

## EAST AYRSHIRE COUNCIL

### COMMUNITY SERVICES COMMITTEE – 15 SEPTEMBER 2004

#### REPORT ON THE DEPARTMENTAL CONTINUOUS IMPROVEMENT PLAN 2003 - 2006

##### Report by Executive Director of Neighbourhood Services

### 1. PURPOSE OF REPORT

- 1.1 To advise the Committee of the first annual review of the Department of Neighbourhood Services (Leisure and Protective Services sections), Continuous Improvement Plan 2003-2006.
- 1.2 To advise on progress made against the Continuous Improvement Plan in 2003/04.
- 1.3 To introduce additional actions for the next two years of the current Continuous Improvement Plan.

### 2. BACKGROUND

- 2.1 Neighbourhood Services (Leisure and Protective Services) developed a Continuous Improvement Plan to measure and drive service improvement/development over the 3 year period 01 April 2003 to 31 March 2006.
- 2.2 The plan contained 230 action points to be progressed over the period of the plan.
- 2.3 The Continuous Improvement Plan was submitted and agreed at Community Services Committee on the 28 May 2003.
- 2.4 The Improvement Plan meets the Government's requirement to achieve Best Value through continuous improvement in services, year on year.

### 3. PROGRESS IN 2003/04 AGAINST THE DEPARTMENTAL CONTINUOUS IMPROVEMENT PLAN (2003-2006)

- 3.1 The review of the action plan has been simplified using colour coding to indicate the progress towards each action that has been achieved in the last year.
- 3.2 The coding is as follows:-



### 3.3 Progress is as follows:-

- 47 actions specific to 2003/04 were achieved on target;
- 172 actions are ongoing / recurring, these actions continue to be met;
- 11 actions missed their target implementation date and have moved in to financial year 2005/06;
- 2 actions have been discontinued due to changes in legislation/priorities etc;
- An additional 57 new actions have been added to the plan.

3.4 In 2005/06 the department aims to achieve/complete the outstanding actions contained within the reviewed Continuous Improvement Plan.

## 4. FINANCIAL/LEGAL/POLICY IMPLICATIONS

4.1 Nil

## 5. CONCLUSION

5.1 The review shows that the department has met most of its service improvement targets set out in 2003/04 Continuous Improvement Plan.

5.2 Through the adoption and implementation of the Continuous Improvement Plan 2003–2006, Protective and Leisure Services continue to show their commitment to delivering quality and value for money services in line with the Council's Community Planning regime.

## 6. RECOMMENDATIONS

6.1 It is recommended that the Committee:-

- (i) note and approve the contents of the Community Services, Continuous Improvement Plan 2003 – 2006 annual review; and
- (ii) otherwise note the contents of the report

William Stafford  
Executive Director of Neighbourhood Services

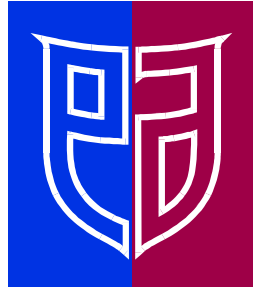
WS/JC

23<sup>rd</sup> August 2004

## LIST OF BACKGROUND PAPERS

Nil

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**East Ayrshire**  
COUNCIL

**DEPARTMENT OF NEIGHBOURHOOD SERVICES  
LEISURE AND PROTECTIVE SERVICES SECTIONS**

**CONTINUOUS IMPROVEMENT PLAN**

**APRIL 2003 - MARCH 2006**

**REVIEW & UPDATE SEPTEMBER 2004**

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## INTRODUCTION

The Department of Neighbourhood Services is committed to delivering high quality, value for money services for the people of East Ayrshire.

The Leisure and Protective Services sections produced a continuous improvement plan to highlight what we will be doing over the next three years (April 2003 / March 2006) to improve service quality and meet the Councils / Departments obligations and priorities. The continuous improvement plan shows the departments commitment to Best Value.

The remit of the Department is wide and encompasses many of the Councils core services these include;

Cleansing Services (refuse collection, street cleaning and recycling)	Environmental Health	Outdoor Services (grounds maintenance, parks & cemeteries)
Trading Standards	Museums, Arts & Theatres	Recreation (sports & leisure facilities and health promotion)
Libraries, Registration and Information Services	Dean Castle Country Park	Licensing & Community Safety
Civil Emergency Planning	Housing	Building & Works

The next three years will be challenging for Community Services with the adoption of a number of major pieces of legislation. These include;

- The Local Government in Scotland Act 2003
- The Land Reform Bill and access legislation.
- The Civil Contingency Bill 2004
- The Marriage (Approval of Places) (Scotland) Regulations 2002 relating to civil marriage ceremonies away from registry offices.
- ♦ The Disability Discrimination Act 1995
- ♦ The Race Relations (Amendment) Act 2000
- The Freedom of Information (Scotland) Act 2002

The Department will continue to plan, develop and implement new strategies and services in line with new legislation and service priorities. Some examples of the developments taking place over the next three years are listed below. A fuller list of actions can be seen in the remainder of the document.

- The development and implementation of an East Ayrshire Cultural Strategy.
- Participation in the development of community planning partnerships and a community plan
- Undertake best value service reviews of Leisure and Protective Services
- The development of the Burns House Museum and the refurbishment of the Dick Institute Galleries, Palace Theatre and other public buildings
- Draft and implement regeneration plans for parks and cemeteries
- Continue to promote sports, play and health developments
- Increasing the levels of household waste recycled using innovative schemes and practices.
- Continue to plan, develop and co-ordinate the Emergency Planning Service
- The development of Community Safety Action Plans
- The implementation of the Trading Standards National Performance Framework

- The implementation of the Freedom of Information Act

## **DEPARTMENTAL CONTINUOUS IMPROVEMENT PLANS**

**Section: Directorate (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Implementation of 3 year budgeting	Best Value Departmental Priority	Finance Department		01/04/03	Director Community Services	Within Existing Budgets	1
Continue to operate within the Financial Regulations agreed by East Ayrshire Council, Finance Department	Council Financial Regulations	Finance Department	Ongoing	Ongoing	Directorate and all Section Heads	Within Existing Budgets	2
Continue to investigate possible sources of funding to deliver improved levels of service.	Departmental Priority	Development Services	Ongoing	Ongoing	Directorate and all Section Heads	Within Existing Budgets	2
Continue to produce Accounts Commission statutory performance indicators	Statutory Responsibility		Ongoing	Ongoing	All Section Heads	Within Existing Budget	2
Continue to implement EAGER reviews.	Corporate Policy	Personnel	All Staff in October of each year.	31/10/03	All Section Heads	Within Existing Budget	2
Continue to carry out job evaluation procedures as part of the single status programme.	Corporate Priority	Corporate Personnel		01/04/04	All Staff	Within Existing Budget	2
Review the financial implications of the job evaluation process	Departmental Priority	Corporate Personnel		01/04/04	Finance Manager		2
Continue to implement and review Health & Safety Policies and Procedures in line with Council and Departmental Guidance.	Corporate Policy	Health & Safety	Ongoing	Ongoing	All Section Heads	Within Existing Budgets	2
Investigate the usage of electronic service delivery methods such as the internet to access its services.	Central Government	EAC IT Services		31/03/04	All Section Heads	Within Existing Budgets	2

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Directorate (2)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Continue to operate and develop services within the core themes of Best Value guidelines	Central Government	Corporate Development & Communication.	Ongoing	Ongoing	Directorate and all Section Heads	Within Existing Budgets	2
Develop a Cultural Strategy for East Ayrshire	Council Priority	Leisure Services All Council Departments	The Development of an East Ayrshire Cultural Strategy	01/04/04	Head of Leisure Services	Within Existing Budgets	2
Review the property portfolio in relation to its suitability for purpose and the development of a planned programme of maintenance.	Departmental Priority	H.A.T.S		01/04/04	All Section Heads	Within Existing Budgets	2
Develop a Departmental Strategic Development Plan in line with the Councils Community Plan	Departmental Priority	All Sections		31/03/06	Directorate	Within Existing Budgets	2
Implement East Ayrshire Councils Race Equality Scheme	Statutory Duty	All Sections	Review all departmental functions, strategies policies in line with the Race Equality (Amendment) Act 2000 guidance	31/03/06	Directorate	Within Existing Budgets	2
Review East Ayrshire Race Equality Scheme	Statutory Duty	All Departments	Complete a review of the race equality scheme	30/11/05	Head of Personnel / Directors	Within Existing Budgets	2
Initiate, maintain and facilitate a Community Planning Partnership	Council Priority	Health Board Joint Police Board Joint Fire Services Board, Chief Constable, Scottish Enterprise, SPTA	The Development of a Community Planning Partnership	31/03/06	Council & Directorates	Within Existing Budgets	2
Review the current procedures for member / officer contacts.	Departmental Priority	All Sections		Ongoing	P. O. Support	Within Existing Budgets	2

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  New Action

**Section: Directorate (3)**

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<b>Time-scale</b>	<b>Lead Officer</b>	<b>Budget</b>	<b>Target Update</b>
Undertake Best Value Services Reviews for Leisure and Protective Services Sections.	Corporate Priority	All sections	Complete Leisure Services and Protective Services BVSR by agreed timetable	Sep 2005 March 2006	All Section Heads	Within Existing Budgets	5
To ensure that the Department of Neighbourhood services is ready to implement the Freedom of Information Act	Statutory Responsibility	Corporate Development and All sections	All relevant staff trained in FOI and have the systems in place to deal with FOI requests	01/01/05	Head of Legal Services	Within Existing Budgets	5

