







CORPORATE PLAN OVERVIEW 2008/09

OUR STRATEGIC VISION 2008-2012

'Making life better' in Hambleton – improving quality of life and sustainability for all by providing high quality services to our communities and helping deliver community needs.

In order to ensure that the Council remains focused on what is important, the vision has been broken down into six priority themes, which align well with those of the Hambleton Community Plan. Through these themes, the Council is able to define its contribution to quality of life issues that will help shape the future and meet known local community needs. Our priority themes are: *Prosperity, Health, Safety, Places, People and Sustainable Communities and An Excellent Council.* Our Improvement Priorities are highlighted in yellow.

PRIORITY	PROSPERITY	HEALTH	SAFETY	PLACES	PEOPLE AND SUSTAINABLE COMMUNITIES	AN EXCELLENT COUNCIL
STRATEGIC OBJECTIVE	 To build a sustainable, modern and productive economy that delivers economic well-being to the whole community:	 To promote healthier communities and reduce health inequalities:	 To make Hambleton a safe place in which to live, visit and do business:	 To protect and enhance the environment:	 To support the development of strong and engaged communities:	 To maintain the reputation of an Excellent Council:
LONG TERM OUTCOME	<ul style="list-style-type: none"> that maintains high employment levels with particular emphasis on the quality of the offering and opportunities for young people through the support for the growth and development of local businesses with improved accessibility to jobs and services by sustainable forms of transport 	<ul style="list-style-type: none"> ensuring that all sections of the community have access to leisure and cultural opportunities providing health and lifestyle improvement opportunities particularly for younger and older people 	<ul style="list-style-type: none"> supporting a partnership approach to dealing with safety issues reducing crime, substance misuse and the fear of crime for all sections of the community securing and designing environments that reduce the opportunities for crime building community confidence on personal safety through effective communication protecting the community from the adverse effects of natural and other forces 	<ul style="list-style-type: none"> effective spatial planning strong protection for environmental assets cleaner streets facilitating communities need for development better quality development (design and sustainability) access to all forms of housing tenure including affordable housing 	<ul style="list-style-type: none"> leadership on reducing the adverse impacts of society on the environment and responding to climate change engaging communities in decisions listening to and responding to people's views and aspirations creating the capacity for self help providing easy access to services 	<ul style="list-style-type: none"> achieving high levels of customer satisfaction retaining top quartile performance representing value for money ensuring our leaders (Members and Officers) are effective providing equal access to services and ensuring our services are tailored to meet diverse needs
MEASURES AND TARGETS 2008/09	<ul style="list-style-type: none"> Number of high quality jobs that are attractive to graduates which have been facilitated by the Council (L-ED17) Target: 180 Number of new business start-ups supported / facilitated by the Council including those in tourism and creative industries (L-ED15) Target: 250 Improve access to services through sustainable public transport via: <ul style="list-style-type: none"> a) Increase take up of passes to encourage journeys on public transport supported by Concessionary Fares Scheme (L-CP15) Target: 16,500 b) Passenger journeys on community transport schemes supported by the Council (L-CP15) Target: 79,500 Improving prosperity by supporting food and drink businesses via % food premises which meet the minimum Food Hygiene Standard (NI 184) Target: to be set in 09/10 <p>LAA Indicators</p> <ul style="list-style-type: none"> VAT registration rate (numbers of business registering) (NI 171) Target: 350 (Hambleton) Increase the number of creative industries (L 36) Target: None set in LAA Increase the value of earnings from tourism (L 37) Target: None set in LAA 	<ul style="list-style-type: none"> Improving participation in physical activity through: <ul style="list-style-type: none"> a) Adult Participation in sport (LAA) (NI 8) Target: 27% (Hambleton) b) Children and Young People's participation in high-quality PE and sport (NI 57) *external funding not confirmed beyond year 3 Baseline NIL as new indicator Target: +430 c) Visits to leisure centres by the over 60s compared with % population (L-LE30) Target: 18% d) To engage teenagers in 10 new activities of their choice (cumulative) (L-LE38) Target: 1,000 Reducing child obesity among primary school age children in Year 6 (NI 56) Target: 12.5% Improving participation in cultural activity through: <ul style="list-style-type: none"> a) Attendance at voluntary museums (L-LE21) Target: 13,500 b) Participation in arts events (L-LE26) *increased figure in 2008/09 is due to County Youth Arts Festival being held in Northallerton Target: 10,940* c) Total visitors to registered museums (BV170b) Target: 36,000 To reduce the number of