

DARTFORD BOROUGH COUNCIL  
DRAFT IMPROVEMENT PLAN

**Establishment of Robust Corporate Planning and Performance Management**

ACTION	OUTCOME	DATE	OFFICER
Complete Budget Prioritisation and embed Performance Management	Ensure that resources are aligned to corporate priorities and secure disinvestment in low priorities.  Ensure that progress and effectiveness are monitored and managed.	April 2004	MD
Embed Risk Management throughout the organisation	Reduce risk of problems and increase effectiveness	Sept 2004	DCS
Implement the Consultation and Communications Framework	More coherent communication of priorities, internally and externally	Sept 2004	Cab. Sec.

**Enhancing Capacity to deliver**

ACTION	OUTCOME	DATE	OFFICER
New Staffing Structure	Strengthen strategic role of Management, address management shortfalls, remove conflicts between regeneration and service delivery, direct staff resources toward corporate priorities and further increase staff empowerment.	First phase - April 2004	MD
Complete Partnership Review and implement findings	Effective operation of Partnerships and focussed actions	Sept 2004	Cab. Sec.
Officer Training and Development	Increase flexibility and capacity of staff resources by acquisition of generic skills and relevant skill sets.	Plan in place - may 2004	DCS
Member Training and Development	More effective engagement of Members in the work of the Council.	Plan in place - May 2004	DCS
Complete Stock Options Appraisal and introduce Action Plan	Establish future of Dartford's Housing	Dec 2004	DcomS

### Completing the Policy Framework

ACTION	OUTCOME	DATE	OFFICER
Complete Local Development Framework	Ensure community needs are fully reflected in development programme, and provide up-to-date framework for private sector investment.	2005/06	Denv
Review policies for homelessness, affordable housing and housing allocations.	Greater access to housing and support Ensure all housing needs are addressed and wide range of procurement options utilised.	July 2004	DcomS
Regeneration Strategy	Greater coordination and focus of activities Framework for investment in critical areas of change - Swanscombe and Town centre.	July 2004	Denv
Procurement Strategy	Coordinated and innovative approach to procurement to maximise cost-effectiveness.	BVR starts Sept 2004, Strategy in place April 2005	DCS

### Improving Customer Relations and Providing an Outward facing council

ACTION	OUTCOME	DATE	OFFICER
Plan and introduce the Customer Contact Centre	Increase Customer responsiveness and customer satisfaction and promote efficiency.	2004/05	DCS
Officer Training and Development	Engender customer focus and customer awareness throughout the Council	Commence July 2004	DCS

### Continuing the Programme of Service Improvement

ACTION	OUTCOME	DATE	OFFICER
Roll out Deep Clean Programme	More cost effective, higher standard of cleansing.	April 2004	DEnv
Secure quality contractors for Grounds Maintenance Contract.	Higher standard of maintenance of public realm	April 2004	DEnv
Introduce roundabout sponsorship scheme	Increase resources available for maintenance of public realm.	July 2004	DEnv
Promote Excellence Groups	Share learning and develop services with a systematic approach	2004/05	DCS
Implement e govt. initiatives to address Govt. priority services and transform outcome targets, e.g. planning applications online	Improved access to services and more effective working	By Dec 2004	DCS
Consider options for composting	Reduce amount of material to landfill	April 2004	DEnv
Review Museum Service	Establish service relevant to future requirements of stakeholders	Sept 2004	DPR