

**EAST AYRSHIRE COUNCIL**

**COMMUNITY SERVICES COMMITTEE – 28 MAY 2003**

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

**Report by Director of Community Services**

**1. PURPOSE OF REPORT**

- 1.1 To advise the Committee of the contents of the Department of Community Services' Continuous Improvement Plan 2003 - 2006.

**2. BACKGROUND**

- 2.1 The Department has developed a Continuous Improvement Plan to measure and drive service improvement/development over the next 3 years. This Plan sets out clear objectives for the department and whilst they are achievable they are also challenging.
- 2.2 The Improvement Plan meets the Council's requirement to achieve best value through continuous improvement in services, year on year.
- 2.3 The Continuous Improvement Plan for the Community Services Department is outlined in Appendix 1 to this report.

**3. FINANCIAL IMPLICATIONS**

- 3.1 The majority of the objectives are met from existing funding but a number will depend on external funding.

**4. LEGAL AUTHORITY/IMPLICATIONS**

- 4.1 All objectives must comply with the appropriate statute.

**5. POLICY IMPLICATIONS**

- 5.1 The Plan supports the objectives of the Community Plan and other Council policies.

**6. CONCLUSION**

- 6.1 The Department will continue to make year on year improvements in service by the adoption of the Continuous Improvement Plan 2003-2006.

**7. RECOMMENDATIONS**

- 7.1 It is recommended that the Committee consider and approve the contents of the Community Services' Continuous Improvement Plan 2003-2006.

William Stafford  
Director of Community Services  
WS/JC  
12 May 2003

**LIST OF BACKGROUND PAPERS**

Nil

Implementation Officer-william.stafford@east-ayrshire.gov.uk

I:\CommServDirectorate\Committee Reports\Community Services\Continuous Improvement Plan 2003-2006.doc

# APPENDIX 1



## DEPARTMENT OF COMMUNITY SERVICES

CONTINUOUS IMPROVEMENT PLAN

**APRIL 2003 - MARCH 2006**

<u>CONTENTS</u>	<u>PAGE</u>
<b><u>Contents</u></b>	<b>2</b>
Introduction	3
<b><u>DEPARTMENTAL CONTINUOUS IMPROVEMENT PLAN</u></b>	<b>4</b>
Directorate	5
<b>Central Services</b>	<b>7</b>
LEISURE SERVICES CONTINUOUS IMPROVEMENT PLANS	<b>10-31</b>
<b>Dean Castle Country Park</b>	<b>11</b>
Libraries, Registration and Information Services	13
Museums, Arts & Theatre	20
Outdoor Services	24
<b>Recreation</b>	<b>27</b>
PROTECTIVE SERVICES CONTINUOUS IMPROVEMENT PLANS	<b>32-46</b>
Cleansing DSO	33
<b>Emergency Planning</b>	<b>35</b>
Environmental Heath & Waste Management	37
Licensing & Community Safety	40
Trading Standards	44

## **INTRODUCTION**

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

The Department has 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 (refuse collection & street cleaning)

Outdoor Services (grounds maintenance, parks & cemeteries)

Recreation (sports & leisure facilities and health promotion)

Libraries, Registration and Information Services

Licensing & Community Safety

Trading Standards

Museums, Arts & Theatres

Dean Castle Country Park

Civil Emergency Planning

Environmental Health & Waste Management

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
- The Land Reform Bill and access legislation.
- 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 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 a best value service review of registration 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
- Undertake a best value service review of Waste Management Services
- The development of Community Safety Action Plans
- The implementation of the Trading Standards National Performance Framework