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  New Action

**Section: Central Services (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Compile a Departmental 3-year Service Plan in line with the Community Plan	Corporate Policy	All Sections		31/12/03	P.O. (Support)	Within Existing Budget	2
Review the Departmental Induction Programme for use by all sections.	Service Priority	All Sections		31/12/03	P.O. (Support)	Within Existing Budget	3
Advise and assist the job evaluation team with the process.	Corporate Policy	Corporate Personnel	Ongoing	Ongoing	Personnel Officer	Within Existing Budget	2
Evaluate the training needs of the Department via the EAGER process and organise relevant training courses.	EAGER Corporate Policy	Corporate Personnel	Ongoing	Ongoing	Internal Training Unit	Within Existing Budget	2
Maintain the training and qualification database for all employees in the department.	Service Priority EFQM Service Review		Ongoing	Ongoing	Admin Officer (Service Development)	Within Existing Budget	2
Co-ordinate and maintain personnel records in line with Disclosure Scotland	Central Government	All Sections Corporate Personnel, Unions	Ongoing	Ongoing	Personnel Officer	Within Existing Budget	2
Produce / Update the Departmental personnel procedure guide.	Service Priority			30/06/03	Personnel Officer / P.O. (Support)	Within Existing Budget	2
Continue to represent the Department on personnel working groups / user groups	Service Priority	Corporate Personnel	Ongoing	Ongoing	Personnel Officer	Within Existing Budget	2
Update the Departmental essential guide	Service Priority	All Sections		01/08/03	P.O. (Support)	Within Existing Budget	3
Update the Departmental phone listing and produce an electronic version	Service Priority	All sections		01/04/03	P.O. (Support)	Within Existing Budget	3

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  Ongoing
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  New Action

**Section: Central Services (2)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Collate, verify and present statutory and local performance indicators to Audit Scotland and Committee. Ensure new guidance is complied with.	Statutory Requirement	Corporate Development & Communications		30/06/03 Annually	P.O. (Support)	Within Existing Budget	3
Update performance Information Manuals annually	Statutory Requirement	Corporate Development & Communications		31/05/03 Annually	P.O. (Support)	Within Existing Budget	3
Produce a performance information report. This will cover a 5-year period and will show performance trends.	Service Priority	Corporate Development & Communications		28/02/04 Annually	P.O. (Support)	Within Existing Budget	3
Plan, co-ordinate and manage a timetable of consultation projects to obtain the views of internal / external customers, and suppliers	Service Priority EFQM	All Sections		Ongoing	P.O. (Support)	Within Existing Budget	3
Ensure the results of all completed surveys are communicated to all stakeholders.	Service Priority EFQM	All Sections		Ongoing	P.O. (Support)	Within Existing Budget	3
Provide support and advice on the service review process to all sections.	Service Review Best Value	Corporate Development & Communications		Ongoing	P.O. (Support)	Within Existing Budget	2
Provide support & advice to all sections on Best Value	Best Value	Corporate Development & Communications		Ongoing	P.O. (Support)	Within Existing Budget	2
Represent the Department on issues relating to the EFQM Excellence Model, Performance Indicators, Service Reviews, PMP Assessments etc.	Best Value	Corporate Development & Communications		Ongoing	P.O. (Support)	Within Existing Budget	2
Develop a system to monitor Departmental attendance at conferences.	Corporate Responsibility	All Sections		01/04/03	P.O. (Support)	Within Existing Budgets	3

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  Ongoing
  Completed
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  New Action

**Section: Central Services (3)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Ensure that all inventory lists are completed as per guidelines	Corporate Policy	Internal Audit Section		31/05/03 Annually	P.O. (Support)	Within Existing Budget	2
Ensure that all Departmental public liability insurance claims are dealt with timeously and professionally.	Service Priority	Risk & Insurance Manager		31/05/03 Annually	P.O. (Support)	Within Existing Budget	2
Ensure that all car lease applications are dealt with timeously	Service Priority			Ongoing	P.O. (Support)	Within Existing Budget	2
<del>Act as Departmental liaison with EAGIS project on the implementation of the SAP System</del>	Corporate Policy	EAGIS Team	<del>This action is no longer relevant to the section</del>	Ongoing	<del>P.O. (Support) / Admin Assistant</del>	Within Existing Budget	4
Undertake EFQM Pathway Assessments for all sections within Leisure and Protective Services.	Corporate Policy	Central, Leisure and Protective Services	All sections to be assessed annually	01/12/04 and annually thereafter	P. O. (Support)	Within Existing Budget	5
Review the Race Equality Action Plan on an annual basis for all sections within the Leisure and Protective Services.	Corporate Policy Race Equality Act 2002.	Central, Leisure and Protective Services	All sections to be assessed annually	30/11/04 and annually thereafter	P. O. (Support)	Within Existing Budget	5
Collate and submit Neighbourhood Services section of the Councils annual Public Performance Report	Local Government Scotland Act 2003	All sections with Neighbourhood Services Department	All sections to make submissions annually	31/07/04 and annually thereafter	P. O. (Support)	Within Existing Budget	5
Co-ordinate and manage the production of Identity Badges for all staff in the Department of Neighbourhood Services	Council Policy	All sections with Neighbourhood Services Department	Ensure that all current and new staff within the Department of Neighbourhood Services has the Councils new ID Badge.	31/08/04	P. O. (Support)	Within Existing Budget	5
Manage and coordinate the introduction of the Freedom of Information Act with the Department of Neighbourhood Services	Freedom of Information Act 2002	All sections within the Department	To have FOI systems operational by 01/01/05	01/01/05	P. O. (Support)	Within Existing Budget	5

 Delayed  
  Ongoing  
  Completed  
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  New Action

# LEISURE SERVICES CONTINUOUS IMPROVEMENT PLANS

1 Delayed   2 Ongoing   3 Completed   4 Deleted   5 New Action

**Section: Dean Castle Country Park (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Implement the East Ayrshire Access Strategy.	Draft Land Reform Bill (Autumn 2003)	Development Services / Council Departments / Scottish National Heritage / Health Board / Tourist Board	The development of the River Ayr walk (66Km walk) plus associated walks and cycle networks	01/04/03 to 31/12/06	C.P. Manager	External Funding	2
Investigate the development of local nature reserves within East Ayrshire	Service Priority	Scottish Natural Heritage	2006 Two nature reserves in development	01/04/03 to 31/03/06	C.P. Manager	Within Existing Budget	2
Investigate the development of the Paths to Health project (CHEAP Network) which utilises walking to improve health	Community Plan Improving health & Environment	Ayrshire & Arran NHS Board. Recreation	2003 Project moved to Leisure Development Section and renamed CATCH Project	01/04/03 to 31/03/06	C.P. Manager	New Opportunity Funding	2
Continue to provide an environmental education programme for all schools in East Ayrshire in line with the 5-14 curriculum.	Community Plan Environmental Strategy (objectives)	Scottish Natural Heritage Council Departments Emergency Services	10,000 students This target was reviewed and changed to 6,000 students (Community Plan)	01/04/03 to 31/03/06	Senior Ranger	Within Existing Budget	3
Provide a full programme of events in the country park and wider countryside	Community Plan Cultural Strategy Economic Strategy (Image & Tourism)	EALRIS Recreation Museums & Arts	50 events (annually)	Ongoing	Senior Ranger	Within Existing Budget	2
Contribute towards the the Cultural Strategy for East Ayrshire.	Cultural Strategy	Leisure Sections	New Cultural Strategy	Ongoing	C.P. Manager	Within Existing Budget	2

 Delayed 
  Ongoing 
  Completed 
  Deleted 
  New Action

**Section: Dean Castle Country Park (2)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Mediation between public use and other rural land uses	Draft Land Reform Bill. Environment Strategy (objective 10)	Development Services/ Council Departments / Scottish National Heritage / Health Board / Tourist Board	Ongoing	Ongoing	C.P. Manager Senior Ranger	Within Existing Budget	2
Maintain / Promote the Dower House Conference Facility	Cultural Strategy	Onsite	Achieve income target <b>Target achieved</b>	Ongoing	C.P. Manager	Within Existing Budget	2
Develop Dean Castle Country Park as a visitor attraction and improve marketing.	Cultural Strategy Economic Strategy (Image & Tourism)	Tourist Board	Ongoing <b>Dean Castle Country Park received 4 star rating visitor attraction from visit Scotland in 2004.</b>	Ongoing	C.P. Manager	Within Existing Budget	2
Carry out detailed market research in to customer satisfaction	Best Value	Central Services	2003 <b>Work started during spring / summer season 2004</b>	01/04/03 to 31/03/06	C.P. Manager P.O. Support	Within Existing Budget	2
Develop a programme of maintenance, improvement & renewal at Dean Castle	Cultural Strategy	Tourist Board	Ongoing	Ongoing	C.P. Manager	Within Existing Budget	2
Develop a three year management strategy and annual work programmes for countryside rangers / access officers	Scottish Natural Heritage (Ranger Review)	Scottish Natural Heritage	Ongoing	Ongoing	C.P. Manager	Part funded SNH / EAC	2
Conservation of land of National significance within East Ayrshire	Scottish Natural Heritage	Scottish Natural Heritage	Ongoing	Ongoing	C.P. Manager Senior Ranger	Within Existing Budget	2
Contribute to social inclusion / social inclusions unit work.	Cultural Strategy	Social Inclusion Unit	Ongoing	Ongoing	C.P. Manager	Within Existing Budget	2

**Section: Library, Registration & Information Services (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
<b>To continue with provision of core library services as laid out below :</b>							
Provide public access to information technologies to support efforts to train and re-skill people of East Ayrshire	Community Plan – Improving Opportunity, Community Learning Peoples Network/ Government Policy	Ayrshire Electronic Community (AEC), Community Learning and Development, Coalfields Regeneration Trust (CRT), Scottish Library Information Council (SLIC), Ayrshire Libraries Forum (ALF)	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Assist business in East Ayrshire by providing access to computer based training packages	Community Plan – Improving Opportunity, Community Learning Peoples Network/ Government Policy	AEC, Community Learning & Development, CRT, SLIC, ALF and External Bodies	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Ensure job opportunities and training opportunities are advertised in libraries and local offices	Community Plan – Improving Opportunity	Job centre / local businesses / AEC/ Community Learning & Development / other Council Departments & the public	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2

**Section: Library, Registration & Information Services (2)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Provide equality of access to information resources in all service points	Statutory Responsibility Community Plan	AEC, Community Learning & Support, CRT, SLIC ,ALF	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Assist in raising public awareness by promoting healthy living material produced by the Council and other agencies.	Community Plan – Improving Health, Community Learning	Health Services, SIP, Statutory Health organisations, Healthy Living Centre, Health Hit Squad.	Ongoing	31/03/05	Library, Registration & Information Services Manager	Within Existing Budget	2
Develop joint working with Health Care Trusts	Community Plan – Improving Health	Health Care Trusts, ALF	Kilmarnock North Project	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Continue to support formal & informal learning through network of community libraries.	Community Plan – Community Learning Peoples Network	AEC and Community Learning & Development	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2

