

Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
001	A clean and attractive borough	CP001 - Continue to enhance the borough through the council's civic pride initiative	Fran Beasley	John Wheatley	CP001.1 To arrange visits to France for any resident Normandy or D-Day veterans wishing to mark the 65th anniversary of D-Day, CP001.2 To arrange a Tea Party for Normandy Veterans, CP001.3 Welcome home parade for Queen's Colour Squadron, CP001.4 Fun Run/Fun Day at Ruislip Lido, in support of Help for Heroes campaign, CP001.5 Signage outside Civic Centre and Library, CP001.6 Continue to identify other opportunities to promote Civic Pride, CP001.07 - LBH Associate Membership of Normandy Veterans' Association (NVA)	06/06/2009, 30/06/2009, 31/07/2009, 30/09/2009, 30/09/2009, 31/03/2010, 11/11/2009,	Completed, Completed, Completed, Completed, Completed, Completed	CP001.01 - Events associated with D-Day completed in Q1. CP001.02 - Tea Party hosted by the Mayor for members of the West Middx branch Normandy Veterans Association in Q1. CP001.03 - Successful Welcome home parade held in Q2 CP001.04 - Fun Day held 6 Sept, raised over £13,000 for Help for Heroes. CP001.05 - New signage has been put up outside the Civic Centre and Uxbridge Library in Q2. CP001.06 - Opportunities continue to be identified and work will carry on into 2010/11. CP001.07 - LBH is now an Associate Member of NVA.	Completed
002	A clean and attractive borough	CP002 - Introduce recycling initiatives to help achieve our recycling target of 40% by 2010	Philomena Bach	Colin Russell	CP002.01 - Ongoing improvements to recycling including education, minimisation, new initiatives (e.g. estate based recycling, textiles, bins in parks, distribution of bags via council outlets), CP002.02 - Reduce amount of household waste generated to minimise effects of landfill tax. NI 191/192/193 compliance. Improved Civic Amenity sites.	31/03/2010, 31/03/2010,	Completed Completed	CP002.01 - Continuing to expand estate based recycling. Textile collections trialled at final 2 "Streets Ahead Weeks of Action". CP002.02 - Household waste = 651.3 kgs target 720kgs (with low being good), Recycling target achieved (39.71%). New Years Green Lane site has been approved and scheme is being developed.	Completed
003	A clean and attractive borough	CP003 - Continue to improve the quality of the borough's roads, our parks and open spaces, and improve town centres and the street scene.	Philomena Bach	Jonathon Westell	CP003.01 - Obtain Cabinet Member approval for highways improvements schemes. , CP003.02 - Implement schemes and measure impact., CP003.03 - Parks and Open Spaces - increase the number of parks with green flag awards., CP003.04 - Improvements to Yiewsley and West Drayton town centres	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP003.01 and 02 - Highways Improvement Schemes were completed by 31/03/10. CP003.03 - All existing parks retained their green Flag status along with 4 new ones - totalling 14. CP003.04 - Phase 2 of Uxbridge Town Centre completed. Phase 1 of Yiewsley and West Drayton under way with Phase 2 commencing in 2010/11	Completed
004	A clean and attractive borough	CP004 - Launch a new locality initiative, scheme building upon the success of the street champions and streets ahead schemes.	Philomena Bach	David Frost	CP004.01 - Work with Community Safety in DCEO to ensure that the new Locality Area set up is operating effectively across partners., CP004.02 - Pilot and establish a Junior Street Champions Scheme (JETS)	31/03/2010, 31/03/2010	Completed, Completed	CP004.01 - Fourth and fifth events were completed successfully in the Eastcote and Uxbridge wards. CP004.02 - JETS scheme has now been launched with 15 schools signed up to take part and full details on website.	Completed
005	A safe borough	CP005 - Investing in improving street lighting	Philomena Bach	Tim Edwards	CP005.01 - Repairs to streetlights which are our responsibility within turnaround times., CP005.02 - Monitoring and working with DNO's to reduce their turnaround times., CP005.03 - Installation of agreed lighting improvement schemes.	31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed	CP005.01 - Turnaround time at end Q4 = 1.21 days against 1.35 days last year. CP005.02 - Turnaround time at end Q4 = 26.97 days against 45.3 days last year (now within the 30 day target). CP005.03 - Gating Way and Field End Road schemes completed. Total of £200k now spent on new schemes.	Completed

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006	A clean and attractive borough	CP006 / PBCE02 - We will invest £1M a year on environmental improvements as part of the Chrysalis Programme, which uses council money for innovative local environmental initiatives suggested by residents	Fran Beasley	Maggie Allen	CP006.1 - Deliver 6 park security improvements. , CP006.2 - Oversee 15 parks and open spaces improvement projects across the borough. CP006.3 - To oversee the improvements on 3 buildings in the north and west of the borough., CP006.5 - To oversee one bowls project at Fasnidge Bowls Club, CP006.6 - To increase and maximise opportunities to promote the Chrysalis programme. To design and print relevant packs, leaflets and plaques. To update the Chrysalis webpage and encourage media publicity as well as to run surgeries in each locality.	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP006.01 All fencing is now installed. CP006.02 Apart from minor works to be carried out in Little Britain Lake, all other projects are completed. CP006.03 All building works are now completed. CP006.05 Completed CP006.06 Chrysalis webpage has been upgraded. New Packs are now being used.	Completed
007a	A clean and attractive borough	CP007a / GP - Lead initiatives to tackle climate change, such as waste to energy and alternative forms of power for council building and new developments in the borough such as RAF Uxbridge site	Philomena Bach	Colin Russell	CP007a.01 - Act as pilot national authority working with Ford to trial electric vehicles in the borough, CP007a.02 - Transfer 25,000 tonnes of waste to the Grndon's waste to Energy plant in Colnbrook to reduce waste to landfill.	31/03/2010, 31/03/2010	Completed, Some Slippage	CP007a.01 - Electric vehicles - volunteer residents and car recharging points have been identified. Scheme to start in 2010/11. CP007a.02 - Due to operational and contractual problems the plant was closed for long periods during 2009 and waste tonnages were diverted to conventional disposal schemes. A total of 9,346 tonnes were sent to the site during the year-slippage is beyond our control.	Outside of Council's Control
007b	A clean and attractive borough	CP007b / GP001 - Lead initiatives to tackle climate change, such as waste to energy and alternative forms of power for council building and new developments in the borough such as RAF Uxbridge site	Jean Palmer	Jales Tippell	CP007b.01 - Contribution to robust plans able to withstand challenge and protect the environment, CP007b.02 - Meet targets in the Local Implementation Plan (LIP) for 2009. Continue to implement the Air Quality Action Plan, CP007b.03 - Ensure Local Development Framework (LDF) policies and team partnership involvement support cleaner, greener borough including Climate Change Strategy, CP007b.04 - To promote the biodiversity of the borough	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP007b.01 - Work is on-going to continue the rolling programme of clarifying appraisals and management plans for Conservation Areas. CP007b.02 - All targets in the Local Implementation Plan for 2009 have been met. The current Air Quality Action Plan ends in 2010. This project will involve a review of the current plan and development of an updates plan for 2010-20105 drawing on information to be published by GLA and DEFRA to ensure compliance with air quality limits CP007b.03 - The draft Core Strategy now includes draft policies and Climate Change and the Environmental Management chapter supports a cleaner greener borough. CP007b.04 - The Biodiversity Action Plan implementation is on-going, currently the action plan is being revised to create a more comprehensive action plan.	Completed