# DEPARTMENTAL CONTINUOUS IMPROVEMENT PLANS

**Section: Directorate (1)**

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

**Section: Directorate (2)**

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
Continue to operate and develop services within the core themes of Best Value guidelines	Central Government	Corporate Development & Communication.	Ongoing	<b><u>Ongoing</u></b>	<b>Directorate and all Section Heads</b>	<b>Within Existing Budgets</b>
Develop a Cultural Strategy for East Ayrshire	Council Priority	Leisure Services All Council Departments	The Development of an East Ayrshire Cultural Strategy	<b><u>01/04/04</u></b>	<b>Head of Leisure Services</b>	<b>Within Existing Budgets</b>
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		<b><u>01/04/04</u></b>	All Section Heads	<b>Within Existing Budgets</b>
Develop a Departmental Strategic Development Plan in line with the Councils Community Plan	Departmental Priority	All Sections		<b><u>31/03/06</u></b>	Directorate	<b>Within Existing Budgets</b>
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	<b><u>31/03/06</u></b>	Directorate	<b>Within Existing Budgets</b>
Review East Ayrshire Race Equality Scheme	Statutory Duty	All Departments	Complete a review of the race equality scheme	<b><u>30/11/05</u></b>	Head of Personnel / Directors	<b>Within Existing Budgets</b>
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	<b><u>31/03/06</u></b>	Council & Directorates	<b>Within Existing Budgets</b>
Review the current procedures for member / officer contacts.	Departmental Priority	All Sections		<b><u>Ongoing</u></b>	P. O. Support	<b>Within Existing Budgets</b>

**Section: Central Services (1)**

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

**Section: Central Services (2)**

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
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		<b><u>30/06/03</u></b> <b><u>Annually</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Update performance Information Manuals annually	Statutory Requirement	Corporate Development & Communications		<b><u>31/05/03</u></b> <b><u>Annually</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Produce a performance information report. This will cover a 5-year period and will show performance trends.	Service Priority	Corporate Development & Communications		<b><u>28/02/04</u></b> Annually	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
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		<b><u>Ongoing</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Ensure the results of all completed surveys are communicated to all stakeholders.	Service Priority EFQM	All Sections		<b><u>Ongoing</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Provide support and advice on the service review process to all sections.	Service Review Best Value	Corporate Development & Communications		<b><u>Ongoing</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Provide support & advice to all sections on Best Value	Best Value	Corporate Development & Communications		<b><u>Ongoing</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Represent the Department on issues relating to the EFQM Excellence Model, Performance Indicators, Service Reviews, PMP Assessments etc.	Best Value	Corporate Development & Communications		<b><u>Ongoing</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>

**Section: Central Services (3)**

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
Develop a system to monitor Departmental attendance at conferences.	Corporate Responsibility	All Sections		<b><u>01/04/03</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budgets</b>
Ensure that all inventory lists are completed as per guidelines	Corporate Policy	Internal Audit Section		<b><u>31/05/03</u></b> <b><u>Annually</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Ensure that all Departmental public liability insurance claims are dealt with timeously and professionally.	Service Priority	Risk & Insurance Manager		<b><u>31/05/03</u></b> <b><u>Annually</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Ensure that all car lease applications are dealt with timeously	Service Priority			<b><u>Ongoing</u></b>	<b>P.O. (Support)</b>	<b>Within Existing Budget</b>
Act as Departmental liaison with EACIS project on the implementation of the SAP System	Corporate Policy	EACIS Team		<b><u>Ongoing</u></b>	<b>P.O. (Support) / Admin Assistant</b>	<b>Within Existing Budget</b>

# **LEISURE SERVICES CONTINUOUS IMPROVEMENT PLANS**

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
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 31/03/05	<b>C.P. Manager &amp; Access Officers</b>	<b>External Funding</b>
Investigate the development of local nature reserves within East Ayrshire	Service Priority	Scottish Natural Heritage	2006	01/04/03 to 31/03/06	<b>C.P. Manager</b>	<b>Within Existing Budget</b>
Investigate the development of the Paths to Health project which utilises walking to improve health	Community Plan Improving health & Environment	Ayrshire & Arran NHS Board. Recreation	2003	01/04/03 to 31/03/06	<b>C.P. Manager</b>	<b>New Opportunity Funding</b>
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	01/04/03 to 31/03/06	<b>Senior Ranger</b>	<b>Within Existing Budget</b>
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)	<b>Ongoing</b>	<b>Senior Ranger</b>	<b>Within Existing Budget</b>

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	<b>Ongoing</b>	<b>C.P. Manager</b> Senior Ranger	<b>Within Existing Budget</b>
--	---	---	---------	----------------	--------------------------------------	-------------------------------

