

Corporate Plan 2019/20 - proposed key actions and performance indicators by Strategic Priority

The refresh of the Corporate Plan has allowed us to identify whether the 2018/19 key actions and performance indicators are still fit for purpose (i.e. which have been achieved and can be removed) and to include new or alternative actions and indicators that will better reflect the Council's current direction. Details of previous actions and indicators can be found in our 2018/19 Corporate Plan here: www.huntingdonshire.gov.uk/media/1390/corporate-plan.pdf

People – we want to make Huntingdonshire a better place to live, to improve health and well-being and support people to be the best they can be

Key Actions:

- Ensure that the principles of earlier interventions aimed at preventing homelessness are embedded within public sector organisations and other stakeholder partners
- Provide financial assistance to people on low incomes to pay their rent and Council Tax
- Support community planning including working with parishes to complete Neighbourhood and Parish Plans
- Manage the Community Chest funding pot and voluntary sector funding to encourage and support projects to build and support community development
- Support and encourage community action on litter and waste
- Adopt a new Homelessness Strategy and a new Lettings Policy
- Identify and implement solutions to eradicate the need to place homeless families in B&Bs
- Work in partnership to provide greater leisure and health opportunities to enable more people to be more active, more often

Performance Indicators:

- Number of days of volunteering to support HDC service delivery
- Average number of days to process new claims for Housing Benefit and Council Tax Support
- Average number of days to process changes of circumstances for Housing Benefit and Council Tax Support
- Number of homelessness preventions achieved
- More people taking part in sport and physical activity: Number of individual One Card holders using One Leisure Facilities services over the last 12 months
- More people taking part in sport and physical activity: Number of individual One Leisure Active Lifestyles service users over the last 12 months
- Providing more opportunities for people to be more active: Number of sessions delivered at and by One Leisure Facilities
- Providing more opportunities for people to be more active: Number of sessions delivered by One Leisure Active Lifestyles
- People participating more often: Number of One Leisure Facilities admissions – swimming, Impressions, fitness classes, sports hall, pitches, bowling and Burgess Hall (excluding school admissions)
- People participating more often: People participating more often: One Leisure Active Lifestyles throughput

Place – we want to make Huntingdonshire a better place to work and invest and we want to deliver new and appropriate housing

Key Actions

- Maintain our existing green open spaces to high standards, ensuring community involvement and encouraging greater active use, and maintain Green Flag statuses
- Build upon and use sector analysis and industrial clusters research to help inform priorities across Services
- Engage and communicate with local businesses through the Better Business For All initiative
- Implement measures to grow Business Rates
- Deliver the actions resulting from the Council's Off Street Car Parking Strategy
- Continue to work with partners and influence the Combined Authority (CA) and secure support and resources to facilitate delivery of new housing, drive economic growth and provide any critical infrastructure
- Prepare 'Prospectuses for Growth' for St Ives, Huntingdon and Ramsey and continue to support the delivery of the St Neots Masterplan
- Continue to provide active input into the delivery stage of the A14 and the design stage of the A428, and lobby for a northern route for East-West Rail and the local road network to deliver the specific requirements of the Council
- Facilitate delivery of new housing and appropriate infrastructure
- Maintain a five year housing land supply (5YHLS) and ensure that the Housing Delivery Test in the National Planning Policy Framework is met
- Adopt and implement Housing Strategy annual Action Plan
- Review air pollution activities to reflect new national Clean Air Strategy
- Prepare options reports for the redevelopment of the Bus Station Quarters in St Ives and Huntingdon
- Set out timetable for preparation of an updated Section 106 Supplementary Planning Document and Community Infrastructure Levy charging schedule and implement
- Reduce incidences of littering through targeting of enforcement work
- Deliver capital/community projects to provide more leisure and health facilities in the district

Performance Indicators:

- Percentage of sampled areas which are clean or predominantly clean of litter, detritus, graffiti, flyposting, or weed accumulations
- Percentage of street cleansing service requests resolved in five working days
- Percentage of grounds maintenance service requests resolved in five working days
- Percentage of successful environmental crime enforcements
- Percentage of household waste recycled/reused/composted
- Percentage of food premises scoring 3 or above on the Food Hygiene Rating Scheme
- Number of complaints about food premises
- Percentage of grounds maintenance works inspected which pass the Council's agreed service specification
- Number of missed bins per 1,000 households
- Net growth in number of commercial properties liable for Business Rates
- The percentage of Community Infrastructure Levy (CIL) collected when due
- Percentage of planning applications processed on target – major (within 13 weeks or agreed extended period)

- Percentage of planning applications processed on target – minor (within 8 weeks or agreed extended period)
- Percentage of planning applications processed on target – household extensions (within 8 weeks or agreed extended period)
- Number of new affordable homes delivered in 2019/2020
- Net growth in number of homes with a Council Tax banding
- Total number of appeals allowed as a percentage of total number of applications refused
- Number of costs awards against the Council where the application was refused at Development Management Committee contrary to the officer recommendation

Providing Value for Money services – we want to become a more Efficient and Effective Council and become a more Customer Focussed Organisation

Key Actions

- Actively manage Council owned non-operational assets and, where possible, ensure such assets are generating a market return for the Council
- Develop our Customer Portal to offer improved online and out of hours access to our services and work with partners to deliver better multi-agency customer services
- Develop the Council's Business Change function and create a culture of change management throughout the organisation
- Develop the Council's approach to performance management and business intelligence
- Deliver the Council Anywhere project to introduce new digital technology and ways of working remotely to improve productivity and flexibility for our staff
- Introduce a new electronic pre-application planning advice service

Performance Indicators

- Total amount of energy used in Council buildings
- Percentage of Business Rates collected in year
- Percentage of Council Tax collected in year
- Percentage of invoices from suppliers paid within 30 days
- Staff sickness days lost per full time employee (FTE)
- Number of Staff Council (employee group) representatives – to be reported at Q1 only
- Percentage response rate to the Staff Survey – to be reported at Q2 only
- Percentage of Staff Survey results improved – to be reported at Q3 only
- Percentage of Staff Survey Action Plan on track – to be reported at Q4 only
- Call Centre telephone satisfaction rate
- Customer Service Centre satisfaction rate
- Percentage of Stage 1 complaints resolved within time
- Percentage of Stage 2 complaints resolved within time
- Percentage of calls to Call Centre answered
- Percentage reduction in avoidable contacts
- Percentage of households with customer accounts generated
- Net expenditure against approved budget
- Income generated from Commercial Estate Rental & Property Fund Income