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008	A clean and attractive borough	CP008 / GP002 - Ensure Hillingdon is a place where people enjoy living, by balancing the need for jobs, homes and the environment by opposing inappropriate development and strongly influence the developments on our ex-military sites in the borough	Jean Palmer	Jales Tippell	CP008.01 - Applications regarding listed buildings to be negotiated at early stage to avoid need for refusal of planning permission/listed building consent, CP008.02 - Providing excellent services to community and partners; providing clarity for residents and their agents as to what is likely to be acceptable on sites with heritage value; to assist planning colleagues in reaching and defending planning decisions., CP008.03 - Providing justification and guidance for work to buildings and public realm in Conservation Areas, CP008.04 - To improve access in the built environment for all with particular regard for disabled and elderly people, CP008.05 - Ensure there is adequate employment land and premises to meet Hillingdon's needs, CP008.06 - To provide an excellent planning service with regard to trees, the natural environment and landscaping and with regard to the High Hedges legislation, CP008.07 - To prepare new Tree Protection Orders (TPOs) and a comprehensive review of existing TPOs, with the prompt and efficient processing of TPO applications	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010, 30/09/2009, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed, Completed, Completed, Completed	CP008.01 - Currently applications regarding listed buildings are negotiated at early stage CP008.02 - Input into all applications for sites and buildings with heritage value provided, including pre-application meetings when appropriate. Report to Cabinet on the drawing up of a Conservation Management Plan was presented to Cabinet in February and approval of the framework was agreed. Public consultation was commenced and completed in March. CP008.03 - Ruislip Village Conservaton Area Appraisal reported to Cabinet in January 2010. Public consultation completed. Scheduled to be presented to Cabinet in May for adoption CP008.04 - Revised draft 'Accessible Hillingdon' Supplementary Planning Document (SPD) was reported to Cabinet in January 2010 and has been adopted. CP008.05 - The Core Strategy includes revised employment projections and release of employment land. CP008.06 - Excellent service continues to be provided. Ongoing research for Trees and Landscape Strategy being undertaken by Trees and landscape Team. CP008.07 - Following recruitment to the Trees and Landscape team a total of 12 TPOs have been prepared during the financial year.	Completed
009	A clean and attractive borough	CP009 / GP003 - Continue with our programme to designate more areas in the borough as conservation areas	Jean Palmer	Jales Tippell	CP009.01 - Ensuring that buildings in designated areas are given due recognition and some protection from inappropriate development, CP009.02 - Ensure (LDF) Policy documents provide the means to protect and enhance the heritage and natural environment and that robust national and London Plan Policy is applied	31/10/2010, 31/03/2010	Completed, Completed	CP009.01 - Work is on-going in this area, a further four areas have been identified to be considered during the next financial year. CP009.02 - Policies for heritage and environmental management are included in the draft Core Strategy and these policies reflect the approach taken in the replacement London Plan.	Completed
010	A clean and attractive borough	CP010 / GP004 - Continue to review the borough's buildings of local, historic and architectural interest	Jean Palmer	Jales Tippell	CP010.01 - To prepare an updated Local List following full public consultation for adoption by Cabinet	31/03/2010	Completed	CP010.01 - Draft Local List Borough wide public consultation completed in February 2010, following which consultation with owners was also completed in April 2010.	Completed
011	A borough of culture and learning	CP011 / GP005 (S&A 018) - Invest in and develop our cultural facilities to develop learning and culture	Jean Palmer	Alan Dalton	CP011.01 - Establish the West London Story as the main Hillingdon cultural program for 2012	30/09/2009	Completed	CP011.01 - The Arts Service held two days of exhibitions and activities at Manor Farm for the West London Story. These were well attended and a celebration event, attended by the Arts Council was held in the evening. A business plan is currently being drafted up for the artist group.	Completed
012	A clean and attractive borough	CP012 / GP006 - Increase entries to external planning and design awards and to create the Councils own award scheme	Jean Palmer	James Rodger	CP012.01 - Launch a'Hillingdon Design Award' by Jan 2010	31/01/10	On Target	CP012.01 - Cllr Burrows agreed award categories, in process of being launched.	Completed

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013	A safe borough	CP013 / GP007 - All major developments will meet the Metropolitan Police designing out crime standard to help make areas safer.	Jean Palmer	James Rodger	CP013.01 - Maximise group performance against local PI's, and other standard measurements. CP013.02 - To ensure all Major developments, and Minor and other developments accord with Designing out crime.	31/03/2010, 31/03/2010	Completed,  Completed	CP013.01 - All applications are discussed with the Met Police at the regular Friday morning surgeries to ensure secure by design to aid in designing out crime and maximise performance against crime related indicators. CP013.02 - All Major applications involving building work are conditioned to ensure secure by design standard is achieved.	Completed
014	A safe borough	CP014 - Continue to increase the numbers of local residents who feel secure - improving the safety and well being of older people and vulnerable people and their feeling of security.	Jean Palmer	Ed Shaylor	CP014.01 - Improve the safety and well being of young people, older people and vulnerable people and their feeling of security, reduce the experience and perception of disorder and levels of concern about crime. CP014.02 - Promote doorstep security with elderly residents., CP014.03 - Monitor progress of cases through the Special Domestic Violence Court (SDVC)., CP014.04 - Deliver multi-agency domestic violence training events., CP014.05 - Deliver domestic violence advice sessions to mental health patients.	31/03/2010 31/03/2010 31/03/2010 31/03/2010 31/03/2010	Completed  Completed Completed Completed	CP014.01 - By end of Q4 1,000 burglar alarms have been allocated to homes of residents aged 65+. Age Concern are in process of replacing some alarms that have proved to be faulty (replaced free of charge as still under warranty). CP014.02 - 100% of burglar alarm recipients have received home and personal security information packs that include doorstep security advice, hints and tips. CP014.03 - 100% of SDVC sessions attended and monitored by Community Safety Team. CP014.04 - 2 multi agency domestic violence training sessions delivered in Q4. CP014.05 - 4 domestic violence advice sessions presented to mental health patients at Hillingdon Hospital in Q4.	Completed
015	A borough with improving health, housing and social care	CP015 - Continue to improve arrangements to safeguard vulnerable adults from harm	Brian Doughty	Brian Doughty	CP015.01 - Ensure effectiveness of safeguarding adults arrangements through improved outcomes - complete a baseline survey of views by March 2010.	31/03/10	Completed	CP015.01 - Audit of cases completed and outcome presented to the Safeguarding Adults Partnership Board (SAPB) on 10 February 2010.	Completed
016	A safe borough	CP016 (PB&CE) Fund measures to improve local safety around alleyways,	Fran Beasley	Ian Edwards	CP016.01 Implement up to 20 alleygating schemes across the borough	31/03/2010	Completed	CP016.01 - 27 schemes were implemented during 2009/10	Completed
017	A safe borough	CP017 / ECP015 - Continue to deliver our road safety programme and traffic improvement schemes	Philomena Bach	David Knowles	CP017.01 - Implement road safety training programme, CP017.02 - Implement Road Safety Plan and targets., CP017.03 - Provide 10 New pedestrian crossings., CP017.04 - Provide school crossing patrol service.	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP017.01 - 107 adults received cycle training, 3450 children received road safety training and 2896 children were members of the Road Safety Club. CP017.02 - All killed/seriously injured (KSI) = 112 (117, improvement of 3.95%). Children KSI = 9 (13, improvement of 25.49%). We have already achieved the Mayor of London's reduction targets for 2010.. CP017.03 - 12 new Pedestrian Crossings have been completed - Bury Street, Field End Road, Field Heath Road, Green Lane, Pinkwell Lane, Windsor Avenue, Avondale Drive, Fore Street, Eastcote Road, Rickmansworth Road, Uxbridge Road and Broadmead Road. CP017.04 - School Crossing service continues to be provided at key sites	Completed
018	A safe borough	CP018 / GP- Investigate all road safety concerns identified by residents and, where possible, introduce measures to alleviate them	Philomena Bach	David Knowles	CP018.01 - Hold regular meetings with Cabinet Member to agree implementation of suitable schemes identified by residents., CP018.02 - Seek to achieve full allocation of available funds by year end.	31/03/2010, 31/03/2010	Completed,  Completed	CP018.01 - Meetings held throughout the year with Cabinet Member at which between 8 and 10 schemes were agreed. CP018.02 - All available funds were spent by the year end.	Completed