**Section: Library, Registration & Information Services (3)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Promote use of libraries & local offices to advertise and promote formal and informal learning.	Community Plan – Community Learning, Improving Opportunities, Peoples Network	AEC and Support to Communities	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Provide information and support to the public to enable them to make choices and make informed decisions	Community Plan – Community Learning, Improving Opportunities	Council Departments / External Bodies	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Provide and display information to help raise environmental awareness in East Ayrshire.	Community Plan, Community Safety, Improving the Environment	Protective Services and Environmental Agencies	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Increase the usage of the services offered by libraries	EFQM Action Plan, Department Priority	Council Depts, External Bodies (ALF, SLIC) and the Public	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Provide a breadth of services as outlined in CoSLA standards	Cultural Strategy & CoSLA Standards	CoSLA and SLIC	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2

**Section: Library, Registration & Information Services (4)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Secure additional resources to develop services	Department Priority and EFQM Action Plan (Continuous Improvement)	AEC, Community Learning and Development, CRT, SLIC, ALF	Ongoing	Ongoing	Library, Registration & Information Services Manager		2
Continue a systematic upgrading and review of all facilities, taking account of DDA requirements and suitability for purpose.	Department Priority and EFQM Action Plan (Continuous Improvement)	Various	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Initiate a structured staff development and training plan, including Eager	EFQM	Council Departments	Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Library, Registration & Information Services (5)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
<b>To continue with provision of core Registration and Local Office services as laid out below :</b>							
Provide East Ayrshire wide access to council information and services	Council Policy / Community Plan – Improving Opportunities	Council Departments and the Public	Ongoing	Ongoing	Local Office & Registration Manager	Within Existing Budget	2
Provide payment facility for all council accounts	Council Policy / Modernising Government	Council Departments, the Public, External Bodies	Ongoing	Ongoing	Local Office & Registration Manager	Within Existing Budget	2
Provide a facility for the Registration of Births, Deaths and Marriages	Statutory	GRO	Ongoing	Ongoing	Local Office & Registration Manager	Within Existing Budget	2
Provide genealogical information to appropriate enquirers	Statutory Community Plan -Improving Opportunity	GRO, East Ayrshire Family History Society	Ongoing	Ongoing	Local Office & Registration Manager	Within Existing Budget	2
Implement the recommendations of the Community Services committee report on marriage ceremonies out-with registration offices.	Statutory	GRO	2002/03 (complete)	31/12/03	Local Office & Registration Manager	Within Existing Budget	3
Implement the recommendations of Community Services Committee report on Citizenship Ceremonies	Statutory	GRO Home Office	Completed May 2004	01/05/04	Local Office & Registration Manager	Within Existing Budget	3
Implement the recommendations of the Community Services Committee Report on Naming, Renewal of Vows and Commitment Ceremonies	Income Generation	GRO Civil Ceremonies Ltd.	June 2004 (Completed)	01/06/04	Local Office & Registration Manager	Within Existing Budget	3

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Library, Registration & Information Services (6)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
<b>Objectives for next 3 years</b>							
Promote and market the People's Network to the public of East Ayrshire.	People's Network EFQM	AEC, Community Learning & Development, CRT, SLIC, ALF, Public	Ongoing	01/04/03 to 31/03/06	Library, Registration & Information Services Manager	Within Existing Budget	2
Develop a marketing plan with action points for the library service.	EFQM, Departmental Priority	To be determined	Strategy completed, action plan in progress.	01/04/05 to 31/03/06	Library, Registration & Information Services Manager	Within Existing Budget	2
Investigate possible sources of funding to ensure sustainability of People's Network.	Modernising Govt / e-govt agenda, Departmental Priority	To be determined	Ongoing	01/04/03 to 31/03/06	Library, Registration & Information Services Manager	Within Existing Budget / external funding	2
Investigate links between Reader Development and the library management system (e.g. by installing the "ibistro" catalogue enhancing software).	Modernising Govt / e-govt agenda Community Plan	Sirsi, Opening the book. Book suppliers	Ibistro installed and working developments continuing.	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	2
Develop 24/7 online access to library services via the web, and investigate 7-day a week opening at selected sites	Modernising Govt / e-govt agenda	IT Section, Library Staff and the Public	Most web based services in place.	01/04/05 to 31/03/06	Library, Registration & Information Services Manager	Within Existing Budget / external or other funding	2

**Section: Library, Registration & Information Services (7)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Transfer Registration Services to the DIGROS and Forward Electronic Register systems.	Modernising Govt / e-govt agenda	GRO / IT	Delayed due to IT difficulties at the GRO	01/04/05 to 31/03/06	Local Office & Registration Manager	Within Existing Council Budgets	1
Install a new cash receipting system supporting electronic payment in local offices.	Modernising Govt / e-govt agenda	IT & Finance Sections and the public	April 2003 (Installation Complete)	Ongoing	Local Office & Registration Manager	Within Existing Council Budgets	3
Undertake a review of local office services, specifically looking at developing an integrated approach to customer contact using ICT to provide a single access gateway to customer records.	Modernising Govt / e-govt agenda	Council Departments and the public	Ongoing	01/04/03 to 31/03/06	Library, Registration & Information Services Manager	Within Existing Council Budgets	2
Undertake a corporate pilot of video conferencing in libraries and local offices	Modernising Govt / e-govt agenda, People's Network (NOF)	Benefits Agency Primary Healthcare Trusts.	2002/03 (Pilot complete, the service is to continue)	Ongoing	Library, Registration & Information Services Manager	Within Existing Council Budgets	3
Investigate the development of a Heritage Centre at the Burns monument.	Service Priority	Historic Scotland, Heritage Lottery Fund	Ongoing	01/04/03 to 31/03/06	Library, Registration & Information Services Manager	Within Existing Budgets / External Funding	2
Enhance public access to library resources by participating in Ayrshire wide resource sharing project.	Community Plan Improving Opportunity / Peoples Network	Scottish Library Information Council, Ayrshire Libraries Forum	2 Year pilot in place	August 2006	Library, Registration & Information Services Manager	Grant Funding / Existing Budget	5

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Library, Registration & Information Services (8)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Strengthen cross-sectoral library cooperation in Ayrshire by playing an active role in the Ayrshire Libraries Forum and having East Ayrshire Council become the lead authority.	Community Plan Improving Opportunity / Peoples Network	Ayrshire Libraries Forum, Scottish Libraries Information Council	Ongoing	August 2006	Library, Registration & Information Services Manager	Within Existing Budget	5
Support Reader Development for Young adults by enhancing the 4readers.net website in co-operation with other authorities.	Modernising Govt / E-government. Community Plan – Improving Opportunity	Scottish Library Information Council, South Lanarkshire Council	Ongoing	August 2005	Library, Registration & Information Services Manager	Existing Budget / external funding	5
Increase access to and use of new technology in communities (Promoting Community Learning Action Plan 2.1)	Community Plan – Improving Opportunity, Community Learning Peoples Network / Government Policy	Ayrshire Electronic Community (AEC), Community Learning & Development, Coalfield Regeneration Trust (CRT), Scottish Library Information Council (SLIC), Ayrshire Libraries Forum (ALF)	Develop use of technology through SIP Project developments and exploitation of Peoples Network.  Market, develop and promote People's Network ICT Facilities	Ongoing	Library, Registration & Information Services Manager	Existing Budget / external funding	5
Provide access to literacy, numeracy and technology skills and support. (Community Learning Action Plan, Action 3.1/3.2)	Community Plan	AEC and Community Learning and Development	50 adults with learning disabilities participating in learning programmes	2004 with annual review	Library, Registration & Information Services Manger	Existing Budget / External funding	5

**Section: Library, Registration & Information Services (9)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Support delivery of NHS Ayrshire and Arran Library and Knowledge Services Strategy for 21 <sup>st</sup> Century Delivery	Community Plan – Improving Health, Service Priority	EAC Departments ALF NHS	Key areas in strategy document	2006	Library, Registration & Information Services Manager	Existing Budget / External funding	5
Use Marketing Strategy to focus campaigns on actual and potential library users.	Department Priority. EFQM, Continuous Improvement	EAC External Bodies The Public	In Development	2007	Library, Registration & Information Services Manager	Existing Budget / External funding	5
Provide online booking function for Registration Services	Modernising Government	EAC IT Section GRO	In Development	2006	Library, Registration & Information Services Manager	MGF	5
In conjunction with local office review, liaise with IT regarding developing a call centre system utilising local offices	Corporate Policy	EAC IT Section	Ongoing	Ongoing	Local Office and Registration Manager	MGF and existing budget	5
Develop a brand name and marketing strategy to promote the full range of services offered by local offices	EFQM, changing role of Local Offices	Council Departments other public agencies	Branding completed April 2006. Marketing will be ongoing.	01/04/ 05	Local Office and Registration Manager	Within Existing budget	5
Develop, monitor and review marketing strategies and action plans for Library, Registration and Information Services	EFQM Department Priority		Strategy completed, action plan in progress	01/12/05	Library, Registration & Information Services Manager	Within Existing budget	5

**Section: Library, Registration & Information Services (10)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Continue to systematically upgrade and review facilities, taking account of DDA requirements and suitability for purpose.	Department Priority, EFQM (Continuous Improvement)	Various	Ongoing	Ongoing	Local Office and Registration Manager	Within Existing budget	5
Investigate sources of funding to ensure the sustainability of the People's Network	Modernising Government / E-Government Agenda. Department Priority		Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing budget	5
Establish Standards for Customer Care for frontline staff based on Customer Care SVQ	Service Priority EFQM	Council Departments Staff External Trading Providers	20 staff qualified in SVQ Level 2	2007	Library, Registration & Information Services Manager	Existing Budget / External funding	5
Build Assessor / Verifier capacity within service for the Customer care SVQ	Service Priority EFQM	Council Departments Staff External Trading Providers	1 Assessor / Verifier trained	2007	Library, Registration & Information Services Manager	Existing Budget / External funding	5
Establish ECDL as standard IT qualification for Library and local office staff	Service Priority EFQM	Council Departments Staff External Trading Providers	10 Local Office staff to achieve qualification	2007	Library, Registration & Information Services Manager	Existing Budget / External funding	5
Explore enhanced communications with service users through use of text messaging and email	Modernising Government / E-Government Community Plan	EAC IT Services		2007	Library, Registration & Information Services Manager	Existing Budget / External funding	5

