

Corporate Plan – Amendments

The content of the 2015/16 Corporate Plan is broadly similar to the previous version 2014/16 version. Any amendments to key actions are in italics; they have either been removed or are new for 2016/16. Strategic Priorities (themes) and Objectives (outcomes) remain the same

2014-2016 version		2015/16 version		
Strategic Themes and Outcomes		Strategic Priorities and Objectives		
A strong local economy		A strong local economy		
Sustainable growth		<i>Enabling</i> sustainable growth		
<i>Thriving</i> communities		<i>Working with our</i> communities		
Ensuring we are a customer focused and service led council		Ensuring we are a customer focused and service led council		
A strong local economy				
Accelerate business growth and investment	<p>Our work programme:</p> <ul style="list-style-type: none"> Support new and growing businesses and promote business Success Support economic growth by prioritising planning advice to growing key businesses Promote inward investment Support the delivery of the Alconbury Enterprise Zone Support economic growth in rural areas 	<p>Key actions for 2014/15</p> <ul style="list-style-type: none"> <i>Review the Council's business growth and inward investment role</i> Deliver a programme of themed business information events, and measure their impact. Fast track pre-application advice to potential growing businesses and report on its effectiveness 	<p>Our objectives are:</p> <p>To accelerate business growth and investment</p> <p>Our work programme includes, promoting inward investment; supporting economic growth in rural areas and supporting new and growing businesses and promoting business success. We will also support economic growth by prioritising planning advice to growing key businesses and supporting the delivery of the Alconbury Enterprise Zone (EZ).</p>	<p>Key actions for 2015/16 will include:</p> <ul style="list-style-type: none"> Deliver a programme of themed business information clinics and events, and measure their impact Report on the effectiveness of the fast track pre-application advice to potential growing businesses
Remove infrastructure barriers to growth	<p>Our work programme:</p> <ul style="list-style-type: none"> Influence the development of the Highways and Transport Infrastructure Strategy Facilitate the delivery of infrastructure to support housing growth 	<p>Key actions for 2014/15</p> <ul style="list-style-type: none"> Develop CIL governance structure. Influence the LEP's Strategic Economic Plan and Supporting documents to reflect the impact of new housing and associated infrastructure in driving and supporting economic growth 	<p>Our objectives are:</p> <p>To remove infrastructure barriers to growth</p> <p>Our work programme includes, influencing the development of the Highways and Transport Infrastructure Strategy and facilitating the delivery of infrastructure to support housing growth.</p>	<p>Key actions for 2015/16 will include:</p> <ul style="list-style-type: none"> Develop Community Infrastructure Levy governance structure Influence the Local Enterprise Partnership's Strategy, to secure resource to facilitate delivery and mitigate the impact of new housing and to drive economic growth
Develop a flexible and skilled local workforce	<p>Our work programme:</p> <ul style="list-style-type: none"> Create stronger links between businesses and education and training Ensure there are sufficient 	<p>Key actions for 2014/15</p> <ul style="list-style-type: none"> <i>Commit resources to the EZ skills strategy group</i> <i>Support the development of stronger links between</i> 	<p>Our objectives are:</p> <p>To develop a flexible and skilled local workforce</p> <p>Our work programme includes, ensuring there are sufficient skills to</p>	<p>Key actions for 2015/16 will include:</p> <ul style="list-style-type: none"> <i>Commit resources to 'EDGE smarter skills for enterprise', a public/private sector</i>

