

## Corporate Plan 2009/10: June 2009

Measure Name	Frequency	Responsible Officer	Current Performance		End of Year Performance		Comments
			Target	Actual	End of Year Target	Estimate	
<b>Aim : A - Listening Council</b>							
<b>Approach : i. listening to our local community</b>							
ACTION 01 - User groups of residents	QUARTERLY	Paul Swift	20	20	100	100	
ACTION 02 - Statement of Community Involvement - By Sep 10	QUARTERLY	Alison Talkington	0	40	100	100	
PA1 - Community Engagement Strategy adoption	QUARTERLY	Gemma Barron	100	100	100	100	Adopted by Cabinet on 3rd July 2009.
<b>Approach : ii. Working to improve services through partnership</b>							
ACTION 03 - Hard-to-reach and vulnerable residents	QUARTERLY	Gemma Barron	10	10	100	100	
NI007 - Environment for a thriving third sector	YEARLY	Denise Lewis	15.3	15.3	15.3	15.3	The actual is the SCDC 08/09 figure. An SCDC target was not set and so the quoted SCDC target indicates the best Cambridgeshire DC result i.e. we were the best in the county. The corresponding LAA county-wide figures were an actual of 15.3% against a target of 19.2%.
<b>Approach : iii. Making SCDC more open and accessible</b>							
ACTION 04 - Advice at events in 20 villages	QUARTERLY	Gemma Barron	0	0	20	20	
D48 - Council meeting - A community event	QUARTERLY	Richard May	0	0	31	31	
NI004 - People who can influence decisions locally	YEARLY	Paul Swift	41.2	33.9	41.2	33.9	The actual is the SCDC 08/09 figure and the target indicates the best Cambridgeshire DC result. The corresponding LAA county-wide

## Corporate Plan 2009/10: June 2009

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							figures were (Actual) 31.2% and (Target) 34%.
<b>Approach : iv Improved customer satisfaction</b>							
ACTION 05 - Satisfaction surveys	QUARTERLY	Paul Swift	15	15	100	100	
NI140 - Fair treatment by local services	YEARLY	Paul Swift	78.9	77.4	78.9	77.4	The SCDC target indicates the best Cambridgeshire DC result.
NI157a - Major planning applications	MONTHLY	Gareth Jones	71	61	71	61	Only one major application was determined in June and the timescale was not achieved. This single application adversely affects the end of year performance, which is reflected in the current end-of-year estimate. However at this early stage in the year it is not possible to give a reliable end-of-year estimate.
NI157b - Minor planning applications	MONTHLY	Gareth Jones	71	74.2	71	75	
NI157c - Other planning applications	MONTHLY	Gareth Jones	86	82	86	85	The current projection is to just miss the annual target but there is plenty of time to improve on this position.
NI181 - Benefit claims - processing time	MONTHLY	Dawn Graham	13	19	13	13	The economic recession is resulting in increasing numbers of benefit claims, as the number of people unemployed or on reduced income increases. However following the employment of an agency worker and other remedial actions the performance as at 31st July is 12 days. Whilst there will be continuing pressure on the team there remains sufficient time for remedial actions to

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							take effect and to meet annual targets.
PP23 - Recording scheme for NI014	QUARTERLY	Paul Swift	50	100	100	100	
PP24 - Customer Service Excellence Standard	QUARTERLY	Paul Swift	100	100	100	100	Self assessment completed in first quarter.
SP944 - % Satisfaction with Development Control	QUARTERLY	David Rush	73	87	73	80	
<b>Approach : v. Ensuring value for money</b>							
ACTION 06 - Review the current grant scheme	QUARTERLY	Jane Thompson	25	100	100	100	Review completed in first quarter. A £20,000 budget has been allocated for each year up to Olympics.
NI179 - Value for Money	YEARLY	Rob Bridge	1089	1244	1089	1244	The quoted figures are for 08/09. The 09/10 forecast will be agreed and then submitted to DCLG in Sept 09.
R7 - Value for money benchmarking	QUARTERLY	Dawn Graham	0	0	100	100	
<b>Aim : B - Safe and healthy place</b>							
<b>Approach : i. Reduce Crime</b>							
ACTION 09 - Fear of Crime Survey	QUARTERLY	Gemma Barron	0	33	100	100	
NI016 - Serious acquisitive crime rate	QUARTERLY	Gemma Barron	3.03	2.63	12.11	10.52	
NI020 - Assault with less serious injury	YEARLY	Gemma Barron	4.36	4.36	4.36	4.36	The actual is the 08/09 LAA county-wide figure. As this was the baseline year, the 08/09 target has been set to agree with the 08/09 actual. The main LAA target is to achieve a 5% reduction on the baseline year by 10/11.
NI032 - Repeat incidents of domestic	YEARLY	Gemma Barron	28	25	28	25	The actual and target are the LAA