**Section: Library, Registration & Information Services (11)**






Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Review systems, processes, procedures and feedback mechanisms to assist EFQM Assessment, Service Review and ongoing development of the library and Local Office Services.	EFQM Service Review		Ongoing	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	5
Investigate the development of a Library, Registration and Information Services Heritage Centre.	Service Priority	Historic Scotland Heritage Lottery Fund	Feasibility study by March 2006	Ongoing	Library, Registration & Information Services Manager	Within Existing Budget	5
Provide equality of access to and support for public exploitation of library service information resources by investigating uses of electronic context management systems ( e.g. Sirsi Rooms)	Statutory Responsibility Community Plan – Community Learning, Improving Opportunities, Modernising Government / E-Government	EACT (IT, Training Unit) Scottish Library Information Council, Ayrshire Libraries Forum	Carry out a feasibility study	2007	Library, Registration & Information Services Manager	Within Existing Budget	5
Provide equality of access to and support for public exploitation of library service information resources by investigating inter-authority resource options	Statutory Responsibility Community Plan – Community Learning, Improving Opportunities, Modernising Government / E-Government	EACT ,Scottish Library Information Council, Ayrshire Libraries Forum	Participate in SLIC Resource Sharing Project	2006	Library, Registration & Information Services Manager	Within Existing Budget	5

**Section: Museums, Arts and Theatre Service (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Maintain and develop an internal strategic working group for museums planning.	Service Priority		3 Meetings per year	Ongoing	M.A & T Manager	Within Existing Budget	2
Maximise the potential of the cultural co-ordinators post with a view to creating a permanent education post.	National Cultural Strategy, Service Priority	ESS Scottish Arts Council	To Establish an Education Post.	31/03/06	M.A & T Manager	Within Existing Budget	2
Plan the gradual redisplay of the museum galleries in the Dick Institute therefore making better use of the collections.	Scottish Museums Council Cultural Strategy	Scottish Museums Council ESS Heritage Lottery Fund	Complete all 4 galleries by April 2005	31/03/05	M.A & T Manager	£50,000 Funded Externally / Within Existing Budgets	2
Maximise the opportunities of the Burns Festival to increase cultural tourism to East Ayrshire.	Ayrshire Tourism Plan, National Cultural Strategy	Development Services, Ayrshire & Arran Tourist Board, Scottish Enterprise Ayrshire.	To see East Ayrshire fully integrated in to the Burns Festival Project	Ongoing	M.A & T Manager	Budget to be agreed.	1
Bring the Burns House Museum fully within the Museum, Arts and Theatre Service and promote its tourism potential fully.	Service Priority Ayrshire Tourism Plan Priority	Ayrshire & Arran Tourist Board. Scottish Enterprise Ayrshire.	Plan in line with 3 year plan	31/03/06	M.A & T Manager	£90,000 External Funding	3
Contribute to the review of the council's Cultural Strategy	Community Plan	Other Leisure Sections	The development of a cultural strategy	01/04/03	M.A & T Manager Leisure Policy Officer	Within Existing Budget	2

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

## Museums, Arts and Theatre Service (2)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Create and continue partnerships within the Council and external organisations to promote and strengthen the service.	Community Plan National Cultural Strategy, SAC Priorities	Scottish Arts Council, Scottish Museums Council Scottish Enterprise Ayrshire, Ayrshire & Arran Tourist Board, Development Services		Ongoing	M.A & T Manager  ACD Officer	Within Existing Budget	
Refocus the Cathcartston Visitor Centre to concentrate on the social history of Doon Valley and for temporary exhibitions.	Service Priority	Heritage Lottery Fund, Scottish Enterprise Ayrshire.	Create a gallery space for temporary exhibitions and upgrade museum displays.	01/04/04	M.A & T Manager	£50,000 internal and external	
Continue to investigate external funding opportunities for the service	Service Priority EAC Cultural Strategy			Ongoing	M.A & T Manager  ACD Officer	Within Existing Budget	
Continue to develop an arts magazine to promote arts activity in East Ayrshire	National Cultural Strategy, Service Priority	Corporate Resources	3 Editions per year <b>This has been discontinued with the development of quarterly brochures / leaflets</b>	Ongoing	ACD Officer	Within Existing Budget	
Extend the Ayrshire & Arran Craft Development Project until 2006, concentrating on innovation and small business.	Community Plan Cultural Strategy	NA Council, SA Council, Scottish Arts Council, Scottish Enterprise Ayrshire.		Ongoing	ACD Officer	£200,000 internal and external funds	

 Delayed  
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  New Action

**Section: Museums, Arts and Theatre Service (3)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Programme more high quality community arts events, bringing national and international work into East Ayrshire.	National Cultural Strategy. Scottish Arts Council & SIP Priorities	Scottish Arts Council	Inclusion of a summer arts programme	01/06/03 to 31/08/03	ACD Officer	Within Existing Budget	2
Provide adults with more opportunities to participate in drama.	SIP Priorities	EAC, SIP Scottish Arts Council	Formation of 5 adult drama groups across the Social Inclusion Area	01/04/03 to 31/03/06	ACD Officer	£100,000 SIP Scottish Arts Council	3
Refurbish galleries 1 and 2 in the Dick Institute.	SAC priority Service priority	Scottish Arts Council	Refurbish Galleries 1 and 2 plus the craft shop	01/04/05	ACD Officer	£80,000 external	3
Complete the audience development and marketing project for the Dick Institute.	Service Priority	EALRIS Scottish Arts Council	Re-branding of the Dick Institute to include all services.	01/04/04	ACD Officer	Possible external funding	3
Upgrade the Palace Theatre / Grand Hall through a maintenance / refurbishment plan.	Service Priority	H.A.T.S	Increase attendance's	Ongoing	PT/GH Manager	Existing Budget / Scottish Arts Council	2
Host a highly successful and cost effective pantomime that continues to increase audience levels.	Service Priority	Commercial Sector	Yearly increase in audience attendance's and income.	31/12/05	PT/GH Manager	Within Existing Budgets	2
Increase the quality and variety of the theatre's programme	Service Priority	ESS Department	Additional high quality music and drama productions.	Ongoing	PT/GH Manager	Within Existing Budget	2

 Delayed 
  Ongoing 
  Completed 
  Deleted 
  New Action

**Section: Museums, Arts and Theatre Service (4)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Maximise the potential of in-house activities, through the youth theatre, summer activities programme and adult workshops etc.	National Cultural Strategy, Social Inclusion priorities, Service Priority.	commercial sector and subsidised arts organisations	Renewed Summer Programme Revived youth Theatre	01/06/03 31/12/03	PT/GH Manager	Within existing Budget	2
Increase theatre audience levels	Service Priority		Increase audience s by 10% per annum	Ongoing	PT/GH Manager	Within Existing Budget	3
Rationalise and restructure the Palace Theatre/Grand Hall budgets to take account of current operating requirements.	Service Priority	Finance Department	To accurately manage Palace Theatre/Grand Hall budgets in 2003/04	31/03/04	M, A & T Manager PT/GH Manager	Within Existing Budgets	2
Increase the usage of the Grand Hall	Service Priority		Increase bookings by 5% per annum	Ongoing	PT/GH Manager	Within Existing Budget	2
Complete the internal and external refurbishment and re-display of The Dick.	Cultural Strategy Scottish Museums Council Council Service Priority	Scottish Arts Council Historic Scotland Heritage Lottery Fund HATS	Refurbish art galleries Refurbish foyer + Museum Complete external works	2003/4 2004/5 April 2006	MAT Manager MDM MAT Manager	£130,000 £77,000 £200,000+	5
Develop and deliver a dynamic new changing exhibition and event programme for The Dick supported by increased marketing.	Cultural strategy Scottish arts Council Scottish museums Council Service priority	Scottish Arts Council Scottish museums Council	Increase audiences by 20% 2004/5 + 2005/6 as a result of dynamic programme and marketing.	2005/6	MDM, AMDM,	Within existing budgets + £30,000	5

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Museums, Arts and Theatre Service (5)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Complete the internal and security upgrade of Dean Castle.	Cultural Strategy Scottish Museums Council Service Priority	Historic Scotland Heritage Lottery Fund HATS	Complete security upgrade Refurbish Museum	2004/5 2005/6	MAT Manager MDM	£130,000 £100,000	5
Develop a dynamic new programme for Dean Castle supported by marketing and events.	Cultural strategy Scottish museums Council Service priority	Scottish museums Council	Increase audiences by 20% year on year as a result of dynamic programme and marketing.	Ongoing	MDM, AMDM,	Within existing budgets + £10,000	5
Complete the internal and external refurbishment and re-display of The Baird.	Cultural Strategy Scottish Museums Council Scottish Arts Council Service Priority	Scottish Arts Council Other Lottery Funds SIP HATS	Submit bids  Refurbish building	2004/5  2005/6	AMDM/MDM  AMDM/MDM	  £300,000	5
Develop and deliver a dynamic new changing exhibition and event programme for The Baird supported by increased marketing.	Cultural strategy Scottish arts Council Scottish museums Council Service priority	Scottish Arts Council Scottish museums Council	Increase audiences by 10% year on year as a result of a dynamic programme and marketing.	ongoing	AMDM/MDM	Within existing budgets	5