	<p>skills to support the EZ</p> <ul style="list-style-type: none"> • Work with businesses to establish current and future skills needs 	<p><i>business and education through HASP with a focus on local employability</i></p>	<p>support the EZ and working with businesses to establish current and future skills needs and create stronger links between businesses and education and training.</p>	<p><i>partnership to improve the business/education-training skills match, ensuring that the agreed business plan targets are met</i></p> <ul style="list-style-type: none"> • <i>Work in partnership to identify skills and competency gaps in high value manufacturing and develop gap closure strategies</i>
Enabling sustainable growth				
<p>Improve the supply of new and affordable housing to meet future needs</p>	<p>Our work programme:</p> <ul style="list-style-type: none"> • Ensure an adequate supply of housing to meet objectively assessed needs • Plan and deliver the provision of decent market and affordable housing for current and future needs 	<p>Key actions for 2014/15</p> <ul style="list-style-type: none"> • Invest in initiatives that will deliver affordable housing Implement action plan to adopt the Local Plan to 2036 • Facilitate delivery of new housing on the large strategic sites at: <ul style="list-style-type: none"> ○ Alconbury ○ St Neots ○ Wyton • <i>Negotiate the provision of new affordable housing on all relevant sites</i> • Review council assets to identify which could be used to facilitate affordable housing and dispose to appropriate partners 	<p>Our objectives are: To improve the supply of new and affordable housing to meet future needs Our work programme includes, ensuring an adequate supply of housing to meet objectively assessed needs and planning and delivering the provision of decent market and affordable housing for current and future needs.</p>	<p>Key actions for 2015/16 will include:</p> <ul style="list-style-type: none"> • Invest in initiatives that will deliver affordable housing • Implement a programme to adopt the Local Plan to 2036 • Facilitate delivery of new housing on the large strategic sites at: <ul style="list-style-type: none"> ○ Alconbury ○ St Neots ○ Wyton ○ <i>Bearscroft - Godmanchester</i> • <i>Review council assets to identify which could be used to facilitate affordable housing and dispose to appropriate partners</i> • <i>Monitor 5 year housing land supply position on an annual basis, and carry out light-touch reviews on a quarterly basis</i>
<p>Develop sustainable growth opportunities in and around our market towns</p>	<p>Our work programme:</p> <ul style="list-style-type: none"> • Support sustainable growth by taking a proactive approach to master-planning new developments and improving town centres 	<p>Key actions for 2014/15</p> <ul style="list-style-type: none"> • <i>Devise a programme to develop and implement planning and development frameworks and master-plans for Local Plan site allocations</i> • Develop town centre 	<p>Our objectives are: To develop sustainable growth opportunities in and around our market towns Our work programme includes, supporting sustainable growth by taking a</p>	<p>Key actions for 2015/16 will include:</p> <ul style="list-style-type: none"> • Develop a market town centre improvement strategies and action plans for St Neots

		improvement strategies and action plans in the market towns	proactive approach to master-planning new developments and improving town centres	
Enhance our built and green environment	Our work programme: <ul style="list-style-type: none"> Improve the quality of the built environment in Huntingdonshire Provide quality green space facilities within new developments 	Key actions for 2014/15 <ul style="list-style-type: none"> Update the 'Buildings at Risk' register Complete the updated Design Guide, setting out the council's requirements of new development 	Our objectives are: To enhance our built and green environment Our work programme includes, improving the quality of the built environment in Huntingdonshire and providing quality green space facilities within new developments	Key actions for 2015/16 will include: <ul style="list-style-type: none"> Update the Buildings at Risk Register Complete the updated Design Guide, setting out the council's requirements of new development
Working with our communities				
Create safer, stronger and more resilient communities	Our work programme: <ul style="list-style-type: none"> Ensure our streets and open spaces are clean and safe Ensure close working with partners to reduce crime and anti-social behaviour Work with communities to build resilience Promote and enable vibrant and cohesive communities 	Key actions for 2014/15 <ul style="list-style-type: none"> Manage the implementation of the joint CCTV service with Cambridge City Increase the use of fixed penalty notices for littering Manage the Community Chest to pump prime projects to build and support community development. Review our current partnership commitments to deliver value for money and alignment with the corporate priorities Deliver diversionary activities for young people 	Our objectives are: To create safer, stronger and more resilient communities Our work programme includes, ensuring that our streets and open spaces are clean and safe, working closely with partners to reduce crime and anti-social behaviour and working with communities to build resilience.	Key actions for 2015/15 will include: <ul style="list-style-type: none"> Continue to manage and enhance the joint CCTV service with Cambridge City Council Increase the use of fixed penalty notices for littering Manage the Community Chest to encourage and promote projects to build and support community development Further analysis of our current partnership commitments to deliver value for money and ensure alignment with the corporate priorities Deliver diversionary activities for young people
Improve health and well-being	Our work programme: <ul style="list-style-type: none"> Prioritise accessible open space on new housing developments Meet the housing and support needs of our ageing population Enable people to live 	Key actions for 2014/15 <ul style="list-style-type: none"> Support healthy lifestyles through the provision of open space on new developments Investigate the business case for incentivising the private rented sector to take housing needs clients. 	Our objectives are: To improve health and well-being Our work programme includes, prioritising accessible open space on new housing developments and meeting the housing and support needs of our ageing population. We will also enable people to live independently	Key actions for 2015/15 will include: <ul style="list-style-type: none"> Support healthy lifestyles through the provision of open space on new developments and maintenance of existing open spaces Increase physical activity