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<b>Time-scale</b>	Lead Officer	Budget
Maintain / Promote the Dower House Conference Facility	Cultural Strategy	Onsite	Achieve income target	<b>Ongoing</b>	<b>C.P. Manager</b>	<b>Within Existing Budget</b>
Develop Dean Castle Country Park as a visitor attraction and improve marketing.	Cultural Strategy Economic Strategy (Image & Tourism)	Tourist Board	Ongoing	<b>Ongoing</b>	<b>C.P. Manager</b>	<b>Within Existing Budget</b>
Carry out detailed market research in to customer satisfaction	Best Value	Central Services	2003	01/04/03 to 31/03/06	<b>C.P. Manager</b> <b>P.O. Support</b>	<b>Within Existing Budget</b>
Develop a programme of maintenance, improvement & renewal at Dean Castle	Cultural Strategy	Tourist Board	Ongoing	<b>Ongoing</b>	<b>C.P. Manager</b>	<b>Within Existing Budget</b>
Develop a three year management strategy and annual work programmes for countryside rangers / access officers	Scottish Natural Heritage (Ranger Review)	Scottish Natural Heritage	Ongoing	<b>Ongoing</b>	<b>C.P. Manager</b>	<b>Part funded SNH / EAC</b>
Conservation of land of National significance within East Ayrshire	Scottish Natural Heritage	Scottish Natural Heritage	Ongoing	<b>Ongoing</b>	<b>C.P. Manager</b> Senior Ranger	<b>Within Existing Budget</b>
Contribute to social inclusion / social inclusions unit work.	Cultural Strategy	Social Inclusion Unit	Ongoing	<b>Ongoing</b>	<b>C.P. Manager</b>	<b>Within Existing Budget</b>

Contribute towards the the Cultural Strategy for East Ayrshire.	Cultural Strategy	Leisure Sections	New Cultural Strategy	<b>Ongoing</b>	<b>C.P. Manager</b>	<b>Within Existing Budget</b>
---	-------------------	------------------	-----------------------	----------------	---------------------	-------------------------------

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
<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 Peoples Network/ Government Policy (New Opportunities Fund)	Ayrshire Electronic Community, Support to Communities Coalfields Regeneration Trust, Scottish Library Information Council, Ayrshire Libraries Forum	Ongoing	<b>Ongoing</b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
Assist business in East Ayrshire by providing access to computer based training packages	Community Plan – Improving Opportunity Peoples Network/ Government Policy (New Opportunities Fund)	Ayrshire Electronic Community, Support to Communities, Coalfields Regeneration Trust, Scottish Library Information Council, Ayrshire Libraries Forum	Ongoing	<b>Ongoing</b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>

Ensure job opportunities and training opportunities are advertised in libraries and local offices	Community Plan – Improving Opportunity	Job centre / local businesses / AEC/ Support to Communities / other Council Departments	Ongoing	<b>Ongoing</b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
---	--	---	---------	----------------	---	-------------------------------

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
Provide equality of access to information resources in all service points	Community Plan – Eliminating Poverty	Ayrshire Electronic Community, Support to Communities, Coalfields Regeneration Trust, Scottish Library Information Council, Ayrshire Libraries Forum	Ongoing	<b>Ongoing</b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
Assist in raising public awareness by promoting healthy living material produced by the Council and other agencies.	Community Plan – Improving Health (New Opportunities Fund)	Health Services, SIP, Statutory Health organisations, Healthy Living Centre, Health Hit Squad.	Ongoing	<b><u>31/03/05</u></b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>

Develop joint working with Health Care Trusts	Community Plan – Improving Health	Health Care Trusts	Kilmarnock North Project 2004	<b><u>Ongoing</u></b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
Continue to support formal & informal learning through network of community libraries.	Community Plan – Community Learning Peoples Network New Opportunities Fund	AEC and Support to Communities	Ongoing	<b><u>Ongoing</u></b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<b><u>Time-scale</u></b>	<b>Lead Officer</b>	<b>Budget</b>
Promote use of local offices & libraries to advertise and promote formal and informal learning.	Community Plan – Community Learning Peoples Network New Opportunities Fund	AEC and Support to Communities	Ongoing	<b><u>Ongoing</u></b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
Provide information and support to the public to enable them to make choices and make informed decisions	Community Plan – Community Learning	H.A.T.S Department & Housing Associations	Ongoing	<b><u>Ongoing</u></b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>