**Section: Museums, Arts and Theatre Service (6)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Complete the internal and external refurbishment of The Palace.	Cultural Strategy Scottish Arts Council Service Priority	Scottish Arts Council Historic Scotland Heritage Lottery Fund HATS	Refurbish foyer and front-of house Submit bid for GrandHal/external works and DDA  Complete external works	2003/4	MAT Manager	£450,000	5
				2004/5	PM/MAT Manager		
				April 2006	PM/MAT Manager	£300,000 +	
Develop and deliver a dynamic new event programme for The Palace supported by increased marketing.	Cultural strategy Scottish arts Council Service priority	Scottish Arts Council	Increase audiences by 10% year on year as a result of dynamic programme and marketing.	Ongoing	PM	Within existing budgets	5
Develop and deliver a dynamic new event programme for Doon Valley Museum supported by increased marketing.	Cultural strategy Heritage Lottery Fund Service priority	Heritage Lottery Fund	Increase audiences by 25% year on year as a result of dynamic programme and marketing.	Ongoing	MDM/AMDM	Within existing budgets	5
Develop and deliver a dynamic new Education programme for Burns House Museum supported by increased marketing.	Cultural strategy Heritage Lottery Fund Enterprise Ayrshire Service priority	Heritage Lottery Fund Enterprise Ayrshire Scottish Arts Council	Increase audiences by 25% year on year as a result of dynamic programme and marketing.	Ongoing	MDM	Within existing budgets	5

**Section: Museums, Arts and Theatre Service (7)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Develop two large scale events each year to be held in summer and one in october aimed at young people	Cultural Strategy Scottish arts Council Service Priority Tourist Board	Scottish Arts Council Tourist Board Commercial EAC partners	Submit funding applications for festivals by April 2005	April 2005	AMDM/MAT	new internal funding +external £80,000	5
			Set up first multi-media festival in multiple locations across East Ayrshire	October 2005	ADMA/PM/MAT		
			Summer event linking with Burns an a That	June 2006	ADMA/PM/MAT		
RESTRUCTURE Arts and Museums service to deliver greater efficiencies.	Service Priority		Complete consultation Deliver new structure	2004 sept Jan 2005	MAT Manager	Existing budgets	5

**Section: Outdoor Amenities (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Develop training to meet operational needs of the service.	Business Plan Cultural Strategy Community Plan Working Groups	Training Unit External Suppliers	Ongoing	Ongoing as required	O.A. Manager	Within Training Existing Budget	2
Develop further the grounds maintenance quality management system to ensure continuous improvement.	GM Contract Service Level Agreement	Parks / Leisure Client	Ongoing	Ongoing	Area Manager O.A. Manager	Within Existing Budget	2
Review the grounds maintenance specifications with the aim of continuous improvement.	Business Plan Cultural Strategy Community Plan	Parks / Leisure Client	30/04/03	Ongoing	O.A. Manager	Within Existing Budget	3
Continue burial user meetings, memorial masons, undertakers, clergy.	Best Value Regime	External Users Central Services	1 Meeting per category  Annual	Annually	O.A. Manager Parks & Cemeteries Offiecr	Within Existing Budget	1
Review and assess East Ayrshire's future burial requirements, including green burials.	Business Plan Best Value Cultural Strategy	H.A.T.S ICCM CBA	As usage and needs require	Ongoing	O.A. Manager Parks & Cemeteries Officer	Within Existing Budget	2
Implement approved safe play initiative in line with health & safety legislation	Cultural Strategy Community Plan Health & Safety Business Plan	Housing	Ongoing	Ongoing	O.A. Manager		2

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Outdoor Amenities (2)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Assess the requirement for additional outdoor facilities throughout East Ayrshire	Cultural Strategy G.M. Contract SLA	Client Services Recreation Services Development Services	Ongoing	Ongoing	O.A. Manager Leisure Policy Officer	Within Existing Budget	2
Contribute to the councils social inclusion agenda by ensuring that parks and open spaces are accessible, promoted and safe.	Cultural Strategy	Social Inclusion Unit. Licensing & Community Safety	Annually / Ongoing	Ongoing	O.A. Manager Senior Quality Development Officer.		3
Draw up and implement a plan for the regeneration of public parks in E.A.C.	Cultural Strategy	Parks / Leisure Client	Ongoing	Ongoing	Senior Client Officer	Within Existing Budget	1
Develop community use of school pitches with colleagues from Recreation and Educational & Social Services.	Community Plan Cultural Strategy G.M. Contract SLA	Recreation Services Educational & Social Services Client Services			O.A. Manager Senior Client Officer.	Within Existing Budget	2
Introduce horticultural features and improvements throughout East Ayrshire and contribute to environmental improvements.	Cultural Strategy Community Plan G.M. Contract Business Plan SLA	Development Services. Client Services	Annual Reviews of Service	Ongoing and subject to continuous review.	O.A. Manager Parks & Cemeteries Manager Senior Client Officer.		3
Respond quickly and effectively to customer complaints regarding maintenance standards and reduce the number of complaints per year.	Business Plan Cultural Strategy	Client Services Central Services Housing	<5% of garden care users	Ongoing	O.A. Manager Senior Quality Development Officer.	Within Existing Budget	3
Contribute towards the development of the Cultural Strategy for East Ayrshire		Leisure Sections	New Cultural Strategy	30/04/03	O.A. Manager Senior Client Officer.	Within Existing Budget	2

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Outdoor Amenities (3)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Investigate the possible development of a foetal / Anti-natal burial service in East Ayrshire	Best Value Customer Needs	Ayrshire Authorities Cemetery working group SANDS, Co-operative Funeral Services	April 03	01/04/04	O.A. Manager Parks & Cemeteries Officer		2
Continue to develop and deliver the schools education program "Cemeteries are not playgrounds"	Health and Safety	Education ICCA CBA	Ongoing	Ongoing	O.A. Manager Parks & Cemeteries Officer	Within Existing Budget	3
Revisit the grounds maintenance contracts / Service Level agreement as and when additional funding / sources are available.	Best Value/ Continuous Improvement	Community Recreation	Annually / Ongoing	Ongoing	O.A. Manager	Within Existing Budget	3
Investigate the development of current football playing facilities.	User Questionnaire	Community Recreation	Ongoing	Ongoing	O.A. Manager		3
Develop further partnership working with other sections within and out-with the Department.	Business plan	Cleansing DSO Recreation Services H.A.T.S Department ESS Department	Ongoing	Ongoing	O.A. Manager		2
Investigate / review the service delivery structures of the business unit in relation to the client / contractor split in light of the Local Government Scotland Bill.	Statutory Responsibility	Recreation Client Trade Unions		To be determined	Head of Leisure Services O.A. Manager	Within Existing Budgets	3

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

## Section: Leisure Development (1)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Consolidate and expand sports development services particularly in relation to the community planning agenda	Sport21 Social Inclusion Strategy Children's Service Plan	Sportscotland National Governing Bodies of Sport SIP, NOF Educational & Social Services	Develop new range of school and community based sports development services (This has been achieved and is now ongoing)	01/09/02 to 31/03/04	Leisure Development Manager Sports Development Manager	Mainstream NOF, SIP Sport Lottery	3
Secure funding for existing sports development partnership post (curling)	Funding due to run out	Royal Caledonian Curling Club North Ayrshire Council South Ayrshire Council	Extend contract The contract has been extended to xxx?	01/08/03	Leisure Development Manager Sports Development Manager	Mainstream	3
Focus upon young people (positive alternatives) and building capacity (sports infrastructure). Bid going 09/02	Sport21 Social Inclusion Strategy Children's Service Plan Youth Crime Strategy	NOF SIP Sportscotland Lottery	Appoint 2 youth sport development officers and 1 club coach and volunteer development officer.	30/06/03	Leisure Development Manager Sports Development Manager	NOF SIP Lottery	3
Continue the start young stay active approach in relation to participation in physical activity	Sport21 Physical Activity Taskforce	Educational and Social Services NOF	Appoint 2 Activity Motivators (Sport)	30/06/03	Leisure Development Manager Sports Development Manager Play Development & Grants Manager	NOF	3

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

## Section: Leisure Development (2)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Develop a programme of activities for children and young people with learning disabilities	Social Inclusion Strategy Children's Service Plan Sport21	Educational and Social Services Changing Children's Services Fund	Appoint Activity Motivator (Learning Disabilities) <b>Achieved however the funding runs out for this post 31/03/04. We are actively looking to refund this post.</b>	01/09/02 to 31/08/04	Leisure Development Manager Play Development & Grants Manager	Changing Children's Services Fund	3
Expand positive play initiatives. Playground design, mentoring, training. Submit a bid for 2 Activity Motivators	Sport21 Physical Activity Taskforce	Educational and Social Services NOF	Appoint 2 Activity Motivators (Play)	30/06/03	Leisure Development Manager Play Development & Grants Manager	NOF	3
Focus on child protection issues. Roll out good practice and procedure corporately and in the community.	Sport21 Disclosure Scotland	East Ayrshire Sports Council	Rolling programme of training	Ongoing	Leisure Development Manager Play Development & Grants Manager	Mainstream	2
Implement local action plans via the CHIP Van Project and Better Neighbourhood Fund Initiatives.	Joint Health Improvement Plan Towards a Healthier Scotland	NOF SIP Ayrshire & Arran Health Board	Respond to local action plans	01/04/03 to 31/03/06	Leisure Development Manager Community Health Development Manager	NOF SIP Better Neighbourhood Fund	2

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Leisure Development (3)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Extend and develop GP / Lifestyle referral schemes across East Ayrshire.	Joint Health Improvement Plan Towards a Healthier Scotland	NOF SIP Ayrshire & Arran Health Board	Respond to local action plans <b>Investigate refunding these projects as funding runs out March to December 05</b>	01/04/03 to 31/03/06	Leisure Development Manager Community Health Development Manager	NOF SIP Better Neighbourhood Fund	2
Develop phase 4 of the cardiac rehab schemes (secondary prevention)	Joint Health Improvement Plan Towards a Healthier Scotland	NOF SIP Ayrshire & Arran Health Board	Respond to local action plans <b>This was achieved and is now an ongoing action</b>	01/04/03 to 31/03/06	Leisure Development Manager Community Health Development Manager	NOF SIP Better Neighbourhood Fund	2
Align services with the joint health improvement plan / health improvement section of community plan.	Joint Health Improvement Plan Towards a Healthier Scotland	NOF SIP Ayrshire & Arran Health Board	Respond to local action plans	01/04/03 to 31/03/06	Leisure Development Manager Community Health Development Manager	NOF SIP Better Neighbourhood Fund	3
Investigate the mainstreaming / refunding of all health development projects.	Time limited funding	Existing and new funders	Secure new funding	Ongoing	Leisure Development Manager Community Health Development Manager	Not applicable	2