	<p>independently through the provision of adaptation, accessible housing or support</p> <ul style="list-style-type: none"> • Help to prevent people from becoming homeless • Provide accessible leisure, green spaces, countryside and culture opportunities • Work with partners to improve health and reduce health inequalities 	<ul style="list-style-type: none"> • Review the current arrangements for commissioning temporary accommodation • Enable a new extra care scheme to be built to meet needs in St Ives and in Ramsey • Carry out a review of the DFG Programme • Reduce fuel poverty and improve health by maximising the number of residents taking up the grant funded 'Action on Energy' scheme 	<p>through the provision of adaptation, accessible housing or support and we will help to prevent people from becoming homeless.</p> <p>We will also work with partners to improve health and reduce health inequalities. We will also provide accessible leisure, green spaces, countryside and culture opportunities</p>	<p>levels through the provision of activities in One Leisure sites and in community settings</p> <ul style="list-style-type: none"> • <i>Prevent homelessness where possible by helping households either remain in their current home or find alternative housing, with the assistance of the Council's Rent Deposit Scheme where appropriate.</i> • <i>Assist non priority single homeless people with housing options through the Cambridgeshire Single Homelessness Service</i> • Enable a new extra care scheme to be built to meet needs in St Ives and Ramsey • Provide a responsive Disabled Facility Grants program • Reduce fuel poverty and improve health by maximising the number of residents taking up the grant funded Action on Energy scheme
Empower local communities	<p>Our work programme:</p> <ul style="list-style-type: none"> • Enable voluntary and community sector organisations to develop • Support community development 	<p>Our work programme:</p> <ul style="list-style-type: none"> • Support community planning including working with parishes to complete parish plans • Review control and management of Council assets 	<p>Our objectives are: To empower local communities</p> <p>Our work programme includes, supporting community development and enabling the voluntary and community sector organisations to develop</p>	<p>Key actions for 2015/15 will include:</p> <ul style="list-style-type: none"> • Set out our 'community planning' offer and support community planning including working with parishes to complete neighbourhood and parish Plans • Review control and management of council assets

Ensuring we are a customer focused and service led council				
<p>Become more business-like and efficient in the way we deliver services</p>	<p>Our work programme:</p> <ul style="list-style-type: none"> • Facing the Future • Investigate and implement a programme of shared services • Ensure MTFs is focused on strategic priorities • Maximise income opportunities • Increase use of IT to maximise efficiencies • Where possible migrate customers to the lowest cost access channel • Improve communication and engagement with staff 	<p>Our work programme:</p> <ul style="list-style-type: none"> • Introduce zero base budgeting for 2015/16 including a 'service challenge' process • Deliver 'Facing the Future' • Develop full business cases for previously identified energy reduction projects across the Council's estates • <i>Review internal communications</i> • Carry out a staff satisfaction survey 	<p>Our objectives are: To become more business-like and efficient in the way we deliver services We will investigate and implement a programme of shared services and ensure our Medium Term Financial Strategy is focused on strategic priorities. Work will also include: maximising income opportunities and increasing the use of IT to maximise efficiencies; and where possible, migrating customers to the lowest cost access channel. We will also improve communication and engagement with staff</p>	<p>Key actions for 2015/15 will include:</p> <ul style="list-style-type: none"> • Continue zero base budgeting for 2016/17 including a 'service challenge' process • Deliver Facing the Future • Develop full business cases for previously identified energy reduction projects across the council's estates • Carry out a staff satisfaction survey • <i>Build and launch a new council website that focuses on customer need</i> • <i>Maximise the income generating potential of One Leisure sites to fully cover the cost of operation</i> • <i>Develop a full business case for a Building Control Shared Service</i> • <i>Publish Online Schedule of Proposed Procurements to promote future contract opportunities</i> • <i>Provide two training events to local businesses in Public Procurement</i>
<p>Ensure customer engagement drives service priorities and improvement</p>	<p>Our work programme:</p> <ul style="list-style-type: none"> • Understand our customers • Ensure all customer engagement is meaningful • Involving customers in significant changes to services • Ensure modern technology is used effectively to maximise our interaction with our customers 	<p>Our work programme:</p> <ul style="list-style-type: none"> • <i>Develop use of the website for consultation and engagement</i> • Implement a consultation exercise with residents to inform 2015/16 budget planning • <i>Prepare for Universal Credit and the move to a Single Fraud Investigation Service</i> 	<p>To ensure customer engagement drives service priorities and improvement Work will involve gaining a better understanding of our customers and ensuring all customer engagement is meaningful; involving customers in significant changes to services and ensuring modern technology is used effectively to maximise our interaction with customers</p>	<ul style="list-style-type: none"> • Implement a consultation exercise with residents to inform 2016/17 budget planning • Revisit and re-launch the Customer Service Strategy to ensure it continues to meet the needs of our customers and provide value for money services

