

## APPENDIX 1

### ACTIONS AND PI TARGETS TO DELIVER 2007/08 PRIORITIES

The following actions to deliver 2007/08 priorities, based on the guidance given earlier in the year by the Cabinet and the contents of approved service plans.

#### Improving Customer Service

- (a) Implement proposals to allow service users to have a more active role in influencing service improvements:

#	Actions	Complete by	Officer
1	Set up a Business Stakeholder Forum on regulatory matters for EH issues	Mar 08	Iain Green
2	Hold consultation events/workshops as part of the GTDPD – providing more accessible ways for gypsies and travellers to make representations	Oct 07	Keith Miles
3	Set up an Agents Forum for development control	June 07	David Rush
4	Set up customer focus group for service improvement for Building Control	Sept 07	Andy Beyer
5	Develop the new Tenant Compact – including means to enable tenants to participate in decision making.	Sept 07	Housing Services Manager
6	Improve public access to decision making by arranging for: <ul style="list-style-type: none"> <li>two evening cabinet meetings (October and February)</li> <li>all Scrutiny and Overview meetings to start at 5.30 p.m.</li> </ul>	Mar 08	Richard May
7	Improve the Benefit Service customer focus by increasing the Dep't for Works and Pensions' user focus 'service delivery enablers' performance standard score from 5/12 to 10/12.	Mar 08	Lee Phanco

- (b) Set a small number of realistic performance indicator targets to make improvement in important customer facing services – eg planning applications; searches; benefits; environmental services; and housing repairs.

PI No	PI Description	2006/07 Actual	2007/08 Target
BV78a	Average time (days) to process new benefit claims	30	26
BV78b	Average time (days) to process benefits change in circumstances	8.9	8
BV109a	% major planning applications in 13 weeks	84.69%	70%
BV109b	% minor planning applications in 8 weeks	69.34%	71%
BV109c	% other planning applications in 8 weeks	84.24%	86%
SX25	Average days to respond to standard search, received by post.	10	8

PI No	PI Description	2006/07 Actual	2007/08 Target
SX 26	Average days to respond to standard search, received electronically.	New 2007/08	2
SE203	% EH complaints responded to within 3 working days	85 %	94 %
SE226	% of EH customers satisfied overall with the way their request for a service, complaint or request for information was handled.	86%	93 %
SH327	% repair jobs where appointment was made and kept	94 %	95 %
SH302	Tenants satisfied with response repairs as % of those returning a satisfaction slip.	94%	95%
SH328	Tenants satisfied with refurbishments as % of those returning a satisfaction slip	92%	94%

(c) Continue development of Service First -

#	Actions	Complete by	Officer
1	Carry out a Customer Service Review, six months after the introduction of customer service standards, incorporating complaints and a future programme for Service First	July 07	Steve Hampson
2	Agree Customer Services Strategy	July 07	Steve Hampson

(d) Setting and achieving realistic customer service targets for the continuing improvement of the Contact Centre.

PI No	PI Description	2006/07 Actual	2007/08 Target
SF701	% Contact Centre calls dealt with at first contact	85% Note	80%
SF703	% Contact Centre callers satisfied with how call was answered	91%	92%
SF731	% Contact Centre calls abandoned	<3%	<3%

Note: The 2007/08 target will be reviewed, when the provisional figures for 2006/07 from the County Council have been confirmed.

The targets for the Contact Centre are based on the existing partnership agreement with the County Council which is due to be reviewed.

## Increasing the Supply of Affordable Housing

- (e) Set a target for the number of affordable housing completions  
 (f) Set a target for the percentage of residential planning permissions which are for affordable housing.

PI No	PI Description	2006/07 Actual	2007/08 Target
SH311	Total number of completed new affordable homes:	224	565 Note 1
SH311a	without funding from the Housing Corporation	57	412
SH311b	with funding from the Housing Corporation	167	153
SH320	Affordable housing planning permissions as a % of all residential permissions.	20.4% Note 2	25%

Note 1. SH311 - The estimates for 2007/08 and 2008/09 are based on pipeline schemes known to us although predictions will largely depend on whether funding, etc is available which is outside our control so whether they are realistic and challenging will always be difficult to confirm. They are our best estimates for now.

Note 2. SH320 – This figure was provided by the County Council for the first 6-months of 2006/07. It is not known when the full figure will become available.

#	Actions	Complete by	Officer
1	Review the Council's planning policy guide to delivering affordable housing which can be used to inform/develop the affordable housing SPD	Dec 07	Housing Development & Enabling Manager
2	Develop a sustainable lettings policy for Cabinet approval for Arbury Park, Cambourne, Northstowe and Cambridge Southern Fringe to - - create sustainable communities where people want to live, now and in the future - build high levels of social capital on the development which can be enhanced when residents see their neighbourhood as a destination in which they are prepared to invest time and effort in developing the community.	Dec 07	Head of Housing Strategic Services
3	Selection of a preferred strategic delivery partner(s) for the affordable housing at Northstowe, Cambridge Southern Fringe and North West Cambridge in partnership with developers and other key stakeholders through the Cambridge Challenge a Housing Corporation led initiative	June 07	Head of Housing Strategic Services
4	To achieve milestones in respect of the Airey redevelopment programme at Elsworth, Sawston, Girton and Coton (77 units).	Mar 08	Housing Development & Enabling Manager

5	Affordable Housing: Develop standard Section 106 Agreements.	Dec 07	Gareth Jones/ Catriona Dunnet
6	Consider the representations received and prepare a draft plan for GTDPD Pre-Submission Public Participation during 2008/09	May 08	Keith Miles
7	Consult on an SPD to provide detailed guidance on securing the provision of affordable housing (including key worker housing) as a result of the development of open market housing.	Feb 08	Caroline Hunt
8	Manage the production and development of the GTDPD which will ensure that SCDC can meet the needs of travellers in the district and provide a policy for determining future planning applications for gypsy/traveller sites	Dec 09	Keith Miles
9	Complete a stock options appraisal informed by the above in full consultation with tenants, leaseholders, staff, Members and other key stakeholders	Jan 08	Denise Lewis

### Successful Sustainable Communities for Northstowe and other Growth Areas

#	Actions	Complete by	Officer
1	Review Parish Council Boundaries for Northstowe, Trumpington Meadows and Arbury park.	Dec 07	Catriona Dunnet/Jane Thompson
2	Decision on the formation of a Northstowe Trust and if positive, first steps to establishing.	Sept 07	Jane Thompson
3	Draft Section 106 agreement requirements for: <ul style="list-style-type: none"> <li>• Northstowe</li> <li>• Trumpington Meadows</li> <li>• Cambourne.</li> </ul>	Sept 07 Jul 07 June 07	Jane Green Julie Ayre W Campbell Kate Wood
4	Undertake an annual review of progress in relation to the growth areas, assessing in particular whether the lessons learnt from Cambourne and Arbury Park are being addressed and the objectives are being delivered.	Sept 07	Jane Green

Other relevant milestones are in the Improvement Plan (Workstream F – Population and Housing Growth)