

Enabling Communities

We want to make Huntingdonshire a better place to live, to improve health and well-being and for communities to get involved with local decision making

<p>1a) Create, protect and enhance our safe and clean built and green environment</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • ensuring that our streets and open spaces are clean and safe; • working closely with partners to reduce crime and anti-social behaviour; • improving the quality of the environment in Huntingdonshire, including infrastructure that supports people to walk and cycle; and • providing and protecting quality green space and community / leisure facilities within developments. 	
<p>Key actions:</p> <p>KA 1. Continue to manage and enhance the joint CCTV service with Cambridge City Council</p> <p>KA 2. Reduce incidences of littering through targeting of enforcement work</p> <p>KA 3. Reduce the level of household waste sent to landfill</p> <p>KA 4. Support delivery of sustainable community / leisure activities / facilities</p> <p>KA 5. Maintain clean open spaces to DEFRA Code of Practice on Litter and Refuse, compliant with the Environmental Protection Act</p> <p>KA 6. Support the delivery of the Sport and Leisure Facilities Strategy</p> <p>KA 7. Support delivery of Open Spaces and Play Provision Strategy</p> <p>KA 8. Action around traffic monitoring/air pollution/air quality management areas (tbc)</p>	<p>Performance Indicators:</p> <p>PI 1. Percentage of sampled areas which are clean or predominantly clean of litter, detritus, graffiti, flyposting or weed accumulations</p> <p>PI 2. Percentage of street cleansing and grounds maintenance service requests resolved in five working days</p> <p>PI 3. Percentage of successful enforcements – dog fouling, litter (tbc)</p> <p>PI 4. Number of play spaces created or upgraded</p> <p>PI 5. Percentage of household waste sent to landfill</p>	

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<p>1b) Support people to improve their health and well-being</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • prioritising accessible , high quality and well maintained open space and walking and cycling facilities on new housing developments; • meeting the housing and support needs of our population; • enabling people to live independently through the provision of adaptation and accessible housing; • working with partners to improve health and reduce health inequalities; • providing accessible leisure, green spaces, countryside, culture and opportunities; • working to reduce the number of residents in fuel poverty by facilitating residents’ access to available energy funding; and • ensuring new developments have adequate provision of public open spaces including play provision (links to existing measure of play sites). 	
<p>Key actions:</p> <p>KA 9. Increase physical activity levels through the provision of activities in One Leisure sites and in parks, open spaces and community settings</p> <p>KA 10. Prevent homelessness where possible by helping households either remain in their current home or find alternative housing</p> <p>KA 11. Work with partners to deliver the homelessness prevention ‘Trailblazer Project’ across Cambridgeshire</p> <p>KA 12. Update the HDC Homelessness Strategy</p> <p>KA 13. Achieve Green Flag (a national standard) status for Priory Park, St Neots</p> <p>KA 14. Support and develop play facilities alongside Town and Parish Councils</p>		<p>Performance Indicators:</p> <p>PI 6. Average length of stay of all households placed in B&B accommodation</p> <p>PI 7a. Participation at targeted services for older people</p> <p>PI 7b. Participation at targeted services for long-term health conditions</p> <p>PI 7c. Participation at targeted services for disability</p> <p>PI 7d. Participation at targeted services for young people (healthy weight)</p> <p>PI 8. Average time between date of referral of Disabled Facilities Grants (DFGs) to practical completion for minor jobs up to £10,000</p> <p>PI 9. Percentage of food premises scoring 3 or above on the Food Hygiene Rating Scheme (tbc)</p> <p>PI 10. Number of complaints about food premises (per 100 food businesses)</p> <p>PI 11a. Increase the number of One Leisure members and users in targeted segments of the community: Young people (8 to 14)</p> <p>PI 11b. Increase the number of One Leisure members and users in targeted segments of the community: Older People (55 to 65)</p> <p>PI 11c. Increase the number of One Leisure members and users in targeted segments of the community: Families with young children</p> <p>PI 11d. Increase the number of One Leisure members and users in targeted segments of the community: Young adults (18 to 30)</p> <p>PI 12. Number of visits to One Leisure - Leisure Centres</p>