#### Section: Leisure Development (4)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Provide school and community based initiatives for 5 –12 year-olds in relation to health improvement, social inclusion and physical activity.	Sport21 Towards a Healthier Scotland Physical Activity Taskforce	SIP HIF	Delivery of school and community action plans. <i>Investigate refunding of this project for future years.</i>	01/04/03 to 31/03/04	Leisure Development Manager Recreation Partnership Manager	SIP HIF	2
Explore and develop links with health promoting schools agenda and learning partnerships.	Towards Children First	Educational & Social Services Ayrshire & Arran Health Board SIP	Develop through learning partnerships	Ongoing	Leisure Development Manager Recreation Partnership Manager	SIP HIF NOF	2
Develop and extend links with other SIP and community based projects to provide an integrated approach to tackling poverty of opportunity.	Social Inclusion Strategy Community Plan	SIP Council departments	Develop integrated working methods	Ongoing	Leisure Development Manager Recreation Partnership Manager Community Health Development Manager	SIP HIF NOF	2
Investigate the mainstreaming / refunding of all recreation partnership projects.	Funding terminates March 2004	SIP HIF	Meet with funders and explore mainstreaming by March 2003. <i>This is an ongoing action</i>	01/04/03 to 31/03/04	Leisure Development Manager Recreation Partnership Manager	HIF SIP	2

## Section: Leisure Development (5)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Establish effective links with Sportscotland and other Ayrshire Local Authorities and sports governing bodies to ensure that new initiatives, resources and promotional opportunities are made available in East Ayrshire.	Council Plan	Sportscotland Ayrshire Local Authorities Governing Bodies of Sport	Increase opportunities for East Ayrshire residents	Ongoing	Leisure Development Manager	Existing Budget	2
Work with East Ayrshire Sports Council to develop a medium for performance development via coach education, club development and grant aid.	Leisure Strategy	East Ayrshire Council	Increase coach awareness	Ongoing	Leisure Development Manager	Existing Budget	2
Develop training packages through "Learning for Leisure" directory and deliver training to other providers in the voluntary and statutory sectors and relevant agencies.	DSO Business Plan Leisure Strategy	External agencies Sport Coach UK	Annual Learning for Leisure directory	Ongoing	Leisure Development Manager	Existing Budget	2
Develop joint usage of schools with the Educational & Social Services Department.	Council Plan Facilities Planning Model Leisure Strategy	Educational and Social Services	Introduction of dual use	Ongoing	Leisure Development Manager		2
Continue the development of the Community Action to Community Health Project (CATCH) specifically with socially exclude young people.	Community Plan- Improving Opportunity, Health Sports 21 Youth Strategy	Education and Social Services Department	Develop referrals system with social work in Kilmarnock South	01/12/05	Leisure Development Manager	Within Existing Budgets	5
Continue to look for new and existing ways of funding the variety of projects being operated within the Leisure Development and Community recreation sections.	To maintain the existence of successful health and fitness programmes	All funding bodies	Ongoing	Ongoing	Leisure Development Manager	Within Existing Budgets	5

 Delayed
  Ongoing
  Completed
  Deleted
  New Action

**Section: Leisure Development (6)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Develop a working relationship with the Community Warden Service to promote a range of diversionary leisure activities for youth people.	Community Plan Improving Community Safety	Community Warden Service	Develop training for community wardens and produces a range of diversionary activities for young people	01/12/05	Leisure Development Manager	Within Existing Budgets	5

-  Delayed
-  Ongoing
-  Completed
-  Deleted
-  New Action

**Section: Community Recreation (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Increase the usage of facilities via targeted provision of sports and recreation opportunities.	Social Inclusion Strategy Sport21	SIP HIF	Local communities and organisations	Ongoing	Community Recreation Officer	Mainstream	2
Extend opening hours to create wider local opportunities	Social Inclusion DSO Business Plan		Local communities and organisations	Ongoing	Community Recreation Officer	Existing Budget	2
Investigate capital investment in facilities to fully maximise usage.	DSO Business Plan	Homes and Technical Services	Local communities and organisations	Ongoing	Community Recreation Officer	Capital Programme / Quality of Life	2
Track trends to ensure maximisation of user figures and income levels.	DSO Business Plan		Local communities and organisations	Ongoing	Community Recreation Officer	Existing Budget	2
Promote / Market the recreation services to raise local / national profile.	DSO Business Plan	Communications Local businesses	Increase positive press coverage	Ongoing	Community Recreation Officer	Existing Budget	2
Develop community based projects to provide access to all facilities	SIP, Sports 21, Business Plan, Community Plan, Community Safety	Educational and Social Services, External Agencies	To engage with local community groups to increase usage rates of facilities	Ongoing	Community Recreation Manager (CRM)	Within Existing Budgets	5
Develop programmes of aerobic / fitness based activities to meet the demands within local communities	SIP, Sports 21, Business Plan, Community Plan	Educational and Social Services, Scottish Executive, Local Communities	To engage with local community groups to develop new aerobic / fitness activity programmes	Ongoing	CRM and Aerobic and fitness co-ordinator	Within Existing Budgets	5
Develop local use of community halls and to provide an extensive service to local communities.	SIP, Business Plan, Community Plan-Community Safety	Educational and Social Services and other Council Departments	To increase usage and attendance at community halls. To further develop the role of community halls	Ongoing	CRM and Aerobic and fitness co-ordinator	Within Existing Budgets	5

 Delayed
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  New Action

**Section: Community Recreation (2)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Provide Community Groups with support in relation to community galas / special events	SIP, Business Plan, Community Plan-Community Safety	Community Groups	Develop and equipment loan resource	Ongoing	Community Recreation Manager	Within Existing Budgets	5
To liase with Educational and Social Services and other bodies to develop childrens participation in sports and recreation activities within games halls	SIP, Business Plan, Community Plan-Community Safety	ESS and Community Groups	Develop child participation for all age groups.	Ongoing	CRM and Aerobic and fitness co-ordinator	Within Existing Budgets	5

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  New Action

# PROTECTIVE SERVICES CONTINUOUS IMPROVEMENT PLANS

1 Delayed    2 Ongoing    3 Completed    4 Deleted    5 New Action

**Section: Cleansing DSO (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Promote the personal development of each employee in his or her career and provide training and encouragement for each individual to reach their full potential. In particular employees will be trained in additional competencies e.g. L.G.V driving, computer skills. Academic and vocational encouragement will be given to the achievement of an H.N.C in Quality Management and N.E.B.S courses.	Council Plan	Trade Unions Trade unit Colleges Freight Transport Association	Ongoing	Ongoing	Cleansing Services Manager	Within Existing Budgets	2
Assist in the inspiration of our youth by encouraging and participating in local endeavours to raise awareness of and improve our local environment. In particular assistance will be given to schools and youth organisations in clean-up campaigns and projects.	Council Plan	Waste Management Community Councils Schools	Ongoing	Ongoing	Cleansing Services Manager	Within Existing Budgets	2
Increase the amount of household waste that is recycled within East Ayrshire by 20% year on year from the 2002 baseline.	Council Plan	Waste Management	20% increase in recycling from 2002 baseline. <b>This has been superseded.</b>	Ongoing	Cleansing Services Manager	Strategic Waste Fund	3
Extend the kerbside collection service for recyclable waste by at least one additional community per year. (*)	Council Plan, Ayrshire & Dumfries and Galloway Waste Strategy Area Plan	Waste Management	Commissioned by 31 March 2005. <b>This has been superseded.</b>	01/10/03	Cleansing Services Manager	Strategic Waste Fund	3
Comply with the landfill directive / diversion targets. (*)	Central Government	Waste Management	Ongoing	Ongoing	Cleansing Services Manager	Strategic Waste Fund	2

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  New Action

**Section: Cleansing DSO (2)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Introduce a 3-bin system of domestic source separated waste recycling for all appropriate homes East Ayrshire	Council Plan, Ayrshire & Dumfries and Galloway Waste Strategy Area Plan	Waste Management	Commissioned by 31 March 2005. Implementation started 01/04/05 and will be completed by the September 2005.	01/10/03	Cleansing Services Manager	Strategic Waste Fund	2
Sustain its current vehicle replacement programme.	Approved Action	H.A.T.S Transport Management	Ongoing	Ongoing	Cleansing Services Manager	Strategic Waste Fund	2
Continue to maintain and further develop its ISO 9002/1994 Quality Management System.	Business Plan Objective	British Standards Institute	Ongoing Maintained award and have progressed to ISO 9000 / 2000 standard	Ongoing	Cleansing Services & Area Managers	Strategic Waste Fund	2
Upgrade its current quality management system to the new QMS Standard ISO 9000/2000.	Business Plan Objective	British Standards Institute	Ongoing Achieved	31/12/03	Cleansing / Area Managers	Within Existing Budgets	3
Investigate / review the service delivery structures of the business unit and those of Waste Management (client) in light of the Local Government Scotland Bill.	Statutory Responsibility	Waste Management, Trade unions	(The Cleansing DSO and Waste Management Service merged on the 01/04/04 to become The Cleansing Services Section.) The client function that was held within waste management ceased to operate and has become a quality improvement function)	31/03/04	Head of Service / Cleansing Services Manager / P.O. EH & WM	To be determined	3

