








Growing Success - April 2006 to June 2006


Community benefits we deliver:

Outcome	Lag or end of year Measure	Target for 2005/06	Actual 2005/06	Lead or interim Measure	Target 2005/06	Actual April to June 06	Comments
Good reputation	Comprehensive Performance Assessment (CPA) rating	Excellent	Excellent	% of CPA improvement plan outcomes on track.	80%		See Annex B
Good value for money	% satisfied with level of Council Tax for services provided (Taken from annual survey March 2006)	60%	 53.8%	% projected average annual council tax increase for the next 5 years	5%	5%	
			% of residents who have a clear understanding of council tax paid for services provided by the council.	70%		Will not be measured until 2007	
Good quality of life	% satisfied with Huntingdonshire as a good place to live	88%	 91.4%	% of lead targets for the six priority areas forecast to be met	80%	73%	117 measures 85 green = 73%
Safe and Active Communities	% who feel safe	85%	 90%	% of targets for Safe & Active Communities forecast to be met	80%	50%	16 measures – 8 green = 50% 2 red 5 grey
Healthy Population	Average life expectancy Males female	77.5 yrs males 81.6 yrs females	77.9 81.6	% of targets for Healthy Population forecast to be met	80%	53%	17 measures 9 green = 53% 5 red 2 amber 1 grey
Clean, Green and Attractive Environment	% satisfied that Huntingdonshire is a clean, green and attractive place	75%	 83.2%	% of targets for Clean, Green and Attractive Environment forecast to be met	80%	79%	33 measures 26 green = 79%
Housing that meets Local Needs	% of housing needs targets achieved	80%	83%	% of targets for Housing that meets Local Needs forecast to be met	80%	86%	22 measures – 19 green = 86%

Outcome	Lag or end of year Measure	Target for 2005/06	Actual 2005/06	Lead or interim Measure	Target 2005/06	Actual April to June 06	Comments
Strong & Diverse Economy	The number of local jobs	75,000	 73,000	% of targets for Strong and Diverse Economy forecast to be met	80%	77%	9 measures 7 green = 77%
Accessible Services and Transport Choices	% who feel they have good access to services	60%	 58%	% of targets for Accessible Services & Transport Choices forecast to be met	80%	80%	20 measures 16 green = 80%

Internal process we must excel at:

Outcome	Lag or end of year Measure	Target for 2005/06	Actual 2005/06	Lead or interim Measure	Target 2005/06	Actual April to June 06	Comments
Effective community leadership	% who believe we have clear direction and priorities	70%	 54%	% of employees who believe we have clear direction and priorities (Staff survey July 05)	90%	50.6%	Lead measure will be changed as it less frequent than end of year measure
High quality service delivery	% of customers rating service quality as good or better	65%	71%	% of service delivery targets achieved	65%		Not all data available in this period
Effective partnerships	% of partnership targets achieved	80%		% of partnerships which comply with the council's framework	90%		Development of framework. underway Data available 2nd Qrt 2006/07
Effective management	Revenue expenditure as a percentage of budget	95%	95%	Forecast outturn	90%	99%	
	Capital expenditure as a percentage of budget	95% +/- 5%	44%	Forecast outturn	95% +/- 5%	98%	

Outcome	Lag or end of year Measure	Target for 2005/06	Actual 2005/06	Lead or interim Measure	Target 2005/06	Actual April to June 06	Comments
	% of effective management outcomes in resource strategies achieved	85%		% of effective management actions on track	85%		Development of framework underway. Data available following appraisals (2006)
Managing Expectations	% of people with an accurate understanding of our service standards	80%	 67.6%	% of services for which we have defined and communicated service standards	100%		

What do our people think and do they have the right skills:

Outcome	Lag Measure	Target 2005/06	Actual 2005/06	Lead Measure	Interim/Lead Target	Actual April to June 06	Comments
Employees and Members with the right skills	% of employees with appropriate skills	80%		% of training & development plans completed	80%	50% (estimate)	PD Plans developed following 2006 appraisals
	% of Members who have attended appropriate courses	80%	48.8%	% of Members for whom training requirements has been identified	100%	75%	Changed measure (Survey in June 06)
Innovation and improvement	% of staff who feel we have a culture of innovation	60%	34.8% (05/06)	No. of suggestions made per quarter	20	20	
				No. of innovation awards made per quarter	2	2	

Outcome	Lag Measure	Target 2005/06	Actual 2005/06	Lead Measure	Interim/Lead Target	Actual April to June 06	Comments
Key behaviours demonstrated and valued	% of staff who feel that key behaviours are valued	70%		% of employees demonstrating key behaviours	80%		Organisational values adopted. Data available following appraisals (2007).
Share & Use Knowledge	% of staff who feel we are a learning organisation	80%	70%	% of completed projects for which post-project appraisals have been completed and published	90%		Development of project appraisal methodology underway.
				No. of examples of knowledge sharing per month	20		System for recording knowledge sharing being developed

ANNEX B

CPA IMPROVEMENT PLAN – PROGRESS REPORT UP TO 30th
June 2006

Subject	Proposed Action	
Access and Accommodation	<ul style="list-style-type: none"> • Complete accommodation review • Complete DDA compliance survey and works • Deliver Customer First programme 	
Benefits	<ul style="list-style-type: none"> • Processes for developing and changing local procedures. • Management checks of benefit assessments. • Improvements in processing time. • Revising documentation. • Vetting arrangements for new staff • Fraud investigation and • recovery of over-payments 	
Capacity	<ul style="list-style-type: none"> • Review spending and resource allocation plans to ensure delivery of priorities. • Delivery of People Strategy 	
Children and Young People	<ul style="list-style-type: none"> • Adopt “Here by Right” standard. • Develop corporate protection policies 	
Corporate Governance	<ul style="list-style-type: none"> • Achievement of Corporate Governance framework. 	
Diversity and user focus	<ul style="list-style-type: none"> • Revise equality and inclusion strategy. • Complete “Mapping Diversity” project. • Use research and consultation data to plan and improve services. • Complete race assessments and implementation of actions. • Promote compliance with Disability Discrimination Act. 	
Financial Management	<ul style="list-style-type: none"> • Completion of programmed improvements. 	
Housing	<ul style="list-style-type: none"> • Implementation of BVR – Balancing Housing Need – which incorporates improvements identified during the CPA • BME survey • Traveller Needs Survey • Conduct stock condition survey 	
Learning & Knowledge	<ul style="list-style-type: none"> • Adopt systematic approaches to learning and sharing knowledge. • Mapping Diversity Project, Traveller Needs Survey, Housing Survey. “Here by Right” programme. 	
Overview & Scrutiny	<ul style="list-style-type: none"> • Implement overview and scrutiny development plan. • Integrate corporate performance management framework with scrutiny process 	
Partnership Working	<ul style="list-style-type: none"> • Develop Partnership framework • Monitoring and evaluation of partnership success • Implement “Next Steps” and performance management system for Huntingdonshire Strategic Partnership. • Contribute to the development and achievement of Local Public Service Agreements 	
Performance Management	<ul style="list-style-type: none"> • Complete project plan to implement comprehensive performance management framework, including 	

	publication of service standards	
Priorities and Vision	<ul style="list-style-type: none"> • Facilitate strategic choices. • Initiate review programme, including external challenge, based on priorities and informed by CPMF. • Prepare and implement communications plans. 	
Procurement	<ul style="list-style-type: none"> • Review procurement strategy in relation to Gershon report, national procurement strategy and principles of sustainability 	
Risk Management	<ul style="list-style-type: none"> • Complete risk registers • Link to new service planning framework. • Complete business continuity plans 	