Corporate indicators			
Strong local economy			
Corporate indicator Growth in business rates	Contextual indicator <ul style="list-style-type: none"> Total number of employee jobs in the District % of JSA claimants Footfall for the 4 market town centres Progress against the Cambridgeshire target of connecting 98% of businesses with access to fibre-based broadband by 2015 Planning applications received 	No corporate indicators	Contextual Indicators <ul style="list-style-type: none"> Total number of employee jobs in the district % of Job Seekers Allowance claimants Footfall for the four market town centres Progress against the Cambridgeshire target of connecting 98% of businesses with access to fibre-base broadband by 2015 Planning applications received
Enable sustainable growth			
Corporate indicators <ul style="list-style-type: none"> Number of affordable homes delivered gross Net additional homes delivered Number of unintentional priority homelessness acceptances Number of households living in temporary accommodation (including B&B) Number of families in B&B Processing of planning applications on target – Major (within 13 weeks) Processing of planning applications on target – Minor (within 8 weeks) Process of planning applications on target – other (within 8 weeks) 	No contextual indicator	Corporate Indicators <ul style="list-style-type: none"> Gross number of affordable homes delivered Net additional homes delivered Number of unintentional priority homeless acceptances (also per 1000 households) Number of households living in temporary accommodation (including B&B) Number of families in B&B Processing of planning applications on target - major (within 13 weeks) Processing of planning applications on target - minor (within 8 weeks) Process of planning applications on target - other (within 8 weeks) <i>Reduction in the tonnage of residual waste collected</i> 	No contextual indicators
Working with our communities			
Corporate indicators <ul style="list-style-type: none"> Number of missed bins per 100,000 households 	Contextual indicators <ul style="list-style-type: none"> Total number of police recorded crimes in Huntingdonshire 	Corporate Indicators <ul style="list-style-type: none"> Number of missed bins per 100,000 households 	Contextual Indicators <ul style="list-style-type: none"> Total number of police recorded crimes in

<ul style="list-style-type: none"> • % of household waste recycled or composted • % of food establishments in the district that are 'broadly compliant with food hygiene law' • Number of Disabled Facilities Grants (DFGs) completed • Time taken from first visit to completion of work on DFG with a value over £1000 (weeks) 	<ul style="list-style-type: none"> • Total number of police recorded incidents of anti-social behaviour in Huntingdonshire • % of people who feel safe where they live • Total number of hate crime incidents reported to the police in Huntingdonshire 	<ul style="list-style-type: none"> • % of household waste recycled or composted • % of food establishments in the district that are 'broadly compliant with food hygiene law' • Number of Disabled Facilities Grants (DFGs) completed • Average time (in weeks) between date of referral of DFGs to practical completion for minor jobs up to £10k. • <i>Issue decision notices on all applications within statutory periods under the Building Act 1984.</i> • <i>Inspect and remove, where necessary all reported dangerous structures within 24 hours.</i> 	<p>Huntingdonshire</p> <ul style="list-style-type: none"> • Total number of police recorded incidents of anti-social behaviour in Huntingdonshire • % of people who feel safe where they live • Total number of hate crime incidents reported to the police in Huntingdonshire
A customer focused and service led council			
<p>Corporate indicators</p> <ul style="list-style-type: none"> • Number of days to process new benefits claims • Number of days to process changes of circumstances • Number of days to process new council tax support claims • Number of days to process council tax support events • % of council tax collected • % of business rates collected • Telephone satisfaction rates • Customers service centre satisfaction rates • Staff sickness days • Subsidy per visit to council owned leisure facilities • % of rent achievable on estates portfolio • % of space let on estates portfolio • % of rent arrears on estates portfolio • Total amount of energy used in council buildings 	<p>No contextual indicators</p>	<p>Corporate Indicators</p> <ul style="list-style-type: none"> • Number of days to process new benefits claims • Number of days to process changes of circumstances • Number of days to process new council tax support claims • Number of days to process council tax change events • % of council tax collected • % of business rates collected • Telephone satisfaction rates • Customer service centre satisfaction rates • Staff sickness days • Subsidy per visit to council owned leisure facilities • % of rent achievable on estates portfolio • % of space let on estates portfolio • % of rent arrears on estates portfolio • Total amount of energy used in 	<p>No contextual indicators</p>

<ul style="list-style-type: none"> Total fuel used from the council's fleet of vehicles 		<ul style="list-style-type: none"> council buildings Total fuel used from the council's fleet of vehicles <i>% of residents satisfied with the overall waste collection service</i> <i>Cost per household of waste collection</i> <i>% of Housing Benefit overpayment debt recovered within three months</i> <i>% of green bin debt outstanding after three months</i> <i>% of invoices from suppliers paid within thirty days</i> 	
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The corporate performance and contextual indicators remain broadly the same; those in italics have either been removed or are new for 2015/16.