




## Growing Success

The community benefits we deliver:

Outcome	Lag or end of year Measure	Actual 2004/05	Target for 2005/06	Actual 2005/06	Target 2006/07	Comments
Good reputation	Comprehensive Performance Assessment (CPA) rating	Excellent	Excellent	Excellent	Excellent	
Good value for money	% satisfied with level of Council Tax for services provided	36%	60%	 54%	60%	
Good quality of life	% satisfied with Huntingdonshire as a good place to live	87%	88%	 91%	90%	
<b>Safe and Active Communities</b>	% who feel safe	82%	85%	 90%	90%	
<b>Healthy Population</b>	Average life expectancy Males female	77.5 yrs 82.1 yrs	77.5 yrs males 82.1 yrs females		77.5 yrs males 82.1 yrs females	
<b>Clean, Green and Attractive Environment</b>	% satisfied that Huntingdonshire is a clean, green and attractive place	72%	75%	 83%	84%	
<b>Housing that meets Local Needs</b>	% of housing needs targets achieved	83%	80%		80%	
<b>Strong &amp; Diverse Economy</b>	The number of local jobs	74,000	75,000	 73,000	73,000	
<b>Accessible Services and Transport Choices</b>	% who feel they have good access to services	56%	60%	 58%	65%	

The process at which we must excel :

Outcome	Lag or end of year Measure	Actual 2004/05	Target for 2005/06	Actual 2005/06	Target 2006/07	Comments
Effective community leadership	% who believe we have clear direction and priorities	53%	70%	 54%	65%	
High quality service delivery	% of customers rating service quality as good or better	67%	65%	 71%	72%	
Effective partnerships	% of partnership targets achieved		80%		80%	Development of framework complete by 2 <sup>nd</sup> quarter 2006/07. Data available 3 <sup>rd</sup> Qrt 2006/07
Effective management	Revenue expenditure as a percentage of budget	86%	95%	95%	95%	
	Capital expenditure as a percentage of budget	77%	95% +/- 5%	44%	95% +/- 5%	
	% of effective management outcomes in resource strategies achieved		85%		100%	Development of framework underway. Data available following appraisals (2007)
Managing Expectations	% of people with an accurate understanding of our service standards	73%	80%	 68%	80%	

## What do our employees think and do they have the right skills:

Outcome	Lag Measure	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Comments
Employees and Members with the right skills	% of employees with appropriate skills		80%		80%	Data available 1 <sup>st</sup> quarter 2006/07. . measured at six monthly and annual appraisals.
	% of Members who have attended appropriate courses	61.3%	80%	49%	80%	Changed measure (Survey in June 06)
Innovation and improvement	% of staff who feel we have a culture of innovation	34.8%	60%		60%	Data from staff survey – next survey due 2007
Key behaviours demonstrated and valued	% of staff who feel that key behaviours are valued		70%		70%	Organisational values adopted. Data available following appraisals (2006).
Share & Use Knowledge	% of staff who feel we are a learning organisation	70%	80%		80%	Data from staff survey – next survey due 2007

**CPA IMPROVEMENT PLAN – PROGRESS REPORT UP TO 31<sup>st</sup>  
March 2006**

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

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