**Section: Cleansing DSO (3)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Continue to work jointly with other Council Departments and other service providers to improve the environment within East Ayrshire e.g. Better Neighbourhood Projects.	Community Plan	East Ayrshire Council Housing (BNSF)	Ongoing	Ongoing BNSF 01/04/01 to 31/03/04	Cleansing Services Manager	BNSF Funding	2
Consider and evaluate measures to improve street sweeping and litter collection within East Ayrshire.	Environmental Protection Act – Litter Code	Waste Management Grounds Maintenance and Trades Unions	To meet the targets of the Environmental Protection Act Litter Code.	Ongoing	Cleansing Services Manager	Ongoing	2
Extend the Materials Recycling Facility (MRF) at the Western Road Depot to deal with increased levels of recyclates	Community Plan – Improving the Environment	North Ayrshire, South Ayrshire Dumfries and Galloway	To complete the extension of the MRF by 31/03/05	31/03/05	Cleansing Services Manager	Strategic Waste Fund	5
Consider the long term waste disposal options and long term contracted arrangements for recyclables and compostable materials	Statutory Responsibilities Service Priority	Procurement Section and Private Sector Waste Contractors		31/03/05	Cleansing Services Manager	Strategic Waste Fund	5
Develop a new waste management contract and to deliver on the implement the new waste management scheme	Statutory Responsibility Service Priority Landfill Directive	External Agency	May 2005	01/05/05	Cleansing Services Manager	Existing Budgets and Strategic Waste Fund	5
Complete the introduction of the 3-bin system for domestic source separated waste recycling for all appropriate homes East Ayrshire	Council Plan, Ayrshire & Dumfries and Galloway Waste Strategy Area Plan	East Ayrshire Council	Completed by the September 2005.	01/10/05	Cleansing Services Manager	Strategic Waste Fund	5

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  New Action

## Section: Emergency Planning (1)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Continue internal training programme for key personnel in their emergency role	Statutory Responsibility	All Departments	Staff who will be involved in a major incident.	Continuous	Emergency Planning Officer	Within Existing Budgets	2
Co-ordinate attendance of key staff at external training exercises and events.	Statutory responsibility	All Partners	Staff and local voluntary agencies who will be involved in a major incident	Ongoing	Emergency Planning Officer	Within Existing Budgets	2
Continue to consult internally and externally with our partners to ensure an integrated emergency response within East Ayrshire, using the best practices available.	Statutory Responsibility / EFQM Requirement	All Partners	An agency or organisation who will be involved in the response to a major incident within East Ayrshire	Continuous	Emergency Planning Officer	Within Existing Budgets	2
Ensure that the Council's Civil Emergency Plan and Out of Hours Directory is reviewed and distributed on a regular basis	Statutory responsibility	All Plan Holders	Internal and external	Quarterly review process or earlier if necessary.	Emergency Planning Officer	Within Existing Budgets	2
Ensure that the Council's Flood Response Plan is reviewed and distributed on a regular basis.	Statutory Responsibility	All Plan Holders	Internal and external	Annual Review Process	Emergency Planning Officer	Within Existing Budgets	2
Ensure the Council's Rest Centre Procedures are reviewed and distributed on a regular basis.	Statutory Responsibility	All Plan Holders	Internal and external	Annual Review Process	Assistant Emergency Planning Officer	Within Existing Budgets	2
Review and amend non East Ayrshire Council Contingency Plans in consultation with the owners, (Bowhouse Prison and Kilmarnock Football Club)	Service Commitment	Relevant Agencies	To ensure plans remain current	Annual Review	Emergency Planning Officer	Within Existing Budgets	2

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  New Action

## Section: Emergency Planning (2)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Continue a programme of training and exercises with the voluntary agencies	Statutory Responsibility	North and South Ayrshire Council EPU's	Local Voluntary agencies and church groups	Training evening 3 times per year in each authority – February, June & October	Emergency Planning Officer	Within Existing Budgets	2
Identify suitable property and prepare guidelines for a temporary mortuary facility within Strathclyde	Statutory Responsibility	Strathclyde Police, Procurator Fiscal, Regional Pathologist, Health Board, Internal Departments	Suitable premises within the designated criteria.	National Initiative Ongoing	Emergency Planning Officer	Within Existing Budgets	2
Continue with the progress of business continuity issues through the Risk Management Team Meetings		Departmental Team	To encourage pre planning	Ongoing	Emergency Planning Officer	Within Existing Budgets	2
Continue the development and review process of departmental emergency procedures	Statutory Responsibility	All Departments	To ensure awareness of role during an incident	Ongoing	Emergency Planning Officer	Within Existing Budgets	2
Consult and evaluate participants comments on their involvement after a training event or incident.	EFQM	All Partners	To address issues and learn from mistakes	Ongoing	Emergency Planning Officer	Within Existing Budgets	2
Monitor and promote Health & Safety issues through the risk assessment process.	Corporate Policy / Health & Safety Legislation	Corporate Health & Safety	To reduce incidents within the workplace	Ongoing	Emergency Planning Officer	Within Existing Budgets	2
Make preparations with our Emergency Planning partners for the enactment of the Civil Contingency Bill in Scotland.	Statutory Responsibility Civil Contingency Bill	All Partners	To be developed	Ongoing	Emergency Planning Officer	Within Existing Budgets	5







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  New Action

## Section: Environmental Health & Waste Management (1)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Continue to review and assess air quality in accordance with the Air Quality Strategy requirements to promote air quality issues in East Ayrshire. To provide an updated air quality assessment report and action plan	Statutory Responsibility. Air Quality Strategy	Business community, external agencies departments	Ongoing (Annual review and assessment completed)	31/12/06	P.O. Environmental Health	Within Existing Budget	2
Implement the Contaminated Land Strategy involving the identification and remediation of contaminated land			Ongoing (On target as per programme)	31/12/06	P.O. Environmental Health & LCS	Capital Allocation on Budgets	2
Produce a campaign on responsible dog ownership and consider the possible implementation of a subsidised dog ID chipping scheme.	Service Priority	External Agencies SPCA Vets	31/03/05 Ongoing (Involved in with the dogs trust / kennels re homing and microchipping scheme)	31/12/03	P.O. Environmental Health & LCS	Within Existing Budgets	2
Extend the provision of dog waste bins with appropriate publicity.	Service Priority	External Agencies	31/12/04 (150 Dog bins in place throughout East Ayrshire.)	31/12/04	P.O. Environmental Health & LCS	Quality of Life Funding	2
Provide and adopt a Service Level Agreement for all laboratory services.	Statutory Responsibilities Service Priority	Other Local Authorities (Former Strathclyde)	30/06/03 Current SLA has been agreed.	30/06/03	P.O. Environmental Health & LCS	Within Existing Budgets	3
Identify and implement a recognised Quality System for Environmental Health Services.	Service Priority		31/03/05 (This has been delayed, a cost evaluation exercise is being carried out currently.)	31/03/06	P.O. Environmental Health & LCS	Within Existing Budgets	1
Award a new waste management contract and implement the new waste management scheme	Statutory Responsibility Service Priority Landfill Directive	External Agency	May 2004 (The existing contract has been extended.)	01/05/04	P.O. Environmental Health & Waste Management	To be determined	3

 Delayed
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  New Action

## Section: Environmental Health & Waste Management (2)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Increase annual recycling rates and performance in conjunction with the Waste Management Scheme development.	Statutory Responsibilities	External Agencies	The service will increase recycling as per national targets. (Recycling rose from 3.8% to 7.3% in 2003/04.)	31/03/06	P.O. Environmental Health & LCS	Within Existing Budgets	
Expand the collect recycling scheme and continued to upgrade the 'bring' recycling sites.	Statutory Responsibilities Service Priority	Business Community, Householders, Departments and outside agencies	31/03/05 (The three bin and black box scheme started operating 01/04/04. )	31/03/06	P.O. Environmental Health & LCS	To be determined	
Review the various options relative to the possible introduction of a collection system for segregation of waste at source.	Service Priority	Business Community, Householders	Ongoing (The three bin and black box scheme started operating 01/04/04.)	31/03/06	P.O. Environmental Health & LCS	To be determined	
Undertake a review of public convenience provision in East Ayrshire.	Service Priority		Completed (The ladies toilets at Burns Mall have been refurbished. The gents has been started and will be completed 04/05.)	31/03/06	P.O. Environmental Health & LCS	To be determined	
Extend the Cleansing DSO quality management service into the Waste Management section.	Service Priority	Cleansing DSO	Ongoing (This action has been reassigned to 05/06 due to merger of waste management with Cleansing Services)	31/03/04	P.O. Environmental Health & LCS	Within Existing Budgets	
Carry out a Best Value Service Review on the Waste Management Service.	Service Priority	Business Community, Householders, Departments and outside agencies	31/03/04 This has been delayed. A (Protective Services Best Value Service Reviews has been agreed for 2005/06.)	31/03/04	P.O. Environmental Health & LCS	Within Existing Budgets	

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  New Action

### Section: Environmental Health & Waste Management (3)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Assess customer needs and views with the provision of customer and trader surveys.	Local Government Scotland Act 2003	Personnel	Waste Management 2004 (Customer and traders surveys completed and published 01/01/04)	01/04/04	P.O. Environmental Health & LCS	Within Existing Budgets	3
Investigate / review the service delivery structures of the business unit and those of Waste Management (client) in light of the Local Government Scotland Bill.	Statutory Responsibility	Cleansing DSO, Trade unions	Complete (The Cleansing DSO and Waste Management Service merged on the 01/04/04 to become The Cleansing Services Section.) The client function that was held within waste management ceased to operate and has become a quality improvement function)	31/03/06	Head of Protective Services / P.O. Environmental Health & LCS / Cleansing Services Manager	To be determined	3
East Ayrshire will work with all Scottish Local Authorities to develop a service level agreement for a nation wide laboratory service	Best Value Economy of Scale.	All Scottish Local Authorities	Develop a Service Level Agreement for Laboratory Services	01/04/06	P.O. Environmental Health & LCS	Within Existing Budgets	5
Identify and develop a register of houses in multiple occupancy as part of licensing scheme	Civic Government Act 1982	Estate Agents Land Lords Other Councils Communities Scotland	Develop a register of houses in multiple occupancy	31/12/05	P.O. Environmental Health & LCS	Scottish Executive Communities Scotland	5
Promote Food Safety Standards within catering businesses in East Ayrshire	Statutory Responsibility Food Safety Legislation	Food Standards Agency Local Businesses	Year 1: 300 businesses Year 2: 300 businesses	31/03/06	P.O. Environmental Health & LCS	Food Standards Agency	5

