

## Appendix B - Business Plan Indicators and Business Plan Focusses

Focus	Focus Owner	BPIs requiring minimal work to obtain	BPIs requiring work to obtain data	Future BPIs	Related/Contextual information
A1) We will make it easy to do business in South Cambridgeshire	Paul Frainer	BPI2 - % of district with full fibre coverage (confirmation required that Connecting Cambridgeshire able to provide)	BPI1 - % of surveyed Businesses who are satisfied with the quality of SCDC's business facing services		Contextual data available around the number, type and health of businesses in South Cambridgeshire?
A2) We will help our village businesses thrive	Paul Frainer	BPI2 - % of district with full fibre coverage (confirmation required that Connecting Cambridgeshire able to provide)	BPI1 - % of surveyed Businesses who are satisfied with the quality of SCDC's business facing services		Contextual data available around the number, type and health of businesses in South Cambridgeshire?
A3) We will help our businesses be green	Paul Frainer	None at present - work to help businesses be green to be investigated by March 2020.		Means of measurement to be identified as part of work to develop green business brokerage and advice service.	Carbon emissions estimates for South Cambs industry and commercial sectors (BEIS, County, University)  In-flight project tracker detailing progress of project to develop green business brokerage and advice service.
A4) We will promote the area for visitors and investment	Paul Frainer	None at present - programme of activities to promote foreign direct investment into the local area is due to be developed by end March 2021. Means of measurement to be identified as part of work to develop programme.  Promotion of district to visitors is through Visit Cambridge and Beyond website. Limited scope to monitor impact of this beyond number of page visits, much of this provides visitor information for locations outside of South Cambs and is this priority high enough profile to warrant action if numbers are lower than anticipated?		Means of measurement to be identified as part of work to develop programme to promote foreign direct investment.	South Cambs visitor numbers and average length of stay?  In-flight project tracker detailing progress of project to develop programme to promote foreign direct investment.
A5) We will improve environmentally friendly transport links	Paul Frainer	None at present - thought required around whether its possible to quantify our input with a headline figure.			Carbon emissions estimates for South Cambs transport sector (BEIS, County, University)
A6) We will help people living here have the skills and housing they need to work locally	Paul Frainer	None at present - We are currently undertaking work to assess need for key essential worker homes, and areas within the district where this exists. This work needs to be completed prior to identification of suitable sites, at which point number of sites identified could be created as a BPI.		Number of sites identified as suitable for homes for key essential workers.	Travel time in minutes to nearest employment centre with at least 5000 jobs by public transport/walking (Dep of Transport)  Travel time in minutes to nearest employment centre with at 500-4999 jobs by public transport/walking (Dep of Transport)  County-wide travel to work survey results (if available).  In-flight project tracker detailing progress of work to assess need for key worker housing.
B1) We will deliver a range of well-designed high-quality new homes across the district to meet need and provide real choice	Heather Wood	BPI3 - Number of energy efficient Council House completions (year to date)  BPI4 - Number of energy efficient Council House active sites  BPI6 - % of new homes permitted that are affordable homes (on developments requiring affordable housing)	BPI5 - Total number of new homes delivered in South Cambs (currently annual monitoring report only)		

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B2) We will create thriving communities where people can live, work and play	Paul Frainer	None at present - thought required around whether its possible to quantify our input with a headline figure.			In-flight project tracker detailing progress on projects such as the delivery of Northstowe community buildings
B3) We will raise the standards of new homes and communities to meet our green agenda pledge	Paul Frainer / Geoff Clark	BPI7 - Average SAP (EPC) rating (fuel-cost-based energy efficiency rating) of self-contained general needs council house dwellings	BPI8 - Number of Council homes where works have been undertaken to improve energy efficiency	Investigation of possible measure to monitor the impact of the Sustainable Design and Construction SPD and other efforts that we are making to improve environmental standards of South Cambs stock more generally?  Any data available from the EPCs of new homes coming forward? Emma Davies, Jane Green.	Carbon emissions estimates for South Cambs residential sector (BEIS, County, University)  In-flight project tracker detailing progress of Housing stock energy audit work.
B4) We will prevent homelessness and provide support for vulnerable people	Sue Carter	BPI9 - % of successful Homeless preventions as a proportion of all homelessness cases closed (year to date)			£s spent on B&B accommodation (year to date) (SCDC Operational KPI).  Number of households in temporary accommodation and number of homeless preventions (SCDC Management info).
C1) We will become a Zero Carbon Council	Trevor Nicoll	BPI10 - SCDC Carbon emissions  BPI12 - Kwh of grid electricity consumption avoided from SCDC Green Energy Investments  BPI13 - Tonnes of Carbon emissions avoided from SCDC Green Energy Investments			South Cambs district carbon emissions estimates (BEIS, County, University)  In-flight project tracker detailing progress of Zero Carbon Action plan and other Green to Our Core projects.
C2) We will increase green energy generation and promote environmentally friendly energy consumption	Trevor Nicoll	BPI11 - £s of Zero Carbon Communities grants awarded to help fund community run carbon reduction projects  BPI12 - Kwh of grid electricity consumption avoided from SCDC Green Energy Investments			South Cambridgeshire carbon emissions estimates (BEIS, County, University)

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C3) We will maintain and improve air quality across the district	Trevor Nicoll	None at present - see future BPIs column.		<p>Number of EV charging point installations that we have funded or delivered within the district - better to work to develop an agreed role and approach for SCDC in this area prior to implementing this measure.</p> <p>BPI showing AQ monitoring activities and standards of AQ (if possible).</p>	Air Quality Annual Status Report
C4) We will protect and enhance the district's heritage and environment	Paul Frainer / Trevor Nicoll	<p>BPI14 - Number of fly tips</p> <p>BPI15 - Number of fly tip actions taken (including fixed penalty notices and prosecutions)</p>			
C5) We will reduce the total amount of waste we generate as a community	Trevor Nicoll	<p>BPI16 - Kgs of residual (black bin) waste per household</p> <p>BPI17 - Kgs of dry recycling (blue bin) waste per household</p>			Other waste related KPIs and management info e.g. contamination rate and recycling rate.
D1) We will retain and develop our staff to achieve excellent results for local people	Susan Gardner-Craig	BPI18 - % staff turnover			SCDC staff satisfaction survey results.
D2) We will generate new and innovative sources of income to invest in services for local people	David Ousby	BPI19 - % of revenues generated from investments and other commercial activities			
D3) We will support and celebrate South Cambridgeshire communities	Gemma Barron	BPI20 - £s of funding provided to South Cambs community groups			
D4) We will reduce costs and improve customer service	Susan Gardner-Craig		BPI21 - % of surveyed customers who are satisfied with SCDC customer service		Operational KPIs making up regular Operational KPI report.

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D5) We will use technology to improve access to Council services for businesses and residents	Susan Gardner-Craig	BPI22 - Number of residents with an active OneView account		Something to show number of transactions being completed through portal.	