## Corporate Plan 2009/10: June 2009

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violence							08/09 county-wide figures.
<b>Approach : ii. Anti Social behavior</b>							
ACTION 07 - Anti Social Behaviour Working Group	QUARTERLY	Gemma Barron	25	100	100	100	
ACTION 08 - CCTV in the District	QUARTERLY	Gemma Barron	10	25	100	100	
NI017 - Perceptions of anti-social behaviour	YEARLY	Philip Aldis	7.4	7.4	7.4	7.4	The actual and target are the 08/09 SCDC figures. The LAA 08/09 county-wide figures were (Actual) 12.2% and (Target) 9.8%.
NI021 - Dealing with local anti-social behaviour concerns	YEARLY	Philip Aldis	28.8	26.6	28.8	26.6	The SCDC 08/09 target indicates the best 08/09 Cambridgeshire DC result. The LAA 08/09 county-wide actual was 25%.
<b>Approach : iii. Lifestyles, sport and recreation</b>							
ACTION 11 - Residents taking up sport or formal exercise	QUARTERLY	Jane Thompson	25	39.8	100	100	
ACTION 12 - Opportunities for sport/recreation - vulnerable groups	QUARTERLY	Dale Robinson	25	25	100	100	Market segmentation of Children across SCDC complete - shows SCDC is mainly Cluster 4 (living Healthy), although there are other clusters across the other ranges. Free Swimming introduced for over 60's and under 16's at three pools in the district. GP referral and falls work targeting those most in need ongoing.
NI110 - Young people's participation in positive activities	YEARLY	Jane Thompson	76.2	76.2	76.2	76.2	LAA NI. Data is for 08/09 and is for the whole County. First year of measure, so target has been set to

## Corporate Plan 2009/10: June 2009

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							agree with actual.
<b>Approach : iv. Health Inequalities</b>							
NI056a - % measured - Obesity in primary school age children in Year 6	YEARLY	Jane Thompson	85	83.2	85	83.2	The actual and the target are 08/09 LAA county-wide figures.
NI123 - 16+ current smoking rate prevalence	YEARLY	Iain Green	3496	3049	3496	3049	The actual and target are 08/09 LAA county-wide figures. The SCDC 08/09 figures were 462 quitters against a target of 502, which mirrors the county position. Actions are being taken to try to improve the position in 09/10 e.g. leaflets have been sent out with benefits letters etc.
<b>Aim : C - Proud to live</b>							
<b>Approach : i. Making affordable housing available</b>							
ACTION 13 - Parish council & Others Forum - By Sep 09	QUARTERLY	Gareth Jones	50	40	100	100	Meetings have taken place with the PFH and senior managers to develop the way forward. It is anticipated that this action will be implemented slightly late but still in the Autumn.
NI131 - Delayed transfers of care from hospitals	YEARLY	Geoff Keerie	10.2	7.6	10.2	7.6	The actual and target are LAA county-wide figures.
NI159 - Supply of ready to develop housing sites	YEARLY	Keith Miles	100	85.4	85.4	85.4	6,743 net additional dwellings expected to be provided in 5 years from April 09 to March 14. This is 4.3 years of supply (or 85.4%) based on Core Strategy Policy ST/2 requirement or 5.0 years of supply (or