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	<b><u>Ongoing</u></b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
Increase the usage of the services offered by libraries			Ongoing	<b><u>Ongoing</u></b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
Provide a breadth of services as outlined in CoSLA standards	Cultural Strategy & CoSLA Standards	CoSLA and Scottish Library Information Council	Ongoing	<b><u>Ongoing</u></b>	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<b><u>Time-scale</u></b>	<b>Lead Officer</b>	<b>Budget</b>
---------------	--------------------------	---------------------	----------------	--------------------------	---------------------	---------------

Secure additional resources to develop services		Ayrshire Electronic Community, Support to Communities Coalfields Regeneration Trust, Scottish Library Information Council, Ayrshire Libraries Forum	Ongoing	<u>Ongoing</u>	Library, Registration & Information Services Manager	
Continue a systematic upgrading and review facilities.		Various	Ongoing	<u>Ongoing</u>	Library, Registration & Information Services Manager	Within Existing Budget
Initiate a structured staff development and training plan, including Eager	EFQM		Ongoing	<u>Ongoing</u>	Library, Registration & Information Services Manager	Within Existing Budget

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
<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				<b><u>Ongoing</u></b>	<b>Local Office &amp; Registration Manager</b>	<b>Within Existing Budget</b>
Provide payment facility for all council accounts				<b><u>Ongoing</u></b>	<b>Local Office &amp; Registration Manager</b>	<b>Within Existing Budget</b>
Provide a facility for the Registration of Births, Deaths and Marriages	Statutory	GRO		<b><u>Ongoing</u></b>	<b>Local Office &amp; Registration Manager</b>	<b>Within Existing Budget</b>
Provide genealogical information to appropriate enquirers	Statutory	GRO		<b><u>Ongoing</u></b>	<b>Local Office &amp; Registration Manager</b>	<b>Within Existing Budget</b>

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
<b>Objectives for next 3 years</b>						
Promote and market the People's Network to the public of East Ayrshire.	People's Network (NOF), EFQM			01/04/03 to 31/03/06	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
Develop a marketing plan with action points for the library service.	EFQM	To be determined		01/04/05 to 31/03/06	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
Investigate possible sources of funding to ensure sustainability of People's Network.	Modernising Govt / e-govt agenda	To be determined		01/04/03 to 31/03/06	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget / external funding</b>
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 – Improving opportunity	To be determined		01/04/03 to 31/12/03	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget</b>
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	To be determined		01/04/05 to 31/03/06	<b>Library, Registration &amp; Information Services Manager</b>	<b>Within Existing Budget / external or other funding</b>

Implement the recommendations of the Community Services committee report on marriage ceremonies out-with registration offices.	Statutory	GRO	2002/03	31/12/03	Local Office & Registration Manager	Within Existing Budget
--	-----------	-----	---------	----------	-------------------------------------	------------------------

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

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget
Transfer Registration Services to the DIGROS and Forward Electronic Register systems.	Modernising Govt / e-govt agenda	GRO		01/04/05 to 31/03/06	Local Office & Registration Manager	Within Existing Council Budgets
Install a new cash receipting system supporting electronic payment in local offices.	Modernising Govt / e-govt agenda		April 2003	<u>Ongoing</u>	Local Office & Registration Manager	Within Existing Council Budgets
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			01/04/03 to 31/03/06	Library, Registration & Information Services Manager	Within Existing Council Budgets
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	<u>Ongoing</u>	Library, Registration & Information Services Manager	Within Existing Council Budgets
Investigate the development of a Heritage Centre at the Burns monument.	Service Priority	Historic Scotland, Heritage Lottery Fund	Feasibility study by 2003	01/04/03 to 31/03/06	Library, Registration & Information Services Manager	Within Existing Budgets / External Funding

