

2011/12 Service Plan actions by Corporate Priority where completion dates have been revised.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
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Strapline: Fit for purpose, services fit for you

Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2013 - Sustain customer satisfaction with the Council as a result of improved customer services and website access.

By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.

By 2013 - Increase the percentage of residents who agree that the Council provides value for money.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
11-PBC01	Planning and Building Control	Development Control - Implement introduction of local fee setting for planning and related applications.	<p>Target: Ensure that local fees are established.</p> <p>Outcome: Cost of provision of service covered by fee income and greater local ability to set appropriate fees / accountability.</p> <p>Critical Success Factors: Understanding of costs.</p> <p>Environmental Impacts: Pressure to ensure costs minimised may lead to less environmental impacts (printing and paper costs).</p>	30/09/12	Revised completion date from 30 September 2011 to 30 September 2012. Further assessment of the costs of application determination as part of government PAS (Planning Support Service). However, government has delayed introduction of self set charges and no current introduction date is established.