



Kettering Borough Council Improvement Plan 2010/2011

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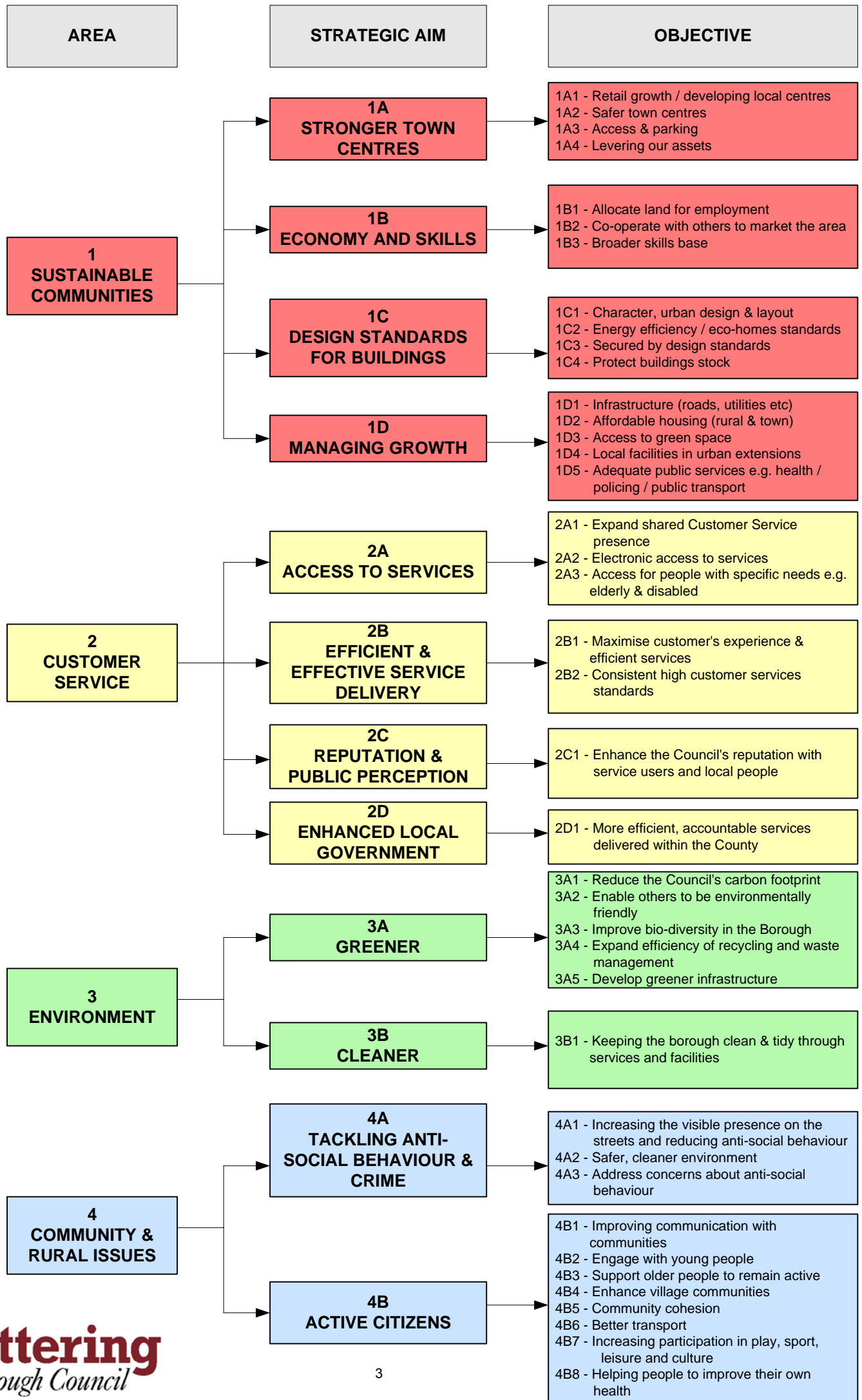
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SUSTAINABLE PLACE MAKING



2009/2010 Key Achievements

Sustainable Communities

Suite 16 programme:

Redevelopment of Market Place

Works to turn the old Market Place into a focal point for the town's upcoming restaurant quarter were completed in August 2009. Local company Weldon Plant Ltd put the final touches to the new Market Place on Friday 7th August and removed the barriers to reveal a space that was quickly filled by people sitting on the granite benches; watching as the water fountains were tested.