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

<b>Action</b>	<b>Reason for Action</b>	<b>Partnerships</b>	<b>Targets</b>	<u>Time-scale</u>	Lead Officer	Budget
Maintain and develop an internal strategic working group for museums planning.	Service Priority		3 Meetings per year	<b><u>Ongoing</u></b>	<b>M.A &amp; T Manager</b>	<b>Within Existing Budget</b>
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.	<b><u>31/03/06</u></b>	<b>M.A &amp; T Manager</b>	Within Existing Budget
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	<b><u>31/03/05</u></b>	<b>M.A &amp; T Manager</b>	<b>£50,000</b> Funded Externally / Within Existing Budgets
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	<b><u>Ongoing</u></b>	<b>M.A &amp; T Manager</b>	<b>Budget to be agreed.</b>
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	<b><u>31/03/06</u></b>	<b>M.A &amp; T Manager</b>	<b>£90,000</b> External Funding

Contribute to the review of the council's Cultural Strategy	Community Plan	Other Leisure Sections	The development of a cultural strategy	<b>01/04/03</b>	<b>M.A &amp; T Manager</b> Leisure Policy Officer	<b>Within Existing Budget</b>
---	----------------	------------------------	--	-----------------	--	-------------------------------

### Museums, Arts and Theatre Service (2)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget
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		<b>Ongoing</b>	<b>M.A &amp; T Manager</b>  ACD Officer	<b>Within Existing Budget</b>
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.	<b>01/04/04</b>	<b>M.A &amp; T Manager</b>	<b>£50,000 internal and external</b>
Continue to investigate external funding opportunities for the service	Service Priority EAC Cultural Strategy			<b>Ongoing</b>	<b>M.A &amp; T Manager</b>  ACD Officer	<b>Within Existing Budget</b>
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>Ongoing</b>	<b>ACD Officer</b>	<b>Within Existing Budget</b>

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.		<u>Ongoing</u>	ACD Officer	<b>£200,000</b> internal and external funds
---	----------------------------------	--	--	----------------	-------------	--

**Section: Museums, Arts and Theatre Service (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>
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	<u>01/06/03 to 31/08/03</u>	<b>ACD Officer</b>	<b>Within Existing Budget</b>
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	<u>01/04/03 to 31/03/06</u>	<b>ACD Officer</b>	<b>£100,000</b> SIP Scottish Arts Council
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
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.	<u>01/04/04</u>	<b>ACD Officer</b>	Possible external funding
Upgrade the Palace Theatre / Grand Hall through a maintenance / refurbishment plan.	Service Priority	H.A.T.S	Increase attendance's	<u>Ongoing</u>	<b>PT/GH Manager</b>	<b>Existing Budget / Scottish Arts Council</b>
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.	<u>31/12/05</u>	<b>PT/GH Manager</b>	<b>Within Existing Budgets</b>
Increase the quality and variety of the theatre's programme	Service Priority	ESS Department	Additional high quality music and drama productions.	<u>Ongoing</u>	<b>PT/GH Manager</b>	<b>Within Existing Budget</b>

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

<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>
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
Increase theatre audience levels	Service Priority		Increase audience s by 10% per annum	Ongoing	PT/GH Manager	Within Existing Budget
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
Increase the usage of the Grand Hall	Service Priority		Increase bookings by 5% per annum	Ongoing	PT/GH Manager	Within Existing Budget

**Section: Outdoor Services (1)**

<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>
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
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 Senior Client Officer	Within Existing Budget
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 Senior Client Officer	Within Existing Budget
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 Officer	Within Existing Budget
Review and assess East Ayrshire's future burial requirements, including green burials.	Business Plan Best Value Cultural Strategy	H.A.T.S IBCA CBA	As usage and needs require	Ongoing	O.A. Manager Parks & Cemeteries Officer	Within Existing Budget
Implement approved safe play initiative in line with health & safety legislation	Cultural Strategy Community Plan Health & Safety Business Plan	H.A.T.S	Ongoing	Ongoing	O.A. Manager	

**Section: Outdoor Services (2)**

<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>
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
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	O.A. Manager Senior Client Officer.	
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
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
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.	
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 H.A.T.S	<5% of garden care users	Ongoing	O.A. Manager Senior Client Officer.	Within Existing Budget
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