 Delayed
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  New Action

**Section: Licensing & Community Safety (1)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
<b>In the forthcoming 3 years we will:</b>							
Ensure that by May 2004 all licensed taxis are wheel chair accessible.	Disability Discrimination Act 1995	East Ayrshire Taxi Trade Council, East Ayrshire Forum on Disability	All taxis licensed to operate within East Ayrshire	01 May 2004	Licensing & Community Safety Manager	No cost	1
Ensure that all licensed taxi and private hire car drivers undertake disability awareness training.	Service Priority Community Plan	East Ayrshire Taxi Trade Council, East Ayrshire Forum on Disability	All taxis & private hire car drivers licensed within East Ayrshire	Ongoing	Licensing & Community Safety Manager	Within Existing Budget	2
Continue to ensure public protection by the enforcement of licence conditions in collaboration with Strathclyde Police Initiatives to detect unlicensed operators and traders.	Statutory Responsibility Community Plan	Strathclyde Police Trading Standards Environmental Health & Waste Management and other relevant agencies	All licensees particularly those who have been the subject of a complaint and any unlicensed individuals or businesses.	Ongoing	Licensing & Community Safety Manager	Within Existing Budget	2
Continue to liaise with other relevant sections regarding the implementation of the Enforcement Concordat.	COSLA	Trading Standards Environmental Health & Waste Management and other relevant agencies	All existing and potential licensees.	Ongoing	Licensing & Community Safety Manager	Within Existing Budget	2
Seek to establish a Scottish Licensing Officers Forum.	Best Value	All Scottish Licensing Authorities	To encourage exchange of information, stimulate discussion and facilitate benchmarking.	31/12/03	Licensing & Community Safety Manager	Within Existing Budget	2

 Delayed
  Ongoing
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  New Action

**Section: Licensing & Community Safety (2)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Continue to support the Danger Detectives experiential learning event.	Community Plan Community Safety Forum	Danger Detectives Steering Group	All primary 6 pupils at mainstream or special needs schools within East Ayrshire	Ongoing Annual Event	Licensing & Community Safety Manager & Community Safety Officer	Within Existing Budget	2
Continue to provide accurate information on community safety issues via a variety of media, including such publications as "Headlines" and events such as health and safety days.	Community Plan Community Safety Forum	All Potential Partners	As wide an audience as possible, including private individuals and the business community.	Ongoing	Licensing & Community Safety Manager & Community Safety Officer	Within Existing Budget	2
Continue to participate in the Ayrshire and Arran Accident Prevention Group, East Ayrshire Drugs and Alcohol Forum, Scottish Local Authorities Community Safety Officers Forum, West of Scotland CCTV Users Group and other relevant groups.	Community Plan Community Safety Forum	All Potential Partners	To engage locally and nationally in community safety activities and initiatives.	Ongoing	Licensing & Community Safety Manager & Community Safety Officer	Within Existing Budget	2
Investigate and encourage the development of standards in training for CCTV operators.	Community Plan	Strathclyde Police West of Scotland CCTV Users Group	All CCTV Operators	Ongoing	Licensing & Community Safety Manager	Within Existing Budget	2
Continue to use in-house training particularly in relation to Information Technology with a view to utilising computerised systems more effectively.	Community Plan Service Priority	Training & Development Section	All staff to receive	Ongoing	Licensing & Community Safety Manager	Within Existing Budget	2

### Section: Licensing & Community Safety (3)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Seek to ensure compliance with all relevant legislation and best practice in relation to CCTV operations.	Service Priority	Training & Development Central Services West of Scotland CCTV Users Group	Apply to all CCTV staff	Ongoing	Licensing & Community Safety Manager	Within Existing Budget	2
Develop a staff team building program for the geographically dispersed CCTV staff.	Service Priority	Training & Development		01/04/03 to 31/03/06	Licensing & Community Safety Manager	Within Existing Budget	2
Continue to liaise with our partners in relation to licensing, community safety and CCTV matters.	Community Plan Best Value	All Partners	To ensure the efficient and effective working of the section.	Ongoing	Licensing & Community Safety Manager	Within Existing Budget	2
Continue to monitor and promote health and safety issues through the risk assessment process.	Community Plan Corporate Policy	Health & Safety Staff. All staff within the section	To minimise risks to employees	Ongoing	Licensing & Community Safety Manager	Within Existing Budget	2
Increase the use of ICT, particularly in association with libraries and local offices.	Modernising Local Government Service Priority	EALRIS Local Offices	To improve access to services	01/04/03 to 31/03/06	Licensing & Community Safety Manager	Within Existing Budget	2
Investigate the possibility of accepting payments via credit and debit cards.	Service Priority	IT Services Finance Department	To widen the range of payment options available to service users	01/04/03 to 31/03/06	Licensing & Community Safety Manager	Within Existing Budget	2
Investigate the possibility of developing / purchasing an electronic licensing system.	Service Priority	IT Services	To improve access to the service	01/04/03 to 31/03/06	Licensing & Community Safety Manager	Within Existing Budget	2

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  New Action

**Section: Licensing & Community Safety (4)**

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Become more proactive in contacting external organisations to advise on licensing issues.	Service Priority	All relevant agencies and organisations	To promote licensing requirements and procedures.	01/04/03 to 31/03/06	Licensing & Community Safety Manager	Within Existing Budget	2
Develop Licensing guidance notes in an electronic format so that the public can access them via the Council web-site.	Modernising Local Government Service Priority	IT Services	To improve access to licensing guidance notes.	01/04/03 to 31/03/06	Licensing & Community Safety Manager	Within Existing Budget	1
Develop community safety action plans via the Community Safety Strategic Partnership Group	Community Plan	Community Safety Partnership	To address local community safety issues and fulfil the Partnership's strategic aims and objectives.	01/04/03 to 31/03/06	Licensing & Community Safety Manager & Community Safety Officer	Scottish Executive's Community Safety Partnership Award Programme – formulated and variable awards	2
Bid for funding to carry forward the community safety action plans developed by the Community Safety Strategic Partnership Group	Community Plan	Community Safety Partnership Scottish Executive Any other appropriate funding body	To receive sufficient funding to implement the agreed action plans	01/04/03 to 31/03/06	Licensing & Community Safety Manager & Community Safety Officer	To be determined	2
Ascertain customer satisfaction levels by means of questionnaires.	Best Value	Central Services	To determine levels of customer satisfaction	31/12/04	Licensing & Community Safety Manager	Within Existing Budget	1

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  New Action

## Section: Trading Standards (1)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Achieve statutory performance indicator targets.	Statutory requirement	EAC Traders	100%	31/03/04 annually	Assistant P.O. Trading Standards	Within Existing Budget	2
Provide advice and assistance to local businesses to help them comply with consumer legislation.	Statutory function	All EAC Businesses	All EAC Residents	Ongoing	Assistant P.O. Trading Standards	Within Existing Budget	2
Development of and provision of information via the local office network	Service Development	EALRIS	All Local Offices	30/04/03	Assistant P.O. Trading Standards	Within Existing Budget	2
Priority to be given to investigation of illegal practices such as counterfeiting, car clocking etc, which ultimately effects legitimate business and thus local employment.	Service priority	Strathclyde Police, ELSPA, FACT, FAST and ACG	100%	Ongoing	Assistant P.O. Trading Standards	Within Existing Budget	2
Enforcement of regulations, including sampling, concerning consumer safety e.g. goods, fireworks, unsafe products etc	Statutory function	Glasgow City Council, Calibration and Test Centre, Scientific and Legal services	100%	Ongoing	P. O. Trading Standards	Within Existing Budget	2
Implement specific safety testing programmes such as electrical blanket testing programme.	Service priority	Glasgow City Council, Calibration and Test Centre, Scientific, Legal Services and Local Offices	All EAC Residents	30/09/03 Annually	Assistant P.O. Trading Standards	Within Existing Budget	2
Regular sampling of goods for testing in respect of environmental impact and veracity of environmental protection claims.	Service priority	Glasgow Scientific Services	All EAC businesses	Ongoing	P. O. Trading Standards	Within Existing Budget	2





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  New Action

## Section: Trading Standards (2)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Annual review of petroleum storage sites, including EAC premises, to ensure compliance with regulations in place to protect the environment.	Service priority	EAC Corporate Services	62 Licensed premises	31/03/04 annually	P. O. Trading Standards	Within Existing Budget	2
Participate in experiential learning projects e.g. Danger Detectives	Council Commitment	Other EAC Services, Strathclyde Police, Strathclyde Fire Brigade, Scottish Power, Voluntary Organisations	All EAC Primary 6 School pupils	30/09/03 Annually	Assistant P.O. Trading Standards	Within Existing Budget	2
Input to pre-vocational training programmes and initiatives e.g. Jumpstart, YIP World.com	Service Commitment	EAC ESS EACASIP	100% of those requests received	Ongoing	P. O. Trading Standards	Within Existing Budget	1
Promote the sensible use of credit in the form of talks, displays and lectures to community groups, schools etc.	Service Commitment	EAC ESS Department, Kilmarnock College, Voluntary Groups	100% of those requests received.	Ongoing	P. O. Trading Standards	Within Existing Budget	2
Implement the Feeding Stuff Regulations	Statutory Requirement	EAC Traders EAC Farming Community	100%	Ongoing	P. O. Trading Standards	Grant Aided by the F.S.A.	2
Set up the East Ayrshire Community Support Network	Service Development	EAC ESS Department, Citizens Advice Bureau		31/03/03	P. O. & Assistant P.O. Trading Standards	Grant Aided by the D.T.I.	3
Implement Stop Now Orders	Statutory requirement	EAC Traders	100%	Ongoing	P. O. Trading Standards	Within Existing Budget	2

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  New Action

### Section: Trading Standards (3)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget	Target Update
Implement the Trading Standards National Performance Framework, Service Delivery Plan	National Standard			01/04/03 to 31/03/06	P. O. Trading Standards	Within Existing Budget	
Assess customer needs and views with the provision of customer and trader surveys.	EFQM	Central Services	Trading Standards 2003/ 2004	01/04/03 to 31/03/04	P. O. Trading Standards	Within Existing Budget	
Inclusion of comments / contents page in the Councils intranet facility.	Council Policy	EAC Library Services and Information Technology Services	All intranet users	Ongoing	Joyce Fenton, Trading Standards Officer.	Within Existing Budget	
Establish a training budget for vocational training outwith EAC courses	Continuing Professional Development	Trading Standards Institute, Glasgow City Council, Barony College	1 course per officer per year	Annually 31/03/06	P. O. Trading Standards	To be Identified	

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