The project, which saw £2.2 million of investment attracted from outside of the borough was completed on schedule and within budget. The project highlights the commitment that Kettering Borough Council and its partners, such as the North Northamptonshire Development Company (NNDC) have to invest in the area, both helping its regeneration and supporting the local economy. The summer celebration which marked the official opening of the space was attended by over 3,500 people.

Chesham House Design and Technology Centre

Chesham House was the first of the Suite 16 projects to be finished, with the first occupants arriving in March 2009. Chesham house is a good example of how the Borough Council approaches and will approach the Suite 16 Projects:

- ◆ It has been 80% funded through external bid funding, totalling some £800,000.
- ◆ The Borough Council has used £200,000 of local taxpayers money to pump prime that investment.
- ◆ Chesham House is a listed building, which has been refurbished as part of the project.
- ◆ Chesham house will bring design and technology based employment to Kettering.
- ◆ The project has been delivered in partnership with the University of Northampton.

The centre offers flexible terms on units, hot desking facilities, training rooms, virtual office support and a range of free business support through Business Link.

Planning Approval Secured for Market Place Restaurants

Tuesday 9th February 2010 saw the Market Place Restaurants secure planning approval. The new buildings will see restaurants and possibly cafes coming to the Market Place giving people in the town somewhere to enjoy a bite to eat and sit and catch up with friends and family. New high quality apartments will be built above the restaurants, with resident parking provided at basement level.

Formal consultation on the scheme received the support of English Heritage, whose comments were considered as key, due to the proximity of the new buildings to the Grade 1 Listed Parish Church.

The planning approval means that work on the new buildings can start in earnest in time for completion in the Spring 2011.

The scheme is being funded through Growth Fund from the Homes and Communities Agency with support from Northamptonshire County Council and North Northants Development Company.

Executive Approval for the Next Phase of Public Realm works

Following two periods of comprehensive consultation, the next phase of public realm works were approved by the council's Executive on the 17th February 2010. The scheme will see Horsemarket, Market Street, Sheep Street and the western edge of the Market Place transformed into a pedestrian friendly space. The removal of through-traffic and relocation of bus stops will provide the opportunity for high-quality paving materials to be used in creating an area that increases footfall to shops and the overall enjoyment of the area.

The scheme is being funded through external bid-funding, despite a cut in the original grant allocation, the Council is pushing ahead with this priority project.

Market Place Events

The new Market Place has seen a number of events and activities take place since its official opening in August 2009. Entertainment has included Kettering by the Sea, circus skills, live music and street entertainment. The Northampton Morris Men have used the Market Place for their 60th anniversary celebrations, Diabetes UK and National Apprenticeships have held road shows on the Market Place and it has also hosted an Italian market. Further information can be found at www.kettering.gov.uk/marketplace

Increasing the Supply of Affordable Homes

We have been working in partnership with housing associations and the Homes and Communities Agency to provide more affordable homes. We have provided increasing numbers of affordable homes from 116 completions in 2007/ 8 to 243 completions in 2008/9.

Introduction of HomeMove

HomeMove was launched in June 2009 to help tenants who are under-occupying their homes to move into smaller properties. Since HomeMove was launched, 15 households have been assisted to downsize into a smaller property thus increasing the amount of family accommodation available for letting through Keyways.

Introduction of LifePlan

LifePlan, our new service to help homeless people and vulnerable tenants get access to employment training and educational opportunities was launched in June 2009. Since June, 62 customers have received advice and support from our LifePlan Advisor.