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019	A safe borough	CP019 / GP- Continue to invest extra money to reduce traffic congestion and improve CCTV services in the borough	Philomena Bach	David Knowles	CP019.01 - Implement agreed Traffic Congestion schemes., CP019.02 - Improve CCTV services in the borough.	31/03/2010, 31/03/2010	Completed, Completed	CP019.01 - Schemes completed. Hillingdon Circus scheme will be progressed in 2010/11 with Transport for London (TfL) CP019.02 - Steering Group met and agreed the Draft Strategy.	Completed
020	A safe borough	CP020/ GP009 - Continue to support Police Safer Neighbourhood Teams in each ward and ensure that they get easy access to the council services to help make local areas safer.	Jean Palmer	Ed Shaylor	CP020.1 Enhance the responsiveness of Council departments and services to reducing crime and disorder in all their activities. CP020.2 Lead and contribute to the Safer Hillingdon Partnership in line with legislation, statutory instruments and local and national guidance on good practice.	31/03/2010, 31/03/2010	On Target, On Target	CP020.01 - 116 staff over year received training by Head of Service advising staff to be "eyes and ears" of Council re: ASB, community tension & suspicious behaviour. Q4 Community Safety bulletin to Social Care staff distributed. E-learning designed for social care staff and volunteers about community safety completed and now undergoing testing. Joint crime prevention talks/presentations to Sheltered Housing complexes given by police Crime Prevention Offices and Council Community Safety Officers. CP020.02 - Safer Hillingdon Partnership Board and Implementation/Performance groups meetings held and administered. Interim ASA presented to SHP in March. Initial findings of self assessment presented to SHP Board in January.	On Target
021	A safe borough	CP021 - Work closely with our partners, including Registered Social Landlords and other landlords to tackle anti-social behaviour	Jean Palmer	Ed Shaylor	CP021.01 - 70% of Early Intervention Panel (EIP) Referrals do not receive an Anti-Social Behaviour (ASBO) in 12 months after their referral, CP021.02 - Ensure 100% of EIP Referrals receive a service user survey questionnaire. End Qtr 2- 50% CP021.03 - Ensure 100% of EIP Referrals receive a service user survey questionnaire. End Qtr 4 - 100% CP021.03 - Deliver 4 reports to the Youth Offending Board	31/03/2010, 30/09/2009, 31/03/2010, 31/03/2010	On Target, Completed, On Target, On Target,	CP021.01 - 93% of EIP referrals received in Q4 (Jan & Feb) 2008/09 did not receive an ASBO in the following 12 mth period. CP021.02/03 - 100% of EIP referrals receive service user questionnaire once the case has been closed. CP021.04 - Minutes of Safer Schools Partnership and Youth Crime Prevention Steering Group presented to YOS Management Board on a quarterly basis. Q4 minutes sent to Management Board.	On Target
022	A safe borough	CP022 - Continue to implement safer routes to school as part of the School Travel Plan programme and develop further initiatives such as the Walking Bus and school cycle routes	Jean Palmer	Jales Tippell	CP022.01 - Engage regularly with stakeholders, eg. Transport for London (TfL) and subsidiaries such as Dial-a-Ride, Computer Cab and local bus companies, CP022.02 - Implement programmes and schemes included within the Local Implementation Plan (LIP) CP022.03 - Ensure Local Development Framework (LDF) policies and proposals do not add to more congestion	31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed	CP022.01 - The Transport and Aviation Team regularly engage with stakeholders (e.g. TfL and bus companies), including at the Public Transport Liaison Group Meeting (held on 21st January 2010) and with ongoing work on the renewal of Uxbridge bus station. CP022.02 - The Transport and Aviation Team have implemented numerous programmes and schemes included in the LIP in collaboration with other teams, including School Travel Plan signing and lining, Heathrow Noise Monitoring, Uxbridge Town Centre Regeneration, requesting travel plans with planning applications for significant developments and bus stop accessibility improvements to comply with the Disability Discrimination Act 2005. CP022.03 - Draft transport policies in the Core Strategy focus on sustainable modes of transport designated to limiting congestion.	Completed

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023	A safe borough	CP023 / GP012 - Continue to install burglar alarms in the homes of our older residents, helping them to feel safe.	Jean Palmer	Ed Shaylor	CP023.1 - Install 73 burglar alarms in homes of elderly residents by end of Qtr 1 CP023.2 - Install a total of 166 alarms by end of Qtr 2 CP023.3 - Install a total of 259 alarms by end of Qtr 3 CP023.4 - Have a total of 350 burglar alarms installed by Qtr 4	31/03/2010, 30/06/2009, 30/09/2009, 31/12/2009	Completed, Completed, Completed, Completed	CP023.01 - 73 burglar alarms installed by end of June. CP023.02 - 221 alarms installed by end of September - target for Q2 exceeded. CP023.03 - 461 alarms installed from April to December. And a total of 632 over the course of the project. CP023.04 - By end of Q4 980 burglar alarms fitted and 1,000 allocated. Remaining 20 recipients are making installation appointments.	Completed
024	A borough of culture and learning	CP024 / GP013 - We will continue to refurbish the borough's libraries	Jean Palmer	Alan Dalton	CP024.01 - Refurbish Oaklands Gate Library (Northwood) Close library end of July completion September 2009 CP024.02 - Refurbish Kingshill Library (Charville). Close library end of July completion October 2009 CP024.03 - Refurbish Ickenham Library. Close library August, completion November 2009 CP024.04 - Refurbish Yiewsley Library. Close library September, completion November 2009	31/03/2010, 31/10/2009, 30/11/2009, 30/11/2009	Completed, Completed, Completed, Completed	CP024.01 - Oaklands Gate Library (now re-named Northwood) library reopened on September 22nd 2009. Formal relaunch on October 22nd CP024.02 - Kingshill Library (now re-named Charville) reopened November 12 2009. Official opening successful. CP024.03 - Ickenham library was officially opened 26th January 2010, the event was attended by The Leader, Chief Executive, Lead member for Libraries, Arts and Culture and the Director for Planning and Community service, among other members of the Cabinet. CP024.04 Yiewsley library formally relaunched on December 3rd 2009	Completed
025	A borough of culture and learning	CP025 - Continue to develop and improve education in our schools and raise exam results	Chris Spencer	Mike Merva	CP025.01 - To ensure effective support is given to all Hillingdon schools to raise attainment in line with expectation, CP025.02 - To monitor, support and challenge all schools to ensure that all improve according to level of need and potential, CP025.03 - Monitor attainment of pupil with Free School Meals (FSM) and their peers via the termly annual school review CP025.04- Ensure headteachers and school data managers are fully aware of any issues and action them appropriate CP025.05 - Continue to fully implement successful LA intervention and support strategies to raise attainment for all pupils	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed, Completed	CP025.01 - Clear and proven systems in place to provide support at all levels -outcomes testify to their effectiveness. CP025.02 - Robust target setting/tracking of projected achievement by School Improvement Partners (SIPs), Principle School Improvement Officers (PSIOs) and Adviser Team Leaders/Fit for purpose Annual School Review (ASR) process which provides both challenge and support and valued by schools/various, rigorous systems in place to monitor both school progress and the effectiveness of support. CP025.03. FSM a priority in Narrowing the Gap - prominent part of ASR monitoring, Self Evaluation Form (SEF) and data analysis. CP025.04. Analysis of data prominent in Autumn Term ASR. SEF evaluation of data and its use and impact on planning and delivery of lessons evaluated. CP025.05. Schools accurately prioritised in terms level of need. Proven processes put in place to secure improvement. Successful outcome overtime reflect the effectiveness of SIS systems.	Completed
026	A borough of culture and learning	CP026 / GP014 - Continue to extend our blue plaque scheme and maintain our local heritage.	Jean Palmer	Alan Dalton	CP026.01 - Plaque for Sir Bernard Miles to be unveiled at 38 New Road by end of October., CP026.02 - To identify other famous people and events associated with locations within the borough and erect plaques as appropriate.	30/09/2009, 31/03/2010	Completed, Completed	CP026.01 - Blue Plaque for Sir Bernard Miles was unveiled at New Road Uxbridge in September 09. CP026.02 - Blue Plaque unveiled at RAF Uxbridge for Sir Douglas Bader on 31st March 2010. Work is underway for the unveiling of a plaque for Robert Ryder who was the youngest recipient of the Victoria Cross. A list of other potential candidates is being considered by the Leader of the Council.	Completed

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027	A borough of culture and learning	CP027 / GP015 - Extend opportunities for older people to participate in leisure, recreation and cultural activities	Jean Palmer	Sue Drummond	CP027.01 - Extend opportunities for older people to participate in leisure, recreation and cultural activities, CP027.02 - Provide free swimming for older residents	31/03/2010, 31/03/2010	Completed, Completed	CP027.01 - Recruitment process with Age Concern complete. The Active Ageing Co-Ordinator will map out what is currently available identifying any shortfall for provision and developing new activities for older people. Active Ageing Co-Ordinator appointment commenced January 2010. Nordic walking session commenced in February and over 50 people expressed an interest in the course. CP027.02 - Free swimming for older residents is now in place, and additional courses for lessons provided to meet demand.	Completed
028	A borough of culture and learning	CP028 - Increase the range of vocational courses at GCSE and post 16.	Chris Spencer	Alison Moore	CP028.01 - To continue to implement the 14-19 strategy with particular focus to Staying on and Transfer of funding from Learning Skills Council (LSC), CP028.02 - Full implementation of CHOICE to provide greater learner demand, CP028.03 - All three 14-19 collaboratives fully operational by Sept 09 CP028.04 - Development of apprenticeships and Key Stage 4 programmes to provide an effective alternative provision.	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP028.01 - 14-19 Strategic Plan has been refreshed and includes actions in respect of the Raising Participation Age. The plan to deal with the transfer of funding from the LSC has been presented to Cabinet and praised for its level of detail. This plan has been communicated to colleagues within the LA and communication with stakeholders and partners outside of the LA is to begin. The Assistant Director of Learning Effectiveness and Major Transformation is now leading the 14-19 Strategy. CP028.02 - CHOICE website active and Hillingdon's contribution will be ongoing. CP028.03 - All three 14-19 collaborative are in place. As part of the on going improvement review and to ensure effective joint working a strategy is implemented to change the shape of the collaboratives, ie smaller groups willing to collaborate on curriculum, Continuing Professional Development (CPD) and Information, Advice and Guidance (IAG), and to roll arrangements out to include other learning providers. CP028.04 - There are now 259 Young Apprentices. This has grown from 229 last year. The Key Stage 4 Engagement Program achieved a qualification, mainly at Level 1. Many more will achieve qualifications by the end of the programme. Additional Key Stage 4 practical provision includes 70 learners who access Hillingdon Training Ltd's Construction College.	Completed