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<p>1c) Develop stronger and more resilient communities to enable people to help themselves</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • supporting community development and enabling the voluntary and community sector to develop; • working with communities to build resilience; • increasing and supporting the development of the levels of volunteering; and • supporting, enabling and facilitating individuals to improve their health and wellbeing through self-care. 	
<p>Key actions:</p> <p>KA 15. Support community planning including working with parishes to complete Neighbourhood and Parish Plans</p> <p>KA 16. Review control and management of council owned assets and, where mutually beneficial, transfer ownership of council owned assets to the community</p> <p>KA 17. Manage the Community Chest funding pot and voluntary sector funding to encourage and promote projects to build and support community development</p> <p>KA 18. Supporting the development of volunteer opportunities</p> <p>KA 19. Support Sports Club development e.g. number of clubs worked with over the year</p> <p>KA 20. Continue to work with volunteers to manage and maintain relevant parks and open space</p> <p>KA 21. Support and encourage community action on litter picking</p>	<p>Performance Indicators:</p> <p>PI 13. Number of days of volunteering to support HDC service delivery (e.g. Countryside and Leisure and Health)</p>	

Delivering Sustainable Growth

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

<p>2a) Accelerate business growth and investment</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • promoting inward investment; • supporting economic growth in market towns and rural areas; • supporting new and growing businesses and promoting business success; • supporting economic growth by prioritising planning advice to growing key businesses; and • supporting the delivery of the Alconbury Enterprise Zone. 	
<p>Key actions:</p> <p>KA 22. Review the focus for service delivery in the Council’s Economic Growth Plan 2013-2023 on an annual basis</p> <p>KA 23. Deliver the Council’s Marketing Strategy Implementation Plan to raise the profile of Huntingdonshire as a location of choice for business growth and investment</p> <p>KA 24. Deliver a Car Parking Strategy that is supportive of residents, visitors and local businesses</p>	<p>Performance Indicators:</p> <p>PI 14. Number of Marketing Strategy actions on track</p>	

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<p>2b) Support development of infrastructure to enable growth</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • influencing the development of the Highways and Transport Infrastructure Strategy; and • facilitating the delivery of infrastructure to support housing growth. 	
<p>Key actions:</p> <p>KA 25. Prepare an infrastructure Delivery Plan alongside the Local Plan</p> <p>KA 26. Continue to work with partners and influence the Local Enterprise Partnership (LEP) and Combined Authority to secure resource to facilitate delivery of new housing and drive economic growth and to mitigate any negative impact of this</p> <p>KA 27. Continue to provide active input into the delivery stage of the A14 and to lobby for dualling of the A428 and improvements to the A1 and the local road network to deliver the specific requirements of the Council</p>	<p>Performance Indicators:</p> <p>PI 15. Proportion of Community Infrastructure Levy (CIL) receipts allocated</p>	

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<p>2c) Develop a flexible and skilled local workforce</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • ensuring there are the full range of sufficient skills to support the Enterprise Zone; • working with businesses to establish current and future skills needs; and • creating stronger links between businesses and education and training providers. 	
<p>Key actions: KA 28. Work in partnership to ensure local delivery of training to meet business growth KA 29. Encourage and support all levels of apprenticeships across the district</p>	<p>Performance Indicators: PI 16. Throughput over previous twelve months – number of people attending EDGE ‘sharper skills for enterprise’ events PI 17. Number of EDGE customers supported (current caseload)</p>	

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<p>2d) Improve the supply of new and affordable housing, jobs and community facilities to meet current and future need</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • ensuring an adequate supply of housing to meet objectively assessed needs; • planning and delivering the provision of decent market and affordable housing for current and future needs; and • ensuring that there are the right community and leisure facilities to accommodate the housing growth. 	
<p>Key actions:</p> <p>KA 30. Prepare the submission draft of the Local Plan</p> <p>KA 31. Facilitate delivery of new housing and appropriate infrastructure on the large strategic sites at St Neots, and Alconbury Weald</p> <p>KA 32. Maintain a 5 year housing land supply position</p> <p>KA 33. Adopt a new Housing Strategy and deliver the associated Affordable Housing Action Plan</p> <p>KA 34. Prepare 'masterplans' for the Market Towns</p>	<p>Performance Indicators:</p> <p>PI 18a. Percentage of planning applications processed on target – major (within 13 weeks or agreed extended period)</p> <p>PI 18b. Percentage of planning applications processed on target – minor (within 8 weeks or agreed extended period)</p> <p>PI 18c. Percentage of planning applications processed on target – households extensions (within 8 weeks or agreed extended period)</p> <p>PI 19. Number of new affordable homes delivered</p> <p>PI 20. Net additional homes delivered</p> <p>PI 21. Net business use floor space created</p>	