Move On, Move In

'Move On, Move In' is a joint venture between Kettering Borough Council and partner agencies which aims to provide life skills training for young people looking for their first home. Since Move On, Move In began in May 2006 we have held 10 courses which 81 young people have successfully completed. In September 2009 we undertook a client tracking exercise and found that only two of these young people had either lost or given up their tenancies.

99% of Council's Housing Stock Meeting the Decent Homes Standard

The Council has been working hard to meet the Governments target that by 2010, all Local Authority Housing has to meet the Decent Homes standard. 99.85% of Kettering's Council housing stock now meets the Decent Homes standard.

Reduction of Bed and Breakfast Accommodation for Homelessness

We have reduced our use of bed and breakfast accommodation for homeless households by implementing a preventative approach to homelessness. Expenditure on bed and breakfast accommodation in 2009/10 has been driven down to £44,906 at the end of January. This compares to £178,112 at the same time last year.

Shop Front Improvements

Working with shop owners and landlords in the town centre, we have improved shop frontages to make empty properties look more attractive to potential investors and shoppers. The Council will begin the next phase of enhancing shop frontages by working with partners on an additional 4 shops within the town centre.

Residents Parking Scheme

In collaboration with Northamptonshire County Council, the Council have moved forward the residents parking zones. Legal work in preparation for the launch of the first zone on 1st April 2010 has been completed and there is a timetable for the delivery of the remaining zones throughout 2010/11.

Customer Services

Enhanced Partnership Working Including HMRC in the Customer Services Centre

The Customer Service Centres enable Kettering Borough Council, Northamptonshire County Council, Police and Fire services to develop and bring together front line services to the residents of Kettering Borough. The last 12 months has seen the successful integration of the HMRC Tax Office into the Customer Service Centre and Police Community Support Officers (PCSO's) are now working out of each of the centres. Job shadowing between the Police and KBC employees has taken place and will continue into next year.

Improving Online Services

Our www.kettering.gov.uk website has again been commended for its easy and effective use (and has remained a transactional website for the third year in a row) according to the Society of Information Technology Management (SOCITM) Better Connected. The site has also been listed in the top 24 of Shire council websites. The website continues to be one of most used access channels with an average of over 1.68 million page requests per month in comparison to just over 1.61 million this time last year. Further enhancements to the website this year have included online land charges, the inclusion of a Moving to Kettering and Young Persons area on the site.

Better Customer Information

We have successfully sent out four editions of our resident's newsletter 'Voice' which has been well received by members of the public. Voice is distributed to every household within the borough and positive comments are often received from our residents. Impact on how this affects council perception will be measured during the course of the year.

Customer Engagement

◆ Town Centre Shop

For the second year in a row, the Council have used the Town Centre Consultation Shop, encouraging residents to discuss their ideas and views on the proposed improvements to Market Street and Sheep Street. Further consultations around the budget setting process, the greener borough service and town centre improvements were also showcased in the shop.

◆ Promoting Benefit Take / Debt Advice

The Council have improved communication and consultation by going out into the community and identifying areas where help and assistance is required to combat social exclusion to all.

◆ Residents Parking

In collaboration with Northamptonshire County Council, the Council have prepared the legal work for the launch of the first residents parking zone (by the hospital) for the 1st April 2010.

Customer Service Excellence Award

(Awaiting information – 3 weeks)

Trailblazer for Customer Services - 'Getting it right and righting the wrongs' project

Kettering Borough Council was selected as one of nine regional trailblazers to test the 'Getting it right and righting the wrongs' customer service practitioner's toolkit. The six month pilot has seen Kettering Borough Council focus on four partnership themes of anti-social behaviour, vulnerable people, debt advice and highways.

Throughout the course of the trailblazer we have engaged with customers, councillors and staff to gain their views and knowledge, and to help us ensure that the customer is at the heart of our service.

Staff Capacity

◆ Staff award ceremony

Kettering Borough Council's second staff award ceremony took place in June to celebrate training achievements and to give recognition to employees who have achieved excellence by going the extra mile. This proved to be a huge success and will be replicated again in 2010/11.

◆ Reduced sickness

Corporate sickness throughout the authority has improved. It has reduced from 10.25 days in Jan 2007 to 7.24 days in January 2010.

