receive 4 different levels of service at same rent, the aim being to provide a fair and equitable service. Link up to Service Charges.	Ongoing	Housing
	Review policy and procedure for dealing with abandoned vehicles, in light of increased charges.	September 2002 Ongoing	Housing
CCTV	Complete transfer of Concierge to corporate CCTV Centre, with new SLA and a revised set of performance indicators.	April 2002 Completed	Housing
	Consider the possibility of extending current CCTV provision.	December 2002 ongoing	Housing
	Investigate the use of injunctions for neighbour nuisance and		

**HOUSING LANDLORD - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
	anti-social behaviour.	Ongoing	
The Crest	The Crest - recommendations arising from tenant consultation and data collection during 2001 and Chapman Hendy Report November 2000.	Completed	Housing
Rent Arrears	To complete actions contained within the Rent Arrears Team Action Plan	Completed	Housing
Rent Arrears	Complete BVR - Tenancy Management	December 2003	Housing
Tenant Participation			
Tenant Compact	Complete annual review of Tenant=s Compact	April 2002 Ongoing	Tenant Compact Review Panel
	Implement proposals / revised plan arising from review of Tenants Compact.	On-going	Housing
	Implement methods to involve tenants in Business Planning process, particularly in relation to major works programmes and decent homes.	April 2002 Ongoing	Housing
	To form a Good Practice Group with other Warwickshire Councils.	Completed	Housing
	Complete Tenant Consultation Programme in relation to Housing Options.	March 2002 Ongoing	Housing

**HOUSING LANDLORD - SERVICE PLAN 2002 - 2004
WORKPLAN**

Topic	Action	When	Who
Housing Services for the Elderly	Implement actions arising from BVR Older People 2001 Assess implications of Care Standards Act 2000 - legislative delay	During 2002-ongoing August 2002	Housing Housing

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