

Corporate Plan: September 2010

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance			Comments
				Target	Actual	YTD Actual	End of Year Target	Estimate	
Aim : Aim A - Listening Council									
Approach : Aim A Actions									
Action 01 - % Customer Service Excellence project achieved.	QUARTERLY	Paul Howes	Percentage	50	50		100	100	On course to achieve accreditation during 2011. Positive customer service outcomes generated e.g. procedures for recognising excellent customer service and reception customer insight surveys. Project aligned with customer access review arising from Cambs Direct, Contact Centre contract.
Action 11 - % Member Development Charter project completed.	QUARTERLY	Fiona McMillan	Percentage	50	100		100	100	
Aim : Aim B - Safe and healthy place									
Approach : Aim B Actions									
Action 02 - % Teenager in positive activities project completed.	QUARTERLY	Jo Mills	Percentage	50	100		100	100	The Council has exceeded the annual target through the successful undertaking of a number of initiatives e.g. ArtSmash projects, Cambourne Youth Festival, Gamlingay Youth Group & Arts Development, Film making to engage disengaged young people.

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Aim : Aim C - Proud to live									
Approach : Aim C Actions									
Action 06 - % Parish CO2 emission reduction project completed.	QUARTERLY	Jo Mills	Percentage	50	50		100	100	Target of 6 local projects already exceeded. Sustainable Parish Partnership continues to grow rapidly i.e. 18 parishes signed up with 4 or 5 more in the pipeline. Anticipate coverage of 25% of parishes by year-end.
Action 03 - % Recycling/Composting 65% project completed.	QUARTERLY	Steve Hampson	Percentage	20	20		50	50	This action is due to be 100% completed by 2012 and quarterly 2-year accumulating targets have been set accordingly.
Action 04 - % Village appearance project completed.	QUARTERLY	Steve Hampson	Percentage	50	50		100	96	A11/A14 autumn litter pick to be linked with highway verge cutting by county council. Lay-by litterbins on target. 10 village centres programme suspended between 1st and 2nd quarters due to LPSA funding withdrawal, which means the full programme may not be achieved.
Action 04a - % Litterbins project completed.	QUARTERLY	Steve Hampson	Percentage	50	50		100	100	Lay-by litterbins on target.
Action 04b - % Street cleaning	QUARTERLY	Steve Hampson	Percentage	50	30		100	96	10 village centres programme

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enhancement project completed.								suspended between 1st and 2nd quarters due to LPSA funding withdrawal.	
Action 04c - % Community clean-up events project completed.	QUARTERLY	Steve Hampson	Percentage	50	50		100	100	The Council has facilitated 12 events, providing support through carrying out joint village audits, co-ordination of National Probation Service in graffiti clearance, litter picking and fly tipping removal, the provision of equipment, and collection and disposal of rubbish. A further 7 events have been provisionally booked.
Action 04d - % A11/A14 verge cleaning project completed.	QUARTERLY	Steve Hampson	Percentage	50	50		100	100	A11/A14 autumn litter pick to be linked with cutting of highway verge by county council.
Action 05 - % CO2 emission reduction project completed.	QUARTERLY	Jo Mills	Percentage	50	40		100	96	We should be able to illustrate a 10% reduction (through:- change to recycling rounds, virtualisation of servers, reduction in staff numbers). However we are showing Amber, pending receipt of the interim CO2/power figures for the building.
Action 10 - % Housing Service restructuring project completed.	QUARTERLY	Stephen Hills	Percentage	50	50		100	100	The restructuring project is well on target.
Aim : Aim D - Local Jobs									

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Approach : Aim D Actions									
Action 07 - % Business promotion project completed.	QUARTERLY	Jo Mills	Percentage	50	100		100	100	The target to stage 12 business development workshops has been achieved and surpassed through the provision of further events in partnership with Business Link.
Aim : Aim E - A voice for rural life									
Approach : Aim E Actions									
Action 08 - % Orchards project completed.	QUARTERLY	Jo Mills	Percentage	50	50		100	100	Schemes coming forward for winter planting season but dependant on community ownership and availability of land. Currently have 6 schemes where planting or other work is expected (includes sites which are parts of developments and 2 schemes which involve restorative management of existing orchards). Coton and Rampton schemes supported with grants.
Action 09 - % Community Transport Strategy project completed.	QUARTERLY	Paul Howes	Percentage	50	50		100	100	SC Magazine Spring 2010 survey. Respondents wanting more info: have been written to. SC Magazine Summer 2010 article publicises services. Delivery group & forum set up to share best practice and improve liaison. Camsight research commissioned (Oct 2010). Alao youth research discussions.