Successful Completion of European and County Council Elections

The Council has successfully completed the election process for the European and County Council elections and the assessment of the service by the Electoral Commission as the best in Northamptonshire.

Environment

Kettering Borough Council and E-On and Smart Meters trial

In September 2008, Kettering Borough Council and E.ON launched an innovative Smart Meters pilot programme. The pilot saw 475 homes in the Borough having new Smart Meters and In-home Energy Monitors installed.

The Smart Meters remove the need for meters to be read with the meters sending meter reading directly to E.ON, resulting in more accurate billing and the end to estimated bills.

The In-home Energy Monitors provide customers with real time information about the amount of energy they are using and the cost of this. The simple display includes a traffic light system shows immediately if the energy consumption is high (red), medium (amber) or low (green).

In addition to the new technology customers on the trial were offered an Energy Saving Reward if they reduced their energy consumption over the year the pilot was running for. Customers reducing their consumption by 5% would receive a £50 reward, and customers saving 10% would receive a £100 reward.

The pilot has been a great success and has seen significant numbers of customers taking part reducing their energy consumption, bringing to them the dual benefits of financial savings and a reduction in their carbon footprint.

Kleensweep

Over the past 12 months, five Kleen Sweeps were held in the five Safer Community Teams. The Council also worked in partnership with the probation service providing large quantities of paint for graffiti removal and worked alongside the Youth Offending Team on a variety of clean up projects around the Borough.

The Council established the Natural-Ise community group to support local volunteers on taking a long term management of the Ise Valley Green Space and we have also supported several Rivercare clean up's of the River Ise.

Burton Wold Community Fund

In 2009/2010 Kettering Borough Council continued to promote and deliver the Burton Wold Community Fund in Burton Latimer. We are receiving more requests for information and the amount of applications to the fund is increasing.

The community fund will run for the operational life of the wind farm with the aim of promoting energy efficiency and energy efficiency education in the community, through grants and loans to individuals and community groups.

Several organisations looking to establish community funds have visited Kettering Borough Council to find out more about how the fund operates.

Greener Borough Service

Working with Groundwork Trust, the Council has continued to promote the Greener Borough Service which can help save the average household up to £1000 a year. The service aims to make it easier for our residents to access advice, assistance and grants to help people live a greener life and save money. Further information can be found online at www.kettering.gov.uk/greenerborough

Capital investment to London Road and Desborough cemetery

Investment to improve facilities to London Road and Desborough Cemeteries such as better drainage and roadways so relatives can use the areas more easily and safely.

Community and Rural

Crime reduction

Over the past 12 months, a number of crime reduction initiatives have been introduced including:

- ◆ 88 new Neighbourhood Watch Schemes were set up in the Kettering Borough. We now have 330 active schemes.
- ◆ Through Partnership activities, there has been a 53% reduction in secondary fires in refuse containers throughout the Kettering Borough.
- ◆ Through funding secured from the Community Cashback Initiative 800 personal household CCTV cameras have been distributed to people of repeat victimisation.
- ◆ Since September 2009 Groundwork have provided targeted outreach youth work at 8 hotspots, working with 227 young people and diverting them away from crime and ASB.
- ◆ To reduce repeat victimisation in both Domestic Burglary & Domestic Violence, during 2009/2010 using Partnership funding, security has been upgraded in 122 homes and 8 communal alleyways have been gated and made secure. A Domestic Abuse event for both professionals and public was held in the Corn Market Hall on 19th November 2009. Good feedback was received.
- ◆ 3 Partnership Alcohol Awareness sessions have been delivered at KBC by CAN & Aquarius. The sessions were very well attended by a wide range of agencies and good feedback was received.

Supporting Vulnerable People

In supporting vulnerable people, the Council has undertaken a number of initiatives including the introduction and promotion of the new 10 day deal. The promise is that if the customer provides all the relevant documents, we will action their benefits claim within 10 working days.

