





















Action Plan		Due Date	Status
NDP1901 Work in partnership to implement new Community Safety Plan to reduce crime and disorder		31 January 2020	
Ref.	Name	Due	Status
NDP1901.A	Develop and sign off new Domestic Abuse Strategy for borough	30 November 2019	
The Draft Domestic Abuse Strategy is still in place and being accessed by partners and is being overseen by a multi-agency Domestic Abuse Steering Group. A strategic needs assessment is being undertaken by partners to better inform our final strategy.			
NDP1901.B	Complete new Anti-Social Behaviour Strategy for the borough	31 January 2020	
A new Reducing Crime and Anti-Social Behaviour partnership group has been established to drive forward the development of the strategy and action plan. On progress to be completed by end of Q4.			
NDP1902 Implement plans to prevent community tensions and support a more cohesive and integrated community		31 March 2020	
Ref.	Name	Due	Status
NDP1902.A	Through project with Government develop an insight into community settlement patterns in the borough and the impact on services	31 December 2019	
Analysis on local datasets has commenced by council analyst which will demonstrate how the tool can be practically used to develop and inform policy. Final report on demographic patterns and migration patterns due before end of financial year.			
NDP1902.B	Support Rochdale Connections Trust and M6 Theatre to deliver 'Building Stronger Britain Together' projects	29 February 2020	
BSBT projects complete and showcased to Home Office and local partners.			
NDP1902.C	Deliver with Foundation 4 Peace the 'Families for Peace' programme across the borough	31 March 2020	
The commissioned work from the Council has been completed and Foundations 4 Peace are including their work across the borough. At least 60 people were trained in conflict resolution and community dialogue facilitation.			

Action Plan		Due Date	Status
NDP19003 Roll out work of integrated place based teams to reduce crisis demand and deliver value for money and wider benefits		29 February 2020	
Ref.	Name	Due	Status
NDP1903.A	Complete annual citizen-led leadership challenges in partnership with GMCA	31 December 2019	
Edge Hill University Colleagues have completed a full summary report reviewing ten years of citizen action and research to date in Rochdale Borough. The challenges have been completed for 2019-20 and the group is working towards challenges for 20-21, including participation in the Ageing in Place programme in the borough.			
NDP1903.B	Following pilot stages, have in place active Place Teams based in each of the 5 townships	29 February 2020	
Operational teams are working well and plans are in place to work in the Pennines area. 749 people are being supported with 68% demand reduction in all cases and 66% sustained positive outcomes.			
NDP1904 Agree plan for embedding Public Service Reform across the borough		31 October 2019	
Ref.	Name	Due	Status
NDP1904.A	Partnership put in place to support reform activity across Council, partners and Health and Social Care following reform benchmark exercise	30 September 2019	
The Strategic Assessment has been reviewed and will be included in considerations for the future of partnership activity as part of the Public Service Reform Steering Group / links to the Strategic Place Board.			
NDP1904.B	Begin implementation of new service models	31 October 2019	
The Heywood Place Team is now fully operational with drop ins and multi-agency partners in place. Additional peripatetic teams are in place in Middleton and Pennines with plans to develop a Cooperative Place Partnership in a test area in Pennines.			

Action Plan		Due Date	Status
NDP1905 Transform and improve customer, digital and information governance provision		31 March 2020	
Ref.	Name	Due	Status
NDP1905.A	Deliver Phase 1 (analysis) and commence Phase 2 (delivery) of Customer Transformation Programme	31 October 2019	
<p>Phase 1 of the Customer Transformation Programme is complete and will be used to inform the delivery phase. Planning is underway in relation to developing the Council's online portal (My Account) as well the Customer Relationship Management System (CRM)</p>			
NDP1905.B	Agree final partnership delivery plan relating to Digital Strategy	31 December 2019	
<p>In Q3 the draft digital strategy has been shared with colleagues and partners and internal consultation will take place from January 2020 in terms of finalizing the strategy and supporting delivery plan</p>			
NDP1905.C	Undertake review of Contact Centre provision options and propose future operating model	31 March 2020	
<p>Research on technical requirements has been undertaken and an initial paper in relation to the future role of the Customer Contact Centre has been prepared. Meetings have taken place regarding possible additional services that could be included in the future operating model.</p>			
NDP1906 Promote the borough as a desirable place to live, work and do business.		31 July 2019	
Ref.	Name	Due	Status
NDP1906.A	Work with internal stakeholders to determine communication priorities for 2019/20	31 July 2019	

Action Plan		Due Date	Status
<p>Service priorities have been agreed with departments and work has been progressed.</p> <p>Some campaigns are still to be agreed, including one that will be focussed on inward investment.</p> <p>The communications team is providing regular updates of performance to members of wider leadership and relevant members.</p>			
NDP1907 Determine vision and priorities to offer strategic direction for the and the Borough and the Council		31 December 2019	
Ref.	Name	Due	Status
NDP1907.A	Develop a new Corporate Plan for 2019/ 2020 onwards	30 September 2019	
<p>The Corporate Plan 2019 - 2022 has been developed and has been considered through the Council's governance process, receiving approval at Full Council on 18th December 2019.</p>			
NDP1907.B	Develop a joint Equality and Diversity Strategy for the Borough for Council and CCG	31 December 2019	
<p>The draft strategy has now been developed through extensive consultation and will be taken through the Council and CCG governance processes in the New Year.</p>			