

Our Improvement Priorities are:

- To improve access of services through sustainable public transport:
 - i) Increase take up of concessionary fares to 16,500 by 2009
 - ii) Increase journeys on community transport schemes to 79,500 by 2009
- To have an additional 430 children and young people participating in sport and to engage 1,000 teenagers in 10 new activities of their choice by 2009
- To reduce the number of people in fuel poverty to 1.5% of the population by 2012
- To improve public satisfaction with street cleaning to 85% by 2012
- To improve satisfaction with refuse collection to 80% by 2009
- To increase affordable housing completions to achieve 142 houses per year by 2010
- To improve the way we engage with communities and they engage with us. We are committed to developing an improved programme of engagement during 2008/09
- To minimise contact from customers that would be unnecessary if we could get it right first time to 12% in 2008/09
- To ensure 80% of customer needs are dealt with at the first point of contact by March 2009
- To provide access to kerbside recycling facilities for 96% of residential properties by 2012
- To increase volume of household waste composted or recycled to 47% by 2009



Area Group Priorities

Bedale

- Car parking
- Bedale Station links
- Town centre lighting



Easingwold

- Car parking
- Affordable housing
- Increase investment



Northallerton

- Northallerton Triangle
- Business incubator
- Low Gates Level Crossing



Stokesley

- Affordable housing
- Recycling
- Dog wardens



Thirsk

- Long Street
- Employment land
- Dalton Industrial Estate



If you have difficulty reading this leaflet we will provide larger print, braille, audio tape or alternative language versions of all or part of it

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Corporate Plan 2008-2012 Summary



HAMBLETON
DISTRICT COUNCIL

An Excellent Council Making Life Better



Peter Simpson
Chief Executive

Arthur Barker
Leader

At Hambleton, we are proud of the fact that we are rated as an 'excellent' council by the Audit Commission and we have retained this status. However this doesn't make us complacent – as well as our clearly defined improvement priorities we have a range of management initiatives designed to build on our solid foundations and deliver first class customer service.

Our four year Corporate Plan – which takes us to March 2012 – sets out our direction for the future and clarifies our priorities over the coming years.

The Council's vision and priorities have been drawn up after significant involvement from the community, Councillors and our partners. This includes the work done by the Hambleton Local Strategic Partnership – via the Thematic Lead Groups; Area Group Plans; Parish Plans and the North Yorkshire Strategic Partnership. We have also used surveys carried out over the last two years to tell us what our communities say is important.

For the first time within our Corporate Plan we are putting area issues alongside our key strategic aims to raise their profile. We are fully committed to locally based decision making and resourcing and we aim over the next few years to enhance the area profile data we have so that we can target our resources around those areas of greatest need.

The Council priorities have been determined by theme:

Prosperity



To build a sustainable, modern and productive economy that delivers economic well-being to the whole community:

- 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

Health



To promote healthier communities and reduce health inequalities:

- 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

Safety



To make Hambleton a safe place in which to live, visit and do business:

- 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

Places



To protect and enhance the environment:

- 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

People and Sustainable Communities



To support the development of strong and engaged communities:

- 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

An Excellent Council



To maintain the reputation of an Excellent Council:

- 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