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029	A borough of culture and learning	CP029 - Work to extend community based sports development programmes offering new activities and opportunities to residents	Jean Palmer	Sue Drummond	CP029.01 - Deliver the 'Back to Sport' campaign aimed at encouraging targeted groups to re-engage with sporting activities., CP029.02 - Ensure that the Sport & Leisure service contributes to the streets Ahead programme of events throughout the year., CP029.03 - Deliver community based sport and physical activity projects for people with special needs to improve knowledge and range of activities dfor residents to maintain healthy, active lifestyles., CP029.04 - Deliver a range of projects and initiatives aimed at increasing participation in sport and physical activity by children and young people	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP029.01 - Tailored sessions now delivered to encourage adults to get back in to sport. For example, Bowled Over Cricket sessions aimed at men, Bounce Back to Fitness trampolining sessions and Back to Netball for women and girls. CP029.02 - Activity programme submitted for all 5 events covering a range of activities in Council facilities and other community settings including sport, arts, libraries, other pastimes and leisure pursuits. CP029.03 - Activity sessions now in place in a range of sports, delivered in partnership with DASH and MIND, aimed specifically at people with disabilities and those with a history of mental health CP029.04 - The service has developed a range of activities throughout the year to encourage participation by young people. These are being delivered directly and through local clubs and coaches.	Completed
030	A borough of culture and learning	CP030 - Increase take up and satisfaction of customers in Library services	Jean Palmer	Alan Dalton	CP030.01 - Developing libraries as focal points of the community. Supporting community safety and improved health., CP030.02 - Work with the Arts team to deliver a literature programme and to promote libraries as venues for arts activities and performance.	31/03/2010, 31/03/2010	Completed, Completed	CP030.01- Streets Ahead Participation including Uxbridge Library's Community surgeries conducted by the police every 4-6 weeks. Also, Uxbridge Library organised an IT session, entitled 'Local Information at your finger tips', and had a presence at the Community Information Fair. At Ickenham Library, the Advice Surgery will be run by the Ickenham Safer Neighbourhoods team for a trial period of 4 months starting in March. CPO30.02 -Hillingdon Libraries have extended the partnership with the Arts Team which continues to have literature as a focus of the Manor Farm Heritage site. The Great Barn will be used for literature/author events in order to integrate services. Libraries have contributed towards health awareness by hosting a programme of 92 events in February. The programme was arranged in partnership with Hillingdon Sports Section, Hillingdon PCT and Healthy Hillingdon.	Completed



Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
031	A borough of culture and learning	CP031 - Deliver outstanding skills and personal learning opportunities for Hillingdon's community	Jean Palmer	Alan Dalton	CP031.01 - Develop contacts with Hillingdon schools to promote library services, improved literacy and the enjoyment of literature., CP031.02 - Work with the Arts team to deliver a literature programme and to promote libraries as venues for arts activities and performance., CP031.03 - Develop resources collections promoting learning, training and employment oportunities for Hillingdon Residents. Work with Adult Education to promote Skills for Life resources in library spaces.,	31/03/2010, 31/03/2010, 31/03/2010,	Completed, Completed, Completed,	CP031.01 - One of the 3 Book of the Year Awards founded by the Schools Library Service took place in March at the Winston Churchill Theatre. Almost 220 students from 18 secondary schools participated reading the shortlisted books throughout the year. A new initiative took place in February as these shortlisted titles were published on the council web site at youth.hillingdon.gov.uk. Celebrating World Book Day in March, 14 classes from Yeading Infant School attended Yeading Library. CP031.02- Delivered joint education programmes with Manor Farm Library. Provided three shows as part of a literature festival at Compass Theatre CP031.03 -A focus group has been established to decide processes for refreshing the basic skills and learning collections in order that they are relevant to the job seeking community. Yiewsley Library launched a drop-in Job Club in March, an initiative aimed at helping local residents get back into employment.	Completed
					CP031.04 - Continue arts development programs across the Borough , CP031.05 - Continue Launchpad programme for young people, CP031.06 - To embrace the 'valuing people' agenda and work collaboratively with social services to provide high quality relevant ALDD provision, enabling all learners to develop their full potential. CP036.07 - To widen the range of opportunities available to learners through the effective partnerships the service forms, when appropriate, ensuring high quality integrated advice and guidance.	31/03/2010, 31/10/2009, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP031.04 - Work is continuing on the programs implemented during the financial year. CP031.05 - Launchpad established as a network in Q1 for young people to share and receive information about the arts. CP031.06 - Foundation learning tier provision running . 25 learners on full time programmes involving vocational qualifications, and supported employment. 3 pathways catering, horticulture and business administration. 60 courses for over 235 learners ongoing, many leading to national qualifications and independant living skills. CP031.07 - Full range of over 1200 courses running with over 5,000 enrolments. Learning opportunities available across a huge range of subjects and levels both accredited and non accredited. Partnerships have been extended to enable higher education progression, ALDD (Adults with Learning Difficulties and Disabilities) supported employment, 14-19 developments, apprenticeships, full level 2 and 3 vocational courses. Employment projects in partnership with Uxbridge College and VCS (voluntary sector).	
032	A borough of culture and learning	CP032 / GP019 - Enable our communities to engage with the arts through the provision of a comprehensive programme of events and services	Jean Palmer	Alan Dalton	CP032.01 - Promote the programmes effectively, CP032.02 - Set out program of special events for the year	31/03/2010, 31/03/2010	Completed, Completed	CP032.01 - The marketing and the word of mouth of successful event managing has proved to work effectively as we are attracting increasing audience numbers. CP032.02 - We have successfully programmed and delivered Hayes Carnival in Q1 and Medfest in Q2, with Bigfest being delivered in October 09. Bigfest was successfully promoted with 12,000 people in attendance	Completed

Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
033	A borough of culture and learning	CP033 - Develop a four year Sports & Cultural programme that will enable Hillingdon to engage residents with the opportunities offered by London 2012	Jean Palmer	Sue Drummond	CP033.01 - As part of the programme leading up to the London Olympics, maximise the opportunity for legacy building, public participation and engagement in sport., CP033.02 - Seek to engage and secure National Olympic Team(s) to make use of facilities in Hillingdon as part of pre-Olympic training camp. Work in partnership with Brunel and other local agencies to enhance and maximise the Hillingdon offer to National Olympic Committees.	31/03/2010, 31/03/2010	Completed, Completed	CP033.01 - Events programme for the year completed including Streets-Ahead events, Sports Zone at Hayes Carnival, Open Weekend activities, opening and unveiling events for Hillingdon Sports & Leisure Complex. Mayor's Sports Awards event completed in March that recognises local achievement CP033.02 - Negotiations continuing including engagement with the Chinese national team and Amateur Swimming Association.	Completed
034	A borough of culture and learning	CP034 - Complete work on the new Hillingdon Sport & Leisure Centre and Botwell Green Leisure Centre and Library in Hayes	Jean Palmer	Sue Drummond	CP034.01 - Completion of new Botwell Green Leisure Centre, CP034.02 - Completion Hillingdon Sport & Leisure Centre	30/01/2010, 31/12/2009	Completed, Completed	CP034.01 - Facility is now available for use, arrangements made to transfer bookings from the sports hall at Hayes Stadium to the centre at Botwell Green. CP034.02 - New centres opened to residents on 22 Feb 2010, official opening with Boris Johnson - Mayor of London completed 23 March and open to non-residents from 24 March.	Completed
035	A borough of culture and learning	CP035 / GP022 - Actively seek to engage with a national team to use new facilities at Hillingdon Sport and Leisure Centre for the 2012 Olympic Games	Jean Palmer	Sue Drummond	CP035.01 - Seek to engage and secure National Olympic Team(s) to make use of facilities in Hillingdon as part of pre-Olympic training camp. Work in partnership with Brunel and other local agencies to enhance and maximise the Hillingdon offer to National Olympic Committees.	31/03/2010	Completed	CP035.01 - This work continuing with Brunel. Interest shown by the Chinese national team including a visit to the borough	Completed
036	A borough of culture and learning	CP036 - Develop a new specialist gymnastics facility at Botwell Green Leisure Centre with a full programme of recreational pre-school gymnastics through to school and club level performance	Jean Palmer	Sue Drummond	CP036.01 - Initial launch and opening of the new facility completed, CP036.02 - Develop a new specialist gymnastics facility at Botwell Green Leisure Centre with a full programme of recreational pre-school gymnastics through to school and club level performance., CP036.03 - Initial activity programme for the opening of the centre agreed with resident club and management contractor	31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed	CP036.01 - Possession of the facility obtained from the construction contractor. Greenwich Leisure Limited (GLL) appointing Gymnastics development officer and the resident club at Hayes Stadium to transfer CP036.02 - Facility developed as an integral part of the main centre with final programming of initial use underway between LBH, GLL and Judge Heath Gym Club CP036.03 - Initial programme being developed by GLL, resident club and the Council with transfer of existing sessions at Hayes Stadium to Botwell Green.	Completed
037	A borough of culture and learning	CP037 - Launch new programmes for sport & leisure activities at the two new leisure centres and Hillingdon Sport & Leisure Centre and Botwell Green Leisure Centre	Jean Palmer	Sue Drummond	CP037.01 - Liaise with Fusion to organise the opening of the new Hillingdon Sport and Leisure Centre, CP037.02 - Work with appointed leisure management contractor on the opening of the new facilities at Botwell Green Leisure Centre, CP037.03 - Maintain a register of local clubs and associations interested in using the new facilities at Botwell Green Leisure Centre and Hillingdon Sports and Leisure Centre., CP037.04 - In conjunction with the appointed operators, develop and publicise the initial programme of activities following the opening of the new leisure centres. Work with local clubs, associations and other agencies in developing the programme.	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP037.01 - Initial programme in place with a combination of schools, classes, clubs and public sessions. Initial programme advertised on the website and in hard copy. Over 900 memberships sold in the first 10 days of opening. CP037.02 - Existing users at Hayes Stadium transferred to Botwell. Project team in place regarding official opening of Botwell anticipated in June. CP037.03 - Local interested clubs and schools list in hand and programming requirements obtained. CP037.04 - Work with existing users plus other local agencies such as clubs, schools and other targeted public sessions continuing to provide a refreshed, innovative and responsive programme to meet local demands.	Completed

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038	A borough of culture and learning	CP038 / GP025 - Work through the arts to create lively public spaces that enhance the environment and help to develop a sense of well-being	Jean Palmer	Alan Dalton	CP038.01 - Develop a plan for improving fixed site facilities	31/03/2010	Completed	CP038.01 - Work is on-going to improve the fixed sites, 50% seats recovered at Compass Theatre and Job description for casual event stewards created as part of events team	Completed
039	A borough of culture and learning	CP039 / GP026 - Use the arts to raise the confidence of the older and more vulnerable and to engage young people in positive activity	Jean Palmer	Alan Dalton	CP039.01 - Incorporate engagement of young people in Hillingdon.	31/03/2010	Completed	CP039.01 - First HillingdonAMP (Arts Music Project) 10 week workshop (How to promote yourself in the music industry) completed	Completed
040	A borough where children and young people are healthy, safe and supported	CP040 - We will progress the delivery of three new youth centres / Develop 3 new youth centres	Chris Spencer	Tom Murphy	CP040.01 - Progress youth centre in Northwood CP040.02 - Progress youth centre in South Ruislip CP040.03 - Progress youth centre in Charville	31/03/2010, 31/03/2010, 31/03/2010	On Target, On Target, Completed	CP040.01 - Northwood Young People's Centre approaching completion. CP040.02 - Work has commenced on South Ruislip Young People's Centre CP040.03 - Charville Young People's Centre successfully opened on 15th March 2010	On Target
041	A borough where children and young people are healthy, safe and supported	CP041 - Protect children and young people from crime and accidents / Ensure C&YP are safe from harm and protect those known to be at risk of abuse	Chris Spencer	Paul Hewitt	CP041.01 - Ensure that all London child protection procedures are accessible and are being used by all practitioners in each of the partner agencies, CP041.02 - The Trust to co-operate with the Local Safeguarding Children Board (LSCB) and its sub-groups on preventing accidents and road traffic accidents by supplying data and raising awareness via the partner agencies, CP041.03 - The Trust to co-operate with the LSCB and its sub-group on bullying by supplying data and raising awareness via the partner agencies, CP041.04 - The Trust will support the LCSB HR sub-group in the implementation of the vetting and barring scheme across partner agencies via the Trusts workforce reform group, CP041.05 - Implementation of the Baby P action plan as agreed by the LSCB CP041.06. Implement Integrated Children Services (ICS) through Protocol System, CP041.07 - Implement the Recruitment and Retention (R&R) policy , CP041.08 - Further develop integrated and inter-agency working to ensure the assessments are comprehensive.	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed, Completed, Completed, Completed, Completed	CP041.01 - Department for Children, Schools and Families (DCSF) are still in consultation about the revised Working Together document. The existing procedures are still in force, and are fully accessible to all front line practitioners, across all the agencies via the LSCB website CP041.02 - Child Death Overview Panel continues to monitor this task. CP041.03 - The results of the Tell Us Survey show a significant drop in the young people's reported experience of Bullying in Hillingdon schools. Ongoing work with Behaviour and Attendance group to consolidate this work. CP041.04 - The evaluation from the annual conference shows raised awareness across all partner agencies of vetting and barring issues. There has been an increase in complex strategy meetings held to deal with vetting and barring issues; including 3 referrals to the Independent Safeguarding Authority. CP041.05 - The plan has been implemented, the Ofsted inspectors commented on the excellence of this plan and is now being developed to anticipate the revised "Working Together" document. CP041.06 - ICS rolled out successful. CP041.07 - R&R group for ECS established and in the process of developing and implementing the new policy. CP041.08 - Common Assessment Framework (CAF) has been updated and relaunched as of Oct 1st.	Completed

Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
042	A borough where children and young people are healthy, safe and supported	CP042 - Improve the educational prospects of looked after children	Chris Spencer	Debbie Haith	CP042.01 - Development of Hillingdon's Virtual School (VS), CP042.02 - Implementation of Personal Education Allowances, CP042.03 - Profiling individual support needs through the Personal Education Plan	31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed	CP042.01 - Developing improved systems for data management, enabling the tracking of all pupils and the establishment of more effective interventions. Relationships are being developed across London via the VS Head Teachers' network. CP042.02 - Personal Education allowances implemented and administered by the virtual school. CP042.03 - A series of conferences were delivered in Q4 alongside the on-going training to Independent Reviewing Officers (IROs), social care teams and 'In the Spirit' Social Work Practice. Attendees at the conferences and training sessions were provided with the skills to better support needs identified through the Personal Education Plan.	Completed
043	A borough where children and young people are healthy, safe and supported	CP043 / GP027 - Improve the services on offer to young people in our libraries, arts and culture and sports facilities	Jean Palmer	Alan Dalton	CP043.01 - Deliver a programme of cultural and promotional events, co-ordinated across the group and appealing to all ages and backgrounds., CP043.02 - Use library promotions and activities to raise awareness of sport and health.	31/03/2010, 31/03/2010	Completed, Completed	CP043.01 - A wide range of cultural and promotional events took place including a Holocaust Memorial day, A coffee morning with a local veteran giving a talk about his experiences in Auschwitz as well as a project with Early Years around the engagement with under 5s entitled ECAT (Every Child a Talker) to promote early communication. CP043.02 - During February, the extensive programme of 92 'Love Your Heart' activities, has included sports events in Uxbridge library such as the Mini Baby Boost gym, aerobics, and simple exercises for core stability. Plus energetic leisure activities such as Healthy Walks, yoga and flamenco dancing were held in libraries.	Completed
044	A borough where children and young people are healthy, safe and supported	CP044 - Strengthen the links between the School Travel Plan programme and students in Years 7-13, with health promotion initiatives in our leisure centres as part of the national change for life campaign	Jean Palmer	Jales Tippell	CP044.01 - Ensure LIP and transport policies include provision for youth and elderly CP044.02 - To increase the number of schools participating in Walk on Wednesday's (WOW) to 55 and promote STP accreditation to all schools in Borough	31/03/2010, 31/03/2010	Completed, Completed	CP044.01 - The Transport and Aviation Team are currently drawing up a revised LIP, which will include policies and schemes to address particular issues faced by youth and elderly. CP044.02 - Transport and Aviation Team officers are making good progress to achieving STP accreditation for all Hillingdon schools and to boost the number of schools participating in WOW.	Completed

Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
045	A borough with improving health, housing and social care	CP045 - Develop extra care housing to help people receive the care and support they need to live independently in the community	Brian Doughty	Paul Feven	CP045.01 - Conduct feasibility studies on the development of specialist 24 hour extra care provision within existing sheltered housing schemes. CP045.02 - Work with housing association partners to deliver specialist extra care facilities on new build sites including West Ruislip RAF site	31/10/2009,  31/03/2010	Completed,  Completed	CP045.01 - Feasibility studies completed on two existing sites. One site has been identified as being suitable for re-development for the provision of extra care housing for a proposed 47 homes. Funding from the Homes and Communities Agency (HCA) has been successfully secured. At the other site, the proposal is to re-develop into extra-care homes. CP045.02 - A planned programme to deliver extra care facilities is in place. 48 extra care facilities are being developed on the West Ruislip RAF site. Due for completion between March and May 2012. Triscott House - Funding from the HCA (Homes and Communities Agency) for this scheme was approved and given in October 2009, and this scheme will provide 45 extra care places for older people. The scheme is due to start on site in June 2010 with completion forecast for September 2011.	Completed
046	A borough with improving health, housing and social care	CP046 - Deliver assistive technology services to help people receive the care and support they need to live independently in the community	Brian Doughty	Brian Doughty	CP046.01 - Draft strategy that includes costed options (including telehealth) to be developed. CP046.02 - Report to ASCHH SMT with recommendations submitted CP046.03 - Report to the Healthier Communities and Older Peoples Theme Group for sign off.	31/07/2009,  31/08/2009,  31/01/2010	Completed,  Completed,  Completed	CP046.01 - Telecare strategy drafted for discussion with the ASCH&H Senior Management Team. CP046.02 - Strategy discussed at ASCHH Senior Management Team CP046.03 - Completed - strategies in place - the Well-Being Board has replaced the Healthier Communities and Older Peoples Theme Group in a new role and sign-off of strategies and plans is no longer required by the Board.	Completed
047	A borough with improving health, housing and social care	CP047- Continue the modernisation programme for adults with learning disabilities and mental health needs.	Brian Doughty	Sharon Townsend	CP047.01 - Agree design proposals for new build supported housing schemes., CP047.02 - Consult with full range of stakeholders at Charles Curran, Hatton Grove, Merchiston House., CP047.03 - Draft specifications for care and support services.	31/12/2009,  31/12/2009,  31/03/2010	Some Slippage Completed,  Some Slippage	CP047.01 - The economic downturn has reduced the number of sites for development. The corporate review is continuing to take place with a range of site options scoped to meet the needs of the Learning Disability programme. Feasibility studies are continually being undertaken for the supported housing scheme. CP047.02 - All assessments have been completed for 36 individuals at Charles Curran and Hatton Grove and families have been informed of their care specifications. CP047.03 - Specifications to be drafted when agreement has been reached on the sites allocated for supported housing for adults with learning disabilities.	Outside of Council's Control
048	A borough with improving health, housing and social care	CP048 - Developing and improving services to enable adults and older people to remain living in the community	Brian Doughty	Brian Doughty	CP048.01 - Improve the health and well-being and quality of life for adults with mental health needs - in partnership with a Mental Health Trust provider open a Well-being Centre for adults with mental health needs to improve access to information, advice and support.	31/03/2010	Some Slippage	CP048.01 - The lease for the Well Being Centre was signed off in March. This was because although planning permission was quickly granted in the expected time-frame, the operator (a private company) of the well being centre, then decided they wished to vary the terms of the planning permission through a second application. The delays were related to the changing requirements of the operator and outside of the Council's control.	Outside of Council's Control

Green: Completed / On Target  
Amber: Some Slippage  
Amber/Black: Outside of Council's control  
Red: Serious Slippage

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049	A borough with improving health, housing and social care	CP049 - Maintain and develop support to carers to help people receive the care and support they need to live independently in the community	Brian Doughty	Brian Doughty	CP049.01 - Carer information days to be held at GP surgeries so that by year end there are 50 new carers on the GP Carers' register; CP049.02 - Carer awareness event to be held at Hillingdon Hospital that involves at least 100 carers and staff; CP049.03 - At least 10 carers should be involved in the process of developing information about carers about safeguarding; CP049.04 - Canvas the views of 100 carers about the accessibility of information provided for carers by LBH and the PCT. 80% of those canvassed to find information relevant and easy to read	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Some Slippage, Completed, Completed, Completed	CP049.01 - Carers Information Days scheduled to be held by the end of Q4. Recruitment for a post to deliver this programme in Q4 did not proceed. Aim to deliver this programme at GP surgeries in 2010/11. CP049.02 - Carer awareness event held at Hillingdon Hospital on 3rd March 2010. More than a 100 carers picked up information about carers and safeguarding which resulted in 58 recorded contacts, 8 new carers identified. CP049.03 - Carers have been involved in the research to develop new communications for safeguarding adults. CP049.04 - 100 carers' views canvassed about 2 adult social care leaflets and 2 health leaflets. Carers responding found all information easy to understand and informative. Results of survey returned to the NHS Information Centre with headline results have been extracted. Further analysis of survey to be conducted.	Some Slippage
050	A borough where opportunities are open to all	CP050 - Improving and promoting the health and well being of adults and older people - Mental health element of healthy walks developed focusing on engaging socially isolated older people	Brian Doughty	Brian Doughty	CP050.01 - Quarterly promotion of walks in libraries (including walk and talk sessions run with 2 local libraries), CP050.02 - 2 walks promotion sessions with mental health services	31/03/2010, 31/12/2009	Completed, Completed	CP050.01 - 54 Walks from 11 sites completed. Linked with Streets Ahead, localities in Northwood and Uxbridge. Regular walks from Uxbridge Library, Harlington Library and Yeading. Additional walks from Ickenham, Hayes - part of 'Love your Heart' Month, and invitations back to Harefield and Yiewsley libraries. 30 new walkers. Regular walks happening at Woodland Centre (adult mental health service), Hillingdon Hospital. CP050.02 - The promotion of mental health is integrated with all walks. Mental health service users are regularly participating in walks. 2 walks completed on 1st October and 26th October 2009 with more than 100 walkers participating.	Completed
051	A borough with improving health, housing and social care	CP051 - Continue to improve arrangements to safeguard vulnerable adults from harm	Brian Doughty	Brian Doughty	CP051.01 - Ensure effectiveness of safeguarding adults arrangements through improved outcomes - complete a baseline survey of views by March 2010.	31/03/2010	Completed	CP015.01 - Audit of cases completed and outcome presented to the Safeguarding Adults Partnership Board (SAPB) on 10 February 2010.	Completed
052	A borough with improving health, housing and social care	CP052 - Continue to support first time buyers through our first time buyers deposit scheme for borough residents.	Brian Doughty	Neil Stubbings	CP052.01 - First time buyers deposit scheme - 30 individuals or couples are helped to buy their own property.	31/03/2010	Completed	CP052.01 - 54 completions were achieved by the 31st March 2010	Completed

Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
053	A borough with improving health, housing and social care	CP053 - Reduce the number of people in temporary accommodation by 50% by Dec 2010	Brian Doughty	Neil Stubbings	CP053.01 - Deliver the quarterly targets for national indicator 156. quarter 1 target = 1150 households in temporary accommodation., CP053.02 - quarter 2 target = 1181 households in temporary accommodation., CP053.03 - quarter 3 target = 1173 households in temporary accommodation., CP053.04 - quarter 4 target = 1164 households in temporary accommodation	30/06/2009, 30/09/2009, 31/12/2009, 31/03/2010	Completed, Completed, Completed, Some Slippage	CP053.01 - Target for quarter 1 has been achieved. CP053.02 - Target for quarter 2 has been achieved. CP053.03 - At the end of December 2009, 1138 households were living in temporary accommodation - a reduction of 38 since April 2009 (from 1176 households in temporary accommodation at the end of March 2009). Officers are monitoring the potential impact of the 'credit crunch' on homelessness activity and the financial impact of changes to the Housing Benefit regime for Private Sector Leased properties. CP053.04 - Some slippage - the original target of 1164 households living in temporary accommodation by March 2010 was revised and an out-turn of 1189 households was achieved. The target was revised for financial reasons - target to reduce the number of households living in Temporary Accommodation by 50% by Dec 2010 (a target of 917 households) will be achieved with the introduction of new initiatives in 2010-2011.	Some Slippage
054	A borough with improving health, housing and social care	CP054 - Increase the number of new houses provided by the council	Brian Doughty	Neil Stubbings	CP054.01 - Secure planning permission for those sites where we are seeking Challenge Funding from the Homes and Communities Agency to build new homes as part of the pipeline sites initiative., CP054.02 - Bid for Challenge Funding from the Homes and Communities Agency for new homes under the pipeline initiative scheme., CP054.03 - Achieve a 'start on site' position with at least 100 new homes under the pipeline housing initiative.	31/03/2010, 31/12/2009, 31/03/2010	Completed, Completed, Completed	CP054.01 - Completed - We have secured planning consent for 47 new homes with more to follow in the new financial year. Start on site has been achieved for the first phase of 47 homes with the rest (53) now planned for June 2010. CO054.02 - Completed - Challenge Fund second round bids were successful for two sites at Ascott Court and Horton Road. Work is now progressing to get these started on site. CP054.03 - Completed - The programme of 47 new homes started under the pipeline housing initiative for 2009/10 has been achieved. The remaining 53 new homes are scheduled to start in 2010-11	Completed
055	A borough with improving health, housing and social care	CP055 - Maintain an excellent housing / council tax benefit service and housing service, demonstrating value for money and increase benefit take up and improve the speed and accuracy of benefit applications	Brian Doughty	April Southern	CP055.01 - Achieve a target in 2009/10 of an average of 22 changes per 1000 caseload per week (NI180 Annual number of changes per 1000 caseload) Q1 target = 22, CP055.02 - Q2 target = 22, CP055.03 - Q3 target = 22, CP055.04 - Q4 target = 22	30/06/2009, 30/09/2009, 31/12/2009, 31/03/2010	Completed, Completed, Completed, On Target	CP055.01 - Target for quarter 1 has been achieved. CP055.02 - Target for quarter 2 has been achieved. CP055.03 - Target for quarter 3 has been achieved. Performance at the end of December 2009 is 34.48 changes per thousand cases against a target of 22 (high is good). CP055.04 -Ongoing - Awaiting final data from The Department of Work and Pensions. The latest revised data available from the DWP shows in December 2009 32.99 changes per thousand was achieved.	On Target
056	A borough with improving health, housing and social care	CP056 - To maximise the choice that customers have over services by delivering transformation in adult social care to give people who use adult social care services more choice and personalisation	Brian Doughty	Brian Doughty	CP056.01 - Deliver the pilots for personalisation / individualised budgets in adult social care, CP056.02 - agree a resource allocation system for self directed support	31/03/2010, 31/03/2010	Completed, Completed	CP056.01 - Transition Pilot has progressed and has rolled out a personal budget. Pilot Evaluation report being produced. CP056.02 - The pilots for personalisation are being used to test the resource allocation system.	Completed

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Red: Serious Slippage

Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
057	A borough with improving health, housing and social care	CP057 - To actively involve customers in the planning and delivery of services (IPB Project)	Brian Doughty	Paul Feven	CP057.01 - A programme of customer engagement actions is in place across ASCH&H	31/03/2010	Completed	CP057.01 - Reading Panel: We have set up the departmental reading panel "Approved by Customers"; two meetings have been held so far. Approx 25 residents attended for each event. They assessed documents for: plain English, appropriate use of words, clarity, information, interest, relevance, understanding etc. 2-monthly meetings will follow in 2010/11. Customer Involvement Ambassadors (CIA): The first meeting was held. Approximately 20 staff attended. The initial meeting addressed: Barriers; solutions: better use of resources; smarter working; joined up working. Meetings will now be held monthly. External Customer Engagement Group: The first meeting has taken place. 20 organisations working within Hillingdon have identified lead officers to attend, including key voluntary sector partners, LINKs, Registered Providers and Health. Reviewing Groups and Forums. Peer Researchers continue to engage customers from services across the council – they have been involved in over 30 projects so far in 2009/10. They have been involved in several high level projects such as the Hillingdon Resident Card and Streets Ahead.	Completed
058	A borough with improving health, housing and social care	CP058 - Continue to implement our Affordable Housing planning guidance for all new residential developments	Jean Palmer	James Rodger	CP058.01 - Ensuring implementation of S106 agreements requiring affordable housing.	31/03/2010	Completed	CP058.01 - Section 106 agreement implemented on all relevant applications to ensure affordable housing scheme target is met.	Completed
059	A borough with improving health, housing and social care	CP059 - To increase the provision of affordable homes from 155 units to 199 units a year	Jean Palmer	Jales Tippell	CP059.01 - Finalise relevant housing studies., CP059.02 - Ensure all housing monitoring returns are completed on time: CLG P2 Returns (Communities and Local Government) - Quarterly, GLA (Greater London Authority) - Monthly	30/09/2009, 31/03/2010	Completed, Completed	CP059.01 - Strategic Housing Land Availability Assessment (SHLAA) completed and housing target confirmed by GLA. CP059.02 - CP059.02 - All CLG P2 Returns (Communities and Local Government) completed on time. All submissions to GLA (Greater London Authority) returns completed on time.	Completed
060	A borough where opportunities are open to all	CP060 - Increase the number of adults with disabilities accessing education, training, employment and training opportunities.	Jean Palmer	Alan Dalton	CP060.1 - Set up WISE Programme (Work in Supported Employment) for ALDD (Adults with Learning Disabilities), CP060.2 - By end of Qtr 4 - achieve 25 learners on WISE programme	30/09/2009, 31/03/2010	Completed, Completed	CP060.01 - Wise programme developed as part of the Foundation Learning Tier (FLT) programme, making full time provision available for ALDD residents leading to supported employment. CP060.02 - 25 learners currently engaged on supported employment programmes	Completed
061	A prosperous borough	CP061 - Our housing policy will help people access affordable housing including key workers and economically active residents, helping to support our local labour force	Brian Doughty	Neil Stubbings	CP061.01 - Deliver 312 affordable homes by 31 March 2010, working in partnership with Registered Social Landlords.	31/03/2010	Completed	CP061.01 - The target has now been delivered. However due to poor weather in the winter, there has been a delay in delivering the last few units which completed in mid April	Completed
062	A prosperous borough	CP062 - Introduce a construction apprentices scheme	Fran Beasley	Helena Webster	CP062.01 - Launch construction apprenticeship scheme	31/03/10	Completed	CP062.01 - Construction apprenticeship scheme in place. Work ongoing to provide apprenticeship opportunities at sites within Hillingdon.	Completed

Green: Completed / On Target  
Amber: Some Slippage  
Amber/Black: Outside of Council's control  
Red: Serious Slippage



Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
063	A prosperous borough	CP063 - Support Brunel University in delivering an enterprising attitudes programme	Fran Beasley	Helena Webster	CP063.01 - Set up enterprising attitudes programme in partnership with Brunel University	31/03/10	Completed	CP063.01 - Programme live within agreed timetable.	Completed
064	A prosperous borough	CP064 - Engage with business to encourage their support for our outcomes and increase their corporate responsibility	Fran Beasley	Nigel Cramb	CP064.1 Support Hillingdon Business Forum to engage with major employers within Hillingdon. CP064.2 Influence work programme to ensure regular and effective programme of activities which deliver corporate responsibility benefits. , CP064.3 Working with the Hillingdon Chamber of Commerce to ensure continued development of partnership activity in local town centres. , CP064.4 Support Chief Executive in developing role to encourage Corporate Responsibility amongst major businesses	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP064.01 – Ongoing and planned range of activity with a focus on the Business in Community event in June 2010 with BAA, BA and Council. Range of activities linked to apprenticeship programme ongoing. CP064.02 - Chamber of Commerce financially supported. The Council and Chamber meet on a monthly basis to develop joint agenda. CP064.03 - Ongoing with monthly review meetings scheduled. CP064.04 - Work is ongoing and reviewed on a monthly basis.	Completed
065	A prosperous borough	CP065 - Open up opportunities for local businesses to benefit from the contracts associated with London 2012	Fran Beasley	Ian Edwards	CP065.1 Secure funding to enable training and raise awareness of supply chain opportunities for Heathrow and surrounding areas, CP065.2 Encouraging and supporting businesses to register with the 2012 'compete for' portal to be in a position to bid for London 2012 contracts.	31/03/2010, 31/03/2010	Completed, Completed	CP065.01 - Funding for project secured. Consultancy engaged. Programme of activity agreed and delivered. CP065.02 - Project completed, rolling programme of events covering 2009 and 2010 delivered.	Completed
066	A prosperous borough	CP066 - Prepare a planning document to guide the redevelopment of the RAF Uxbridge site to ensure that it revitalises the local area and provides benefits for people across the borough.	Jean Palmer	Jales Tippell	CP066.01 - All planning applications will be assessed against the council's Unitary Development Plan Saved Policies 2007 and supplementary planning documents., CP066.02 - Ensure proposals for redevelopment of the RAF Uxbridge site are in accordance with the adopted RAF Uxbridge Supplementary Planning Document (SPD)., CP066.02b - Ensure the public are kept informed through the planning process for the RAF Uxbridge site., CP066.03 - Officers will give good quality and timely pre-application advice for RAF Uxbridge to influence the submission of the planning application., CP066.04 - Prepare a draft SPD for the former NATS site at Porters Way, West Drayton.	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	On Target, On Target, On Target, On Target, On Target	CP066.01 - All applications assessed against UDP and SPD CP066.02 - Proposals for redevelopment of the RAF Uxbridge site was completed in Q3 CP066.02b - Full consultation has been carried out on the scheme RAF Uxbridge: The hybrid planning application (Ref. APP/2009/2752) and separate listed building applications are currently under review and assessment following the expiration of the notification period in February 2010. Negotiations have commenced on the planning merits CP066.03 - Officers provide good quality and timely pre-application advice. CP066.04 - NATS: The outline planning application for 775 Units was the subject of extensive review and negotiation during February and March 2010. Amendments to the scheme home now been received and are subject to renotification. The application is due to be considered on the 25th May 2010 by the Planning Committee. Note that the detailed application for phase 1 (Ref. APP/2009/2754) was withdrawn due to being invalid as well as the extent of amendments necessary.	Completed
067	A prosperous borough	CP067 - Work with major local businesses to encourage investment in the borough which will help to bring more training, skills, and jobs into Hillingdon for local people to access	Fran Beasley	Helena Webster	CP067.1 Conduct fundamental review of Hillingdon Business Forum, CP067.2 Deliver ERDF Programme to stimulate local business in Heathrow Supply Chain	24/07/2009, 31/03/2010	Completed, Completed	CP067.01 - Review has been completed and new direction agreed for Business Forum. Review undertaken. CP067.02 - 2009 Meet the buyer event completed in Nov 2009. Outputs on profile. Programme will carry on in 2010/11.	Completed