## Corporate Plan 2009/10: June 2009

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							99.0%) based on the East of England Plan Policy H1 requirement. These figures do not take account of the Council's preferred sites to make up the housing shortfall identified by the Planning Inspectors examining the Site Specific Policies DPD. This data is included in the Annual Monitoring Report 2007-2008 (published in December 2008).
<b>Approach : ii. Affordable housing in balance</b>							
NI154 - Net additional homes provided	YEARLY	Keith Miles	2344	2954	2344	2954	The actual and target are 08/09 LAA county-wide figures. The 09/10 actual will be supplied by the county council.
NI155 - Number of affordable homes delivered	QUARTERLY	Schuyler Newstead	129	78	296	296	The 1st quarter target was not met but there is reason to believe the end of year target will be achieved. The 2nd quarter position will facilitate a more informed judgement.
P2 - Prepare Affordable Housing SPD - By Feb 10	QUARTERLY	Caroline Hunt	40	40	100	100	
<b>Approach : iii. Sustainable future for housing stock</b>							
ACTION 14 - Retirement homes and accommodation for the elderly	QUARTERLY	Paul Swift	25	25	100	100	For ease of reporting, ACTION 14 has been split into two sub-parts, which are ACTIONS 14a and 14b.
ACTION 14a - Retirement Homes in new major developments	QUARTERLY	Gareth Jones	25	25	100	100	The adopted LDF policies do not require the inclusion of retirement homes in developer plans. However developers do occasionally put in

## Corporate Plan 2009/10: June 2009

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							plans for retirement homes, which will then go through the normal planning process. One such scheme, for 101 retirement homes, is currently being considered for a scheme at Milton.
ACTION 14b - Homes for the elderly in new major developments	QUARTERLY	Stephen Hills	25	25	100	100	All Orchard Park and Cambourne units (only live major developments at present) in affordable allocation in first quarter met all internal Lifetime Homes standards.
<b>Approach : iv. Community cohesion</b>							
ACTION 15 - Revised Gypsy & Travellers policy	QUARTERLY	Paul Williams	20	50	100	100	
NI001 - People getting on well together	YEARLY	Paul Swift	86.7	82.5	86.7	82.5	The 08/09 actual is the SCDC figure. The target indicates the best Cambridgeshire DC results. The LAA county-wide figures were (Actual) 79% and (Target) 81%.
<b>Approach : v. Recycling</b>							
ACTION 16 - Extend plastic bottle recycling	QUARTERLY	Dale Robinson	25	25	100	100	All village colleges and schools that were not in the scheme have been contacted. Two colleges have requested quotes for the service and one has accepted our service from Jan 2010.
ACTION 17 - Businesses recycling of waste	QUARTERLY	Dale Robinson	75	100	100	100	Customers contacted between April and June. New Cardboard collection service started July and continues to grow.

## Corporate Plan 2009/10: June 2009

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NI192 - Waste - reuse, recycling & composting	QUARTERLY	Stuart Harwood-Clark	55	55.62	55	55	
<b>Approach : vi. Village cleanliness</b>							
ACTION 18 - Community Clean Up events	QUARTERLY	Dale Robinson	25	25	100	100	
ACTION 19 - Improved A14 and A11 verges	QUARTERLY	Dale Robinson	25	50	100	100	Spring 2009 litter picks completed. On target for Autumn (October 2009).
ACTION 20 - Dirtiest lay-bys on the major roads	QUARTERLY	Dale Robinson	25	25	100	100	Order placed with supplier. Awaiting import from swedish manufacturer, delivery expected Sept 09.
ACTION 21 - Improved appearance in 10 larger villages	QUARTERLY	Dale Robinson	25	25	100	100	Two year project. Additional activity commenced in April 09 and each village is visited once every fortnight. Improvements have been noticed and positive feedback received.
ACTION 22 - Best Kept Village Competition	QUARTERLY	Dale Robinson	25	25	100	80	Exploratory investigations and discussions have taken place to identify the most appropriate way forward.
NI195a - Levels of litter	QUARTERLY	Paul Quigley	0	0	1	1	Survey 1 (of 3) results available by beginning September.
NI195b - Levels of detritus	QUARTERLY	Stuart Harwood-Clark	0	0	30	30	Survey 1 (of 3) results available by beginning September.
NI195c - Levels of grafitti	QUARTERLY	Paul Quigley	0	0	3	3	Survey 1 (of 3) results available by beginning September.
NI195d - Levels of fly-posting	QUARTERLY	Stuart Harwood-Clark	0	0	2	2	Survey 1 (of 3) results available by beginning September.
<b>Approach : vii Climate Change</b>							
ACTION 23 - Climate Change Action Plan	QUARTERLY	Tom Barrance	25	25	100	100	