Becoming a more Efficient and Effective Council

We want to continue to deliver value for money services

<p>3a) Become more efficient and effective in the way we deliver services</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • implementing our Transformation Programme; • supporting development of shared services with partners where opportunities arise; • ensuring our Medium Term Financial Strategy is focused on strategic priorities; • maximising income opportunities, where appropriate; • identifying new opportunities for income generation, where appropriate; • increasing the use of Information Technology to maximise efficiencies • where possible, migrating customers to lower cost online services to be the service of choice; • having a more engaged and motivated workforce; • continuing to reshape the way the Council works to realise our savings target and improving performance; • maximising Council income through effective asset management and collection activities; and • developing a Council apprenticeship programme and education engagement.
<p>Key actions:</p> <p>KA 35. Deliver the HDC Transformation Programme; relevant work streams are Workspace, Commercial and Business</p> <p>KA 36. Implement action plan to reduce time taken from receipt to decision on Licencing applications</p> <p>KA 37. Aim to reduce energy usage in One Leisure by % (Refit project)</p> <p>KA 38. Introduce more online self-service delivery on the Council’s website ensuring we focus on customer need</p> <p>KA 39. Maximise the income generating potential of One Leisure and all traded activities</p> <p>KA 40. Implement the HDC apprenticeship programme for 2017/18</p> <p>KA 41. Undertake an employee survey, sharing the results and producing an action plan to present to Staff and Members.</p>	<p>Performance Indicators:</p> <p>PI 22. Number of Council apprenticeships created</p> <p>PI 23. Percentage of grounds maintenance works inspected which pass the Council’s agreed service specification</p> <p>PI 24. Number of missed bins per 1,000 households</p> <p>PI 25. Total amount of energy used in Council buildings</p> <p>PI 26. Average number of days to process new claims for Housing Benefit and Council Tax Support</p> <p>PI 27. Average number of days to process changes of circumstances for Housing Benefit and Council Tax Support</p> <p>PI 28. Percentage of business rates collected in year</p> <p>PI 29. Percentage of Council Tax collected in year</p> <p>PI 30. Percentage of space let on estates portfolio</p> <p>PI 31. Percentage of invoices from suppliers paid within 30 days</p> <p>PI 32. Staff sickness days lost per full time employee</p> <p>PI 33. Commercial Estate Rental & Property Fund Income only</p> <p>PI 34. Planned net budget reductions achieved</p> <p>PI 35a. Percentage of Staff Appraisals completed (Quarter 1)</p> <p>PI 35b. Percentage of responses to the Staff Survey (Quarter 2)</p> <p>PI 35c. Percentage of staff survey results improved (Quarter 3)</p> <p>PI 35d. Number of Staff Council (employee group) representatives (Quarter 4)</p>

Becoming a more Efficient and Effective Council

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<p>3b) Become a more customer focused organisation</p>	<p>Our work programme includes:</p> <ul style="list-style-type: none"> • gaining a better understanding of our customer needs and ensuring all customer engagement is meaningful; • involving customers in significant changes to services; and • ensuring technology is used effectively to maximise our interaction with customers. 	
<p>Key actions:</p> <p>KA 42. Deliver the HDC Transformation Programme; relevant work streams are Customers and People</p> <p>KA 43. Deliver a multi-agency delivery service from a single location at Pathfinder House, Huntingdon with the Department of Work and Pensions (DWP) and Citizen’s Advice (CAB)</p>	<p>Performance Indicators:</p> <p>PI 36. Call Centre telephone satisfaction rate</p> <p>PI 37. Customer Service Centre satisfaction rate</p> <p>PI 38a. Percentage of Stage 1 complaints resolved within time</p> <p>PI 38b. Percentage of Stage 2 complaints resolved within time</p> <p>PI 39. Website satisfaction rate</p> <p>PI 40. Percentage of calls to Call Centre answered within acceptable timescale</p>	