

Planned Priorities and Milestones 2006/07

Priority 1: To Improve Customer Service

#	2006/07 Milestones
1	Completing IEG in terms of 100% for BV157 and achievement of the required priority outcomes.
2	Contact Centre – completion of Phases 1 and 2 with integration with CRM
3	Publicity for availability of transactional services on our web-site (with launch of customer service standards)
4	Appointment of Customer Services Manager
5	Service First – public launch of new customer service standards
6	Service First - First integrated half year monitoring report on customer service standards and complaints
7	Service First: Approval of a Customer Access Strategy

Priority 2: To achieve successful, sustainable new communities at Northstowe and other major new settlements.

#	2006/07 Milestones
8	LDF - Commence Public Examination
9	LDF - Adoption by Council
10	Northstowe Draft S.106 statement complete
11	Medium Term project plan – programme for all growth areas with resource and workforce projections
12	Northstowe: completion of Town Centre strategy
13	Northstowe: completion of Local Management Organisation Study
14	Civic Hub proposals completed, including specification, design, management and procurement
15	All Community facility and service proposals completed including specifications, design, management, procurement, phasing and developer contributions required
16	Northstowe Energy and Utilities: to complete a detailed risk assessment and feasibility study to enable the Northstowe Sustainable Energy Partnership to be progressed.

Priority 3: To increase the supply of affordable housing.

#	2006/07 Milestones
17	Complete an appraisal of Council held land and property to identify opportunities for the development of affordable housing, working through RSLs
18	Report annually to portfolio holder on arrangements within the Council for promoting affordable housing and on any obstacles
19	Develop standard S106 Agreements in order to provide greater certainty to developers and speed up the approval process, consistent with a sub-regional approach (to be discussed with GJ)
20	With partners authorities in the sub-region, agree and implement new commissioning arrangements to meet housing research requirements
21	Agree a programme for the use of commuted sums for affordable housing development
22	Agree split between rented and intermediate tenures and selection of RSLs for affordable housing development for Northstowe
23	Planning service: establish monitoring of affordable housing permissions.

Other Major Corporate Projects.

#	2006/07 Milestones
24	Transformation Project – appointments to revised first two tiers
25	Completion of Business Process Reviews
26	Gershon: Ensure implementation of £514,000 efficiency savings in 2006/07 and identify a similar level of savings for 2007/08
27	Publication of second Community Strategy
28	Travellers – approve Travellers Issues Strategy