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<b>Approach : viii. Low carbon living</b>							
ACTION 24 - Renewable energy & low carbon living schemes	QUARTERLY	Tom Barrance	25	25	100	100	
NI186a - Reduction in CO2 emissions in LA area	YEARLY	Tom Barrance	0	0	0	0	2008-2011 LAA NI. This data will be produced annually by DEFRA in the Autumn but there is a 2-year time lag i.e. the March 2009 quoted figure will actually be the figure for 2006. Significant activity is taking place to impact on our future performance
NI186b - Tonnes of CO2 emissions in LA area	YEARLY	Tom Barrance	0	0	0	0	2008-2011 LAA NI. This data will be produced annually by DEFRA in the Autumn but there is a 2-year time lag i.e. the March 2009 quoted figure will actually be the figure for 2006. Significant activity is taking place to impact on our future performance
NI188 - Adapting to climate change	YEARLY	Tom Barrance	1	0	1	0	The actual is the SCDC 08/09 performance but the target is the LAA for 08/09. In 08/09 SCDC partially met level 1 but scored 0. It is anticipated that SCDC will achieve it's target score of 1 by March 2010. The possible scores for this NI are 0 to 4.
<b>Aim : D - Local Jobs</b>							
<b>Approach : i. Local businesses</b>							

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ACTION 25 - Business Forum & Business Breakfasts	QUARTERLY	Tom Barrance	25	50	100	100	
<b>Approach : ii. Economic development</b>							
ACTION 26 - Support businesses to comply with the law	QUARTERLY	Dale Robinson	25	25	100	100	Monthly surgeries. Business satisfaction survey ongoing. New food businesses contact to offer advice and assistance on start up. Level 2 food hygiene course held. Level 2 H&S course held. Funding bid to Food Standards Agency for Safer Food Better Business project successful. Food hygiene newsletter sent to all food businesses. EU service Directive implementation ongoing. No requests received yet for SCDC to act as Primary Authority. Working with Local Business Partnership on next breakfast forum. Dale Robinson to take on chair of Local Business Partnership.
ACTION 27 - Business space in the District	QUARTERLY	Tom Barrance	25	25	100	100	
BV008 - Invoices paid on time	MONTHLY	Adrian Burns	97	97.71	97	97	
NI171 - VAT registration rate	YEARLY	Tom Barrance	101	54.5	101	54.5	The actual and target are 08/09 LAA county-wide figures because district figures are not available. The data is supplied by the Office for National Statistics for Calendar years.
NI182 - Business satisfaction with regulation service	MONTHLY	Dale Robinson	80	74.900794	80	80	The results for the first three months were 82%, 81% and 75%. It is anticipated that the annual target of

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							80% will be achieved.
<b>Approach : iii. Cultural activities</b>							
ACTION 28 - Spin-offs from London 2012 Olympics	QUARTERLY	Tom Barrance	25	25	100	100	
<b>Aim : E - A voice for rural life</b>							
<b>Approach : i. Protecting Communities</b>							
ACTION 29 - Three Parish Plans produced	QUARTERLY	Gemma Barron	25	33	100	100	
NI197 - Improved local biodiversity - management of local sites	YEARLY	David Bevan	47	47.3	47	47.3	The actual and target are SCDC 08/09 figures. Positive management has taken place in the last 5-years in 53 of 112 sites.
SP903 - Historic buildings at risk	QUARTERLY	David Bevan	0	0	3	3	
<b>Approach : ii. Parish Councils</b>							
ACTION 30 - Meetings with Parish Councils	QUARTERLY	Gemma Barron	5	25	100	100	Meetings with Parish Councils (regular and one-off) mapped into a calendar to ensure coordination between officers booking meetings. Need to add detail about purpose of each meeting and advertise calendar to officers, which will be for internal use via Insite.
<b>Approach : iii. Successful new communities</b>							
ACTION 32 - New premises for small businesses	QUARTERLY	Tom Barrance	25	25	100	100	

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<b>Approach : v. Improving rural services</b>							
ACTION 33 - Community Transport Plan	QUARTERLY	Gemma Barron	10	15	100	100	