people in fuel poverty to 1.5% of the population by 2012 (L-EH27) 2005 Baseline 1,441 people Target: 2.5% Increase the number of homes for vulnerable people meeting the Decent Homes Standard within Private Sector (L-EH28) 2005 Baseline 978 vulnerable households Target: 64% <p>LAA Indicators</p> <ul style="list-style-type: none"> NI 8 is also target in the LAA (see above) Target: 27% (Hambleton) Increase public engagement in the arts (L-LE66) Target: 2% increase on 06/07 Additional extra care units occupied (L-LE12) Target: 150 (North Yorkshire) 	<ul style="list-style-type: none"> Number of incidents referred to the Police by CCTV (L-DM17) NB: In 2011/12 incidents will reduce due to deterrent effect of positive monitoring Target: 270 Reduce the number of anti-social behaviour and nuisance incidents (L-CSA10) Target: 860 Reduced alcohol related disorder incidents (L-CSA15) Target: 120 Reduced fear of crime (L-CSA16) Target: 71% <p>LAA Indicators</p> <ul style="list-style-type: none"> Reduce the perceptions of anti-social behaviour (NI 17 and L67) being seen as a problem Target: 8% Reduce the incidents of assault with injury crime rate (NI 20) Target: 310 (Hambleton) Reduce repeat incidents of domestic violence (NI 32) Target: 21% (Hambleton) Reduce the perception of drunk or rowdy behaviour seen as a problem (NI 41) 2007/08 Baseline = 16% Target: 15% (Hambleton) 	<ul style="list-style-type: none"> Improve public satisfaction with street cleaning (L-OS22) Target: 71% Improve public satisfaction with refuse collection (L-OS23) Target: 80% Reduce the amount of land littered, buildings defaced and fly tipping (NI 195) Target: 7% Net Additional homes provided (NI 154) 2007/08 Baseline 312 homes Target: 320 Number of empty properties returned back to residential use (L-H32) Target: 12 <p>LAA Indicators</p> <ul style="list-style-type: none"> Increase the number of vulnerable people achieving independent living (NI 141) Target: 71% (North Yorkshire) Number of affordable homes delivered (NI 155) 2007/08 Baseline 139 homes Target: 100 (Hambleton) The supply of ready to develop housing sites is being fully maintained (NI 159) 2007/08 Baseline 5,298 sites Target: 100% (Hambleton) The council will deliver 100% of actions in relation to flood and coastal risk management (NI 189) Target: 100% (Hambleton) Improved local biodiversity - active management of Hambleton's Sites of Importance for Nature Conservation (SINCS) (NI 197) Target: 16.2% (Baseline 68 sites) Number of households where homelessness has been prevented through advice and pro-active action (L 8) Target: 2.5 (Hambleton) 	<ul style="list-style-type: none"> % of people who feel they can influence decisions in their locality (NI 4) Target: 34% Contact from citizens that would be unnecessary if we could get it right first time (NI 14) Target: 12% Increase the % of properties with access to the kerbside recycling scheme (L-OS21) Baseline 2007/08 88.2% Target: 93.8% Contribution to the reduction in CO₂ emissions in the Local Authority area (NI 186) directly as an employer via: <ul style="list-style-type: none"> a) reduction in CO₂ emissions from council buildings (note LAA target see below) - 1,950 tonnes 2007/08 Target: 3.5% reduction b) reduction in recycling levels from council buildings - 17 tonnes of paper 2006/07 Target: 3.5% reduction To ensure 80% of customer needs are dealt with at the first point of contact by March 2009 (L-CU01) Target: 80% <p>LAA Indicators</p> <ul style="list-style-type: none"> % of people who believe people from different backgrounds get on well together (NI 1) Target: 86% Increase civic participation in the local area (NI 3) Target: None set in LAA % of population within 5 miles of a local access centre (L 41) Target: 59.94% (North Yorkshire) Reduction in CO₂ emissions from Local Authority Operations (NI 185) Target: To be determined Per capita reduction in CO₂ emissions in the LA area - 13.5 tonnes 2005/06 (NI 186) Target: 3.5% reduction % of household waste composted or recycled (NI 192) Target: 47% (Hambleton) % of municipal waste sent to landfill (NI 193) Target: 62% (North Yorkshire) 	<ul style="list-style-type: none"> National Indicators in the top quartile with a HDC lead (L-EX2) Target: 80% Customer satisfaction to meet our published Service Standards (L-EX1) via: <ul style="list-style-type: none"> a) meeting our individual service satisfaction targets Target: 80% b) meeting our service standards Target: 90% c) % of customer complaints that have led to improvements within services Target: 80% Value for Money - total net value of ongoing cash-releasing VFM gains that have impacted since the start of the 2008-09 financial year (NI 179) Target: £400,730 Achieve the Audit Commissions use of Resources and VFM Assessment Standard (L-EX7) Target: Level 2 Member Development - achievement against an Improvement Framework (L-EX4) Target: Level 1 Average % score for Officer Development and Capacity against the Best Council Score which incorporates: <ul style="list-style-type: none"> - Effective Leaders - Effective Managers - Effective Teams - Effective Workforce Development - Work-life balance pay and benefits (L-EX5 and L-EX6) Target: 55% Meet the Equality and Diversity Assessments accreditation Standard (L-EX3) Target: Level 2



HAMBLETON DISTRICT COUNCIL

An Excellent Council Making Life Better