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068	A borough where opportunities are open to all	CP068 - Freeze council tax for all Hillingdon residents for two years	Christopher Neale	Paul Whaymand	CP068.01 - Implement for 2009-10. Accommodate in 2009-10 budget., CP068.02 - Implement for 2010-11. Accommodate in 2010-11 budget.	30/03/2010, 30/11/2011	Completed, Completed	CP068.01 - Council Tax for 2009/10 has been set and residents have received their Council Tax bills. CP068.02 - Council Tax for 2010/11 has been set and residents have received their Council Tax bills.	Completed
069	A borough where opportunities are open to all	CP069 - Ensure the council and its partners respond to neighbourhood needs and improved service delivery for all residents	Fran Beasley	Ian Edwards	CP069.1 Assist ECP to conduct needs analysis prior to each Streets Ahead Week of Action (SAWA) , CP069.2 Conduct post event evaluation of SAWA, CP069.3 Produce ward profiles	31/03/2010, 31/03/2010, 30/09/2009	Completed, Completed, Completed	CP069.1 - In agreement with ECP that the pre event consultation and needs assessment is wholly carried out by the Localities team and task is monitored by ECP, task completed in Q3. CP069.2 - West SAWA post event survey is completed. CP069.3 - Task was completed at the end of August and all ward profiles are now on Council Website.	Completed
070	A borough where opportunities are open to all	CP070 - Promote community cohesion across all of the borough's communities so that people feel that communities get on well	Fran Beasley	Ian Edwards	CP070.01 Work with Planning to ensure that a needs analysis by faith groups is undertaken to inform the Local Development Framework, CP070.02 Identify the improvement required for Hillingdon's self assessment at level 3 for National Indicator 35 and develop a plan to achieve that outcome by early 2010/11. CP070.03 Working with the Strategic Information manager to develop the data sets and information required by the Strong and Active Theme Group to ensure that it is able to secure its purpose,	30/03/2010, 31/03/2010, 30/03/2010	Completed, Completed, Completed,	CP070.01 - Planning have met with Corporate Information Officer and all planning applications and enforcement issues have been mapped. This is now embedded within the LDF as we as being taken forward in the Strong & Active Group. CP070.02 - Self-assessment for NI 35 completed and action plan developed. CP070.03 - Data set developed and presentation given to Strong & Active Group, OMG and Cllr Mills. Data now being used to support applications for funding.	Completed
071	A borough where opportunities are open to all	CP071 - Continue the Leader's initiative to support older people	Fran Beasley	Kevin Byrne	CP071.01 - Deliver burglar alarms project , CP071.02 - Fund Age Concern to meet shortfall in helping hand scheme , CP071.03 - Oversee administration of initiative, commissioning new projects (e.g. from community Associations) and secretariat for meetings. CP071.04 - Support and monitor grant for dining centres,	31/03/2010, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP071.1 Target reached to install 1000 alarms by 31 March 2010. CP071.2 Following a review of the Supporting People contract, funding for the service has been extended until June 2010 and as a result the estimated shortfall for 2009/10 has been reduced by £13,000. To account for the change in circumstances, the Leader's Initiative will therefore amend the total award to £34,769 and pay a second instalment of £10,898 to complete the award. CP071.3 A grant of £13k has been shared across 5 Community Associations so far to expand and improve their services. The funding will go towards; a series of day trips for older people to get out and about, establish coffee morning events, monthly lunch clubs to provide free meals for older people, free transport services to enable older people to attend events and the purchase new equipment to expand exercise, sports and social activities. CP071.4 The Leaders Initiative (LI) approved a grant to Barnhill CA to pay for a monthly lunch club, which provides approx 40 free meals to people over 60. The LI is also supporting local community associations to set up coffee mornings and social events for older people.	Completed

Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed / On Track
072	A borough where opportunities are open to all	CP072 - Support partner organisations to extend opportunities to engage in volunteering activities	Fran Beasley	Ian Edwards	CP072.1 Work with LSP Executive to ensure join between partner organisation's volunteering opportunities and HAVS volunteer database., CP072.2 Raise the profile of volunteering in the borough through publicity campaign including developing and hosting the Volunteering awards, CP072.3 Work with Hillingdon's Businesses through the Hillingdon Business Forum to maximise the volunteering opportunities as part of the corporate social responsibility offer, CP072.4 Support HAVS in the delivery of the LAA 2007 and LAA 2008 volunteering targets.	31/10/2009, 31/03/2010, 31/03/2010, 31/03/2010	Completed, Completed, Completed, Completed	CP072.01 - Link with University now well established. CP072.02 - Numerous meetings held with HAVS and Brunel. University has made good progress with its scheme and now has a volunteering shop on campus. Use is made of HAVS database of opportunities. CP072.03 - CP072.04 - The LAA 2007 target for the number of people recorded as or reporting that they have engaged in formal volunteering on an average of at least two hours per week over the past year from both socially excluded and non-socially excluded groups has been achieved.	Completed
073	A prosperous borough	CP073 - Increase benefit take-up for those who are entitled through joint working with the Department for Work and Pensions	Brian Doughty	Neil Stubbings	CP073.01 - Increase benefit take-up for 150 older people in the private sector	31/03/2010	Completed	CP073.01 - Target completed and exceeded in Quarter 3. 273 older people have received additional benefits.	Completed
074	A borough where opportunities are open to all	CP074 - Provide free swimming for older residents. All people aged 60 and over will be able to swim for free at Hillingdon Leisure Centres from April 2009. To launch the scheme, additional free swimming lessons will be available during 2009/10	Jean Palmer	Sue Drummond	CP074.01 - Provide free swimming activities for older residents., CP075.02 - Work in partnership with Age Concern to research, publicise and extend opportunities for older residents to participate	31/03/2010, 31/03/2010	Completed, Completed	CP074.01 - Free swimming for older residents is now in place, and additional courses for lessons provided to meet demand. CP074.02 - Recruitment process with Age Concern complete. The Active Ageing Co-Ordinator will map out what is currently available identifying any shortfall for provision and developing new activities for older people. Active Ageing Co-Ordinator appointed commencing January 2010. Nordic walking trial sessions to commence Feb.	Completed
075	A borough where opportunities are open to all	CP075 - Deliver community based sport and physical activity projects in partnership with DASH, MIND and age concern to improve knowledge and range of activities for residents to maintain healthy, active lifestyles.	Jean Palmer	Sue Drummond	CP075.01 - Deliver community based sport and physical activity projects for people with special needs to improve knowledge and range of activities for residents to maintain healthy, active lifestyles., CP075.02 - 5 different sports activities are organised for people with special needs.	31/03/2010, 31/03/2010	Completed, Completed	CP075.01 / CP075.02 - A broad range of activities are now in place and being delivered in partnership with MIND and DASH. Sessions are now part of the regular programme with a good level of take up. Activities include Tennis, Football, Multi-Sports and others.	Completed