

**WYRE FOREST DISTRICT COUNCIL
2007/08 ANNUAL PRIORITIES**

Table A: 2007/08 Priority Themes and Key Result Areas

Priority Theme	Key Result Areas	Driver for Action	Corporate Plan Theme	National Priority
Service	A. Customer Service	<ul style="list-style-type: none"> ▪ Continuous improvement in customer services ▪ Establishment of the 'Wyre Forest Brand' 	Delivering Quality Services	Improved Access to Services
	B. Equality & Diversity	<ul style="list-style-type: none"> ▪ Equalities legislation and national initiatives for greater community cohesion 	Delivering Quality Services	Creating Safer & Stronger Communities
	C. Environment	<ul style="list-style-type: none"> ▪ Climate change ▪ Environmental cleanliness as a priority for residents 	Managing the Local Environment	Transforming Our Local Environment
Efficiency	D. Centralised Office Accommodation	<ul style="list-style-type: none"> ▪ Improved customer service and efficiency through better use of office accommodation 	Improving Corporacy & Performance	Delivering Efficiency in Local Services
	E. Shared Services	<ul style="list-style-type: none"> ▪ Local Government & Public Involvement in Health Bill: drive for greater economy and efficiency 	Delivering Quality Services	
	F. Efficiency & Value for Money	<ul style="list-style-type: none"> ▪ National efficiency agenda 	Improving Corporacy & Performance --- Delivering Quality Services	Use of Resources & Value for Money
Prosperity	G.– J. Regeneration	<ul style="list-style-type: none"> ▪ Maintain the momentum of local regeneration initiatives and town centre redevelopments 	Promoting Economic Prosperity	Promoting the Economic Vitality of Localities
	K. Crime Reduction	<ul style="list-style-type: none"> ▪ Priority for residents 	Enabling Community Wellbeing	Creating Safer & Stronger Communities
	L. Housing			

Table B: Performance Indicators and Targets for 2007/08 Priorities

Priority Theme	Key Result Areas	Activities	Div.	Performance Indicators	Targets
SERVICE	A. Customer Service	1. Customer Service Strategy	HR	a. Resolution of customer enquiries at first point of contact	80% by March 08
				b. Completion of two customer satisfaction surveys for Customer Services	1 by August 07
		2. Brand Strategy	SPU	a. Adoption of Implementation Plan	1 by March 08
				a. Adoption of revised WFDC Equality Policy	By October 07
	B. Equality & Diversity	3. Equality & Diversity Framework	SPU	b. Completion of project planning for County-wide E&D partnership project	By June 07
				c. Commencement of mapping exercise under the County-wide project	By September 07
				d. Adoption of single WFDC Equality Scheme	By November 07
					By March 08
	C. Environment	4. Sustainability Strategy	PHE	a. Number of referrals to be made through the Wyre Forest Affordable Warmth Scheme	135
				b. % new WFDC employees receiving sustainability training by March 08	90%
c. % reduction in energy consumption in Council buildings by March 08				2%	

Priority Theme	Key Result Areas	Activities	Div.	Performance Indicators	Targets
EFFICIENCY		5. BVPI 199 (Street & environmental cleanliness)	CLC	a. BV 199a (litter)	Max 20% below Grade B
				b. BV 199b (graffiti)	Max 8% below Grade B
				c. BV 199c (fly-posting)	Max 2% below Grade B
	D. Centralised Office Accommodation	6. Centralised Office Accommodation Strategy	CLC	a. Planning application	By June 07
				b. Start on site	By March 08
	E. Shared Services	7. Shared Services Strategy	SPU	a. Adoption of Strategy (subject to new legislation or County-wide initiatives)	By October 07
	F. Efficiency & Value for Money	8. Annual Efficiency Statement (Action Plan)	FS	a. Achievement of efficiency gains for 2007/08 (Government target: £334,000)	Gains totalling £598,000
		9. Value for Money Policy (Action Plan)	SPU	a. Complete pilot VFM exercises	2 by March 08

Priority Theme	Key Result Areas	Activities	Div.	Performance Indicators	Targets
PROSPERITY	G. Kidderminster (Worcester St) Redevelopment	10. KTC 3 Partnership Agreement	CLC	a. Development agreement signed	By June 07
				b. Planning application	By September 07
				c. Start on site	By March 08
	H. Stourport Road Employment Corridor	11. Kidderminster Economic Regeneration Strategy	PHE	a. Commissioning consultants advice on market deliverability of different employment uses for the British Sugar site	By June 07
				b. Development of informal masterplan for British Sugar site, jointly with site owners, WCC and AWM	By December 07
	I. Stourport-on Severn	12. STC 4 Plan	PHE	a. Appointment of agents to act on behalf of the Council in negotiating purchase	By April 07
				b. Completion of development agreement with AWM and British Waterways	By May 07
		13. Bridge St Partnership Project	PHE	c. Service of Compulsory Purchase Order for 8 and 8a Bridge Street	By September 07
a. Undertaking public consultation on proposed public realm improvements				By January 08	
			b. Completion of public realm improvements	By March 08	

Priority Theme	Key Result Areas	Activities	Div.	Performance Indicators	Targets
	J. Bewdley	14. Worcs Hub Satellite Service Centre	CLC	a. Centre open	By December 07
	K. Crime Reduction	15. Community Safety Partnership Strategy	SPU	a. % reduction in British Crime Survey Comparator Crime	18% by March 08
				a. Number of affordable homes completed in the District	40
	L. Housing	16. Local Area Agreement	PHE	b. Number of affordable homes completed across Worcestershire on land owned by members of the Worcestershire Partnership	77
c. Number of domestic renewable installations completed across Worcestershire using District Council funding				60	