**Section: Outdoor Services (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>
Investigate the possible development of a foetal / Anti-natal burial service in East Ayrshire	Best Value Customer Needs	Ayrshire Authorities Cemetery working group SANDS	April 03	01/04/04	O.A. Manager Parks & Cemeteries Officer	
Continue to develop and deliver the schools education program "Cemeteries are not playgrounds"	Health and Safety	Education IBCA CBA	Ongoing	Ongoing	O.A. Manager Parks & Cemeteries Officer	Within Existing Budget
Revisit the grounds maintenance contracts / Service Level agreement as and when additional funding / sources are available.	Best Value/ Continuous Improvement	Leisure Client	Ongoing	Ongoing	O.A. Manager	Within Existing Budget
Investigate the development of current football playing facilities.	User Questionnaire	Leisure Client Recreation Services	Ongoing	Ongoing	O.A. Manager	
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	
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

**Section: Recreation (1)**

<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>
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	01/09/02 to 31/03/04	Leisure Development Manager Sports Development Manager	Mainstream NOF, SIP Sport Lottery
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	01/08/03	Leisure Development Manager Sports Development Manager	Mainstream
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
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

**Section: Recreation (2)**

<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>
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)	01/09/02 to 31/08/04	Leisure Development Manager Play Development & Grants Manager	Changing Children's Services Fund
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
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
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

**Section: Recreation (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>
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	01/04/03 to 31/03/06	Leisure Development Manager Community Health Development Manager	NOF SIP Better Neighbourhood Fund
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	01/04/03 to 31/03/06	Leisure Development Manager Community Health Development Manager	NOF SIP Better Neighbourhood Fund
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
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

**Section: Recreation (4)**

<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>
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.	01/04/03 to 31/03/04	Leisure Development Manager Recreation Partnership Manager	SIP HIF
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
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
Investigate the mainstreaming / refunding of all recreation partnership projects.	Funding terminates March 2004	SIP HIF	Meet with funders and explore mainstreaming by March 2003	01/04/03 to 31/03/04	Leisure Development Manager Recreation Partnership Manager	HIF SIP
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

**Section: Recreation (5)**

<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>
Extend opening hours to create wider local opportunities	Social Inclusion DSO Business Plan		Local communities and organisations	Ongoing	Community Recreation Officer	Existing Budget
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
Track trends to ensure maximisation of user figures and income levels.	DSO Business Plan		Local communities and organisations	Ongoing	Community Recreation Officer	Existing Budget
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
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
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
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
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	

# **PROTECTIVE SERVICES CONTINUOUS IMPROVEMENT PLANS**

**Section: Cleansing DSO (1)**

<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>
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	Operations Manager	Within Existing Budgets
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	Operations Manager	Within Existing Budgets
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	Ongoing	Operations Manager	Within Existing Budgets
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	01/10/03	Operations Manager	Strategic Waste Fund
Comply with the landfill directive / diversion targets. (*)	Central Government	Waste Management	Ongoing	Ongoing	Operations Manager	Within Existing Budgets

(\*) Environmental Health & Waste Management provide the client services function for these actions

**Section: Cleansing DSO (2)**

<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>
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	01/10/03	Operations Manager	Strategic Waste Fund
Sustain its current vehicle replacement programme.	Approved Action	H.A.T.S Transport Management	Ongoing	Ongoing	Operations Manager	Within Existing Budgets
Continue to maintain and further develop its ISO 9002/1994 Quality Management System.	Business Plan Objective	British Standards Institute	Ongoing	Ongoing	Operations Manager Area Managers	Within Existing Budgets
Upgrade its current quality management system to the new QMS Standard ISO 9000/2000.	Business Plan Objective	British Standards Institute	Ongoing	31/12/03	Operations / Area Managers	Within Existing Budgets
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	Urgent	To be determined	Head of Service / Operations Manager / P.O. EH WM	To be determined
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 H.A.T.S. (BNSF)	Ongoing	Ongoing  BNSF 01/04/01 to 31/03/04		BNSF Funding
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	Operations Manager	To be determined

**Section: Emergency Planning (1)**

<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>
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
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
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
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
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
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

**Section: Emergency Planning (2)**

<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>
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
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
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
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
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
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
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

