

THE COUNCIL'S THREE PRIORITIES – PROGRESS AND POTENTIAL FUTURE AREAS FOR FURTHER DEVELOPMENT

Priority 1: Improving Customer Service

By the end of 2005/06 the Council will have substantially achieved the target of 100% electronic service delivery set by the Government. There is potentially a great deal of further work to maximise the considerable investment in ICT infrastructure made by the Council to improve customer service and efficiency. Some of the areas for further development include:

- (a) Completing the "Transformation Project" in a way which will deliver clear benefits for customers.
- (b) Maximising the potential of the Contact Centre in terms of the range of services it can cover and the quality of service (responsiveness, user satisfaction etc)
- (c) Publicising and implementing customer service standards to drive improvements in customer service;
- (d) "Business re-engineering" to use our ICT capacity to change the way we do things to improve customer service and efficiency
- (e) Promoting the use of the "self service" capacity of the web site

Priority 2: Successful, sustainable new communities at Northstowe and other growth areas.

By the end of 2005/06 significant progress will have been made in terms of the LDF, establishing corporate arrangements and partnership arrangements. But this is only the beginning. Future activities will include:-

- a) Completing the planning framework, including the adoption of the LDF and supplementary planning documents; determination of the planning application and S106 statement for Northstowe and subsequent developments.
- b) Corporate and Partnership working: continuing to work effectively across the Council and with partners; being clear about objectives for the developments; ensuring the Medium Term Financial Strategy and the Workforce Plan make appropriate resources and skills available.
- c) Implementation/Development Control: detailed working with developers and other partners on scheme designs; co-ordination; design standards; consents; funding arrangements etc.
- d) Community Development/Community Services: working with partners to establish community facilities with appropriate management arrangements; governance and other community provision.
- e) Affordable Housing: working with partners and developers to maximise the provision of affordable housing.
- f) Climate Change: working to achieve sustainable solutions in terms of energy efficiency; energy generation; transport; water supply and conservation.

These are very process driven activities. But it is also important for the Council to be clear what it hopes to achieve for Northstowe and the other settlements, not just in terms of the completion of processes, but the quality of life they will offer.

Priority 3: To increase the supply of affordable housing

The Council's activities to support this priority have been focused on the development of appropriate planning policies and on housing development. Future targets of up to and above 300 new units per annum have been set in the Performance Plan. The main means of achieving these targets will be through developments at Northstowe and the Cambridge fringes, but importance is also attached to affordable housing in existing villages to meet local need.