

Corporate Plan: Key Priority Performance Targets for 2016/2017 Phase One

Keeping our borough clean and green	Supporting our community	Managing our resources	Supporting businesses and our local economy
<p>Providing quality parks, nature reserves and other public spaces that are safe, pleasant, and well maintained:</p> <ul style="list-style-type: none"> • Obtain external accreditation to recognise the quality of: (C&WC) <ul style="list-style-type: none"> ○ Alexandra Recreation Ground ○ Ewell Court Park ○ Rosebery Park ○ Epsom Common • Produce an Operational Management Plan for: (C&WC) <ul style="list-style-type: none"> ○ Alexandra Recreational Ground ○ Auriol Park • Continue to deliver: (C&WC) <ul style="list-style-type: none"> ○ The Local Biodiversity Action Plan and Management Plans for Horton Country Park and Hogsmill Local Nature Reserve 	<p>Supporting and enabling the delivery of affordable homes:</p> <ul style="list-style-type: none"> • Bring back at least three long term empty properties into use (C&WC) 	<p>Developing multi-skilled and motivated staff:</p> <ul style="list-style-type: none"> • Review and implement a performance pay and staff appraisal scheme (S&R) • LGA “light touch” Decision Making Accountability (DMA) review to be undertaken (S&R) 	<p>Supporting a comprehensive retail, commercial and social offer:</p> <ul style="list-style-type: none"> • Prepare a draft business plan for the proposed BID for consideration by Members in January 2017 (S&R) • At least 90% of premises licence application determined within 21 days from the end of the statutory consultation period (L&PPC)
<p>Accommodating sustainable development whilst protecting the green belt in accordance with Policy:</p> <ul style="list-style-type: none"> • Members to consider a Strategic Housing Market Assessment (L&PPC) • Members to consider a Green Belt Study (L&PPC) • Complete the pre-submission consultation on a partial review of the Core Strategy (L&PPC) 	<p>Helping those at risk of homelessness:</p> <ul style="list-style-type: none"> • Provide nine additional units of temporary accommodation at Blenheim Road for occupation (C&WC) • At least five households accommodated through the private sector leasing scheme by March 2017 (C&WC) • Have no more than 60 households living in emergency temporary accommodation (C&WC) • Housing allocation policy to be fully implemented (C&WC) 	<p>Providing services digitally:</p> <ul style="list-style-type: none"> • New and improved website to go live (S&R) • At least 30% of housing clients to complete applications digitally (S&R) • Revenues and benefits self-serve functionality available (S&R) 	<p>Maintaining strong links with local business leaders and representative organisations:</p> <ul style="list-style-type: none"> • To hold at least three business breakfasts (S&R) • At least three additional businesses represented at the business breakfasts meetings (S&R)
<p>Introducing a premium weekly waste and recycling service as standard for all residents and encouraging more household waste to be recycled:</p> <ul style="list-style-type: none"> • Consult members on the action plan for the introduction of the new weekly premium recycling and waste service as standard for all residents and Implement the Plan enabling weekly collection (EC) • At least 99% of bins to be collected each week (EC) • Promote household recycling by holding: (EC) <ul style="list-style-type: none"> ○ Three road shows, and ○ 12 school events 	<p>Promoting healthy and active lifestyles, especially for the young and elderly:</p> <ul style="list-style-type: none"> • Round the Borough Bike – to have 135 participants (5% increase) (C&WC) • Deliver Epsom & Ewell entry into the Surrey Youth Games (C&WC) • To deliver a programme of physical activities for older people (C&WC) • Round the Borough Hike – to have 70 participants (5% increase) (C&WC) • Hold one event each quarter to promote services available to assist residents to remain in their homes (C&WC) • Membership at the Epsom Centre to increase to at least 120 members (C&WC) • Install community alarms within two days of the assessment (C&WC) • Members to consider a review of the new Routecall arrangements (C&WC) 	<p>Identifying new sources of revenue and maximising our existing income:</p> <ul style="list-style-type: none"> • At least 98.4% of Council Tax collected (S&R) • At least 99.0% of Business Rates to be collected (S&R) • At least three business cases which will generate long term income streams to be submitted to the Capital Member Group for prioritisation as part of the 2017/18 capital bid process (S&R) • Collect £2.3 million of receivable rents (S&R) • Process new Housing Benefit claims within an average time of 22 days (S&R) • Process Housing Benefit change of circumstances within an average time 11 days (S&R) 	<p>Supporting developers to bring forward the development of town centre sites:</p> <ul style="list-style-type: none"> • Number of major planning applications received (L&PPC) • Number of business applications received (L&PPC) • Number of other planning applications received (L&PPC) • At least 75% of major planning applications determined within 13 weeks (L&PPC) • At least 80% of business applications determined within 8 weeks (L&PPC) • At least 90% of other planning applications determined within 8 weeks (L&PPC) • Produce proposals to implement Planning Performance Agreements for Major Planning Applications by 31 July 2016 and implement these once agreed by the Licensing & Planning Policy Committee (L&PPC) • Develop a project plan for major applications (L&PPC)
<p>Keeping the streets and open spaces clean and tidy:</p> <ul style="list-style-type: none"> • At least 75% of streets to have met the national standard for street cleanliness based on a sample of five streets per quarter. (Included in the survey will be parks and shopping areas. The survey will grade litter, graffiti, weeds and grass verges during cutting season) (EC) • Remove each abandon vehicle on Borough Council land within five working days from being reported (EC) • Remove general fly-tips on Borough Council land from when they are reported within five working days (EC) 	<p>Encouraging and supporting volunteering initiatives:</p> <ul style="list-style-type: none"> • Support at least three community/volunteer clean up campaigns (EC) 	<p>Delivering further efficiency savings and cost reductions:</p> <ul style="list-style-type: none"> • Development and implementation of a new procurement strategy, revised contract standing orders and implementation of e-tendering package (S&R) • Implementation of the agreed ICT proposals for partnership working with Elmbridge Borough Council and undertake progress review (S&R) • Review and implement alternative options for delivery of payroll service (S&R) 	<p>Delivering an affordable Economic Development Strategy:</p> <ul style="list-style-type: none"> • Commence the delivery of the agreed public realm improvements as part of the phase one highway works within Epsom town centre (S&R)
<p>Taking action to reduce graffiti, littering, flyposting, illegal advertising and dog fouling:</p> <ul style="list-style-type: none"> • Report to be considered by members identifying measures designed to reduce incidents of graffiti, littering, fly-tipping, flyposting, illegal advertising, dog fouling and improve dog control (EC) 		<p>Maximising returns from properties and other investments:</p> <ul style="list-style-type: none"> • To procure at least two residential units generating no less than 6% return on investment (S&R) • At least an additional £50,000 income to be generated from investment properties (S&R) 	<p>Promoting our Borough as an excellent place to do business:</p> <ul style="list-style-type: none"> • Develop business content for Epsom and Ewell and other stakeholder websites (S&R)

Key: **Achieved or on target;** **Slightly off target not a major concern or slippage;** **Off target / unlikely to be achieved for projected year or not achieved;** **Information only indicator**