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

<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>
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	31/12/06	P.O. Environmental Health & Waste Management	Within Existing Budget
Implement the Contaminated Land Strategy involving the identification and remediation of contaminated land			Ongoing	31/12/06	P.O. Environmental Health & Waste Management	Capital Allocation on Budgets
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	31/12/03	P.O. Environmental Health & Waste Management	Within Existing Budgets
Extend the provision of dog waste bins with appropriate publicity.	Service Priority	External Agencies	31/12/04	31/12/04	P.O. Environmental Health & Waste Management	Within Existing Budgets
Provide and adopt a Service Level Agreement for all laboratory services.	Statutory Responsibilities Service Priority	Other Local Authorities (Former Strathclyde)	30/06/03	30/06/03	P.O. Environmental Health & Waste Management	Within Existing Budgets
Identify and implement a recognised Quality System for Environmental Health Services.	Service Priority		31/03/05	31/03/06	P.O. Environmental Health & Waste Management	Within Existing Budgets

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

<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>
Award a new waste management contract and implement the new waste management scheme	Statutory Responsibility Service Priority Landfill Directive	External Agency	May 2004	01/05/04	P.O. Environmental Health & Waste Management	To be determined
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.	31/03/06	P.O. Environmental Health & Waste Management	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	31/03/06	P.O. Environmental Health & Waste Management	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	31/03/06	P.O. Environmental Health & Waste Management	To be determined
Undertake a review of public convenience provision in East Ayrshire.	Service Priority		Ongoing	31/03/06	P.O. Environmental Health & Waste Management	To be determined
Extend the Cleansing DSO quality management service into the Waste Management section.	Service Priority	Cleansing DSO	Ongoing	31/03/04	P.O. Environmental Health & Waste Management	Within Existing Budgets

**Section: Environmental Health & Waste Management (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>
Carry out a Best Value Service Review on the Waste Management Service.	Service Priority	Business Community, Householders, Departments and outside agencies	31/03/04	31/03/04	P.O. Environmental Health & Waste Management	Within Existing Budgets
Assess customer needs and views with the provision of customer and trader surveys.	Local Government Scotland Act 2003	Personnel	Waste Management 2004	01/04/04	P.O. Environmental Health & Waste Management	Within Existing Budgets
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	Ongoing	31/03/06	Head of Protective Services / P.O. Environmental Health & Waste Management / Operations Manager Cleansing	To be determined

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

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget
<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	P.O. Licensing & Community Safety	No cost
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget

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

<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>
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	P.O. Licensing & Community Safety & Community Safety Officer	Within Existing Budget
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	P.O. Licensing & Community Safety & Community Safety Officer	Within Existing Budget
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	P.O. Licensing & Community Safety & Community Safety Officer	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget

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

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
Develop a staff team building program for the geographically dispersed CCTV staff.	Service Priority	Training & Development		01/04/03 to 31/03/06	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget

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

<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>
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety	Within Existing Budget
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	P.O. Licensing & Community Safety & Community Safety Officer	Scottish Executive's Community Safety Partnership Award Programme – formulated and variable awards
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	P.O. Licensing & Community Safety & Community Safety Officer	To be determined
Ascertain customer satisfaction levels by means of questionnaires.	Best Value	Central Services	To determine levels of customer satisfaction	31/12/04	P.O. Licensing & Community Safety	Within Existing Budget

**Section: Trading Standards (1)**

<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>
Achieve statutory performance indicator targets.	Statutory requirement	EAC Traders	100%	31/03/04 annually	Assistant P.O. Trading Standards	Within Existing Budget
Provide advice and assistance to local businesses to help them comply with consumer legislation.	Statutory function	Local businesses	All EAC Residents	Ongoing	Assistant P.O. Trading Standards	Within Existing Budget
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
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
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
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
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

## Section: Trading Standards (2)

Action	Reason for Action	Partnerships	Targets	Time-scale	Lead Officer	Budget
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
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
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
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
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.
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.
Implement Stop Now Orders	Statutory requirement	EAC Traders	100%	Ongoing	P. O. Trading Standards	Within Existing Budget

**Section: Trading Standards (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>
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