Reducing Homelessness

Our Housing Options team has developed a preventative approach to homelessness. Homelessness applications have been reduced from 206 in the first 10 months of 2008/9 to 112 in the first 10 months of 2009/10. Homelessness acceptance has been reduced from 115 in the first 10 months of 2008/9 to 69 in the first 10 months of 2009/10. Use of temporary accommodation has been reduced from a peak of 52 units in February 2007 to 15 units in February 2009.

Expansion of the Housing Options Service for People at High Risk of Homelessness

A project to improve Housing Options for ex-offenders was completed in March 2009. Following on from this project several service improvements have been made: a Housing Options Advisor now holds weekly surgeries at Probation, several training sessions on Housing Options and law have been arranged for partner agencies and Housing Officers now deliver training sessions at HMP Woodhill. A second project to improve the Housing Options service for people with poor mental health was completed in May 2009.

Reducing Health Inequalities

The Council have embarked on a number of projects over the last 12 months to help reduce health inequalities within the borough including:

- ◆ **Delivery of the MEND (Mind, Exercise, Nutrition, DO it) and 10% challenge.**
The programme is delivered across Northamptonshire which aims to educate children and their parents about the benefits of healthy eating and staying active. The 10% challenge

educates adults on the benefits of a healthy lifestyle with the intention of losing 10% of their bodyweight.

♦ **Activity referral programme**

In line with the NHS tender, the Kettering Activity Referral Scheme offers discounted gym and pool access to those referred by their GP for medical reasons on a 12 week programme. Over 200 per year access this scheme.

Opening of the national volleyball centre in Kettering

A grant of £30,000 was given to Volleyball England to lever in additional funding from EMDA, NEL and Phoenix Leisure. This enabled the development of the National Volleyball Centre in Kettering. The Centre will attract national and international competition to the borough, increase opportunities for community involvement, enhance the Borough's 2012 offer and attract additional investment.

Free swimming

The Council implemented the first year of the free swimming initiative which meant that free swimming was offered to people aged 16 and under and people aged 60 and over. 12,779 visits by people ages 16 and under and 6,176 visits from people aged 60 and over were made by people accessing free swimming at the Kettering Swimming Pool in the first six months of the scheme.

2010/2011 Key Priority Actions

Sustainable Communities

Development of the Suite 16 programme including:

Continuing to Support a Programme of Family Events on the Market Place

The Council's vision is to create town centres that are Characterful, Distinctive, and Fun. These three key words help to ensure that the town centre is more than just a place to shop. The completion of Kettering Market Place now gives the Council a better opportunity to deliver this vision and a number of successful events have already taken place since the new Market Place was opened. The regeneration works have started to provide a better opportunity to bring more events to the Town Centre including the Cycle Tour Series, proposals to stage World Cup screenings and a programme of summer activities for families.

Market Place Buildings

The vision for the Market Place area is to create a Restaurant Quarter that allows high quality dining from morning through to night, both inside and outside. The new Market Place restaurants will bring an enhanced eating offer to the Market Place, with diners being entertained by performances under the canopy.

The project has been funded through Growth Area Funds and will see a total of 9,000sqft of restaurant space and 10 high quality apartments built on an old car park site next to the newly refurbished Market Place. The scheme received planning approval in February 2010 and the project will be complete by March 2011.

Next Phase of Public Realm

The Town Centre will become more than just a place to shop; it will have an varied offer that encourages visitors to spend more time in, and enjoy, our town centre. Market Street will be traffic free and will encourage shoppers to meander through the area and Sheep Street will be a shared space where access traffic will be allowed, but where the pedestrian takes priority. This new area of public realm will link the Market Place to the Yards area, where niche and independent shops stay open into the evening and allow a safe and relaxed browsing experience; and to the High Street where big brand shopping can take place on a larger scale.

The project is part-funded by Growth Area Funds (GAF), although the Council has been required to gap-fund a portion of the scheme as GAF funds were reduced part-way through the scheme. The scheme was approved by the Council's Executive in February 2010 and the project will be completed by March 2011.

Wadcroft

Feasibility work on the Wadcroft scheme has seen the development of two options which will house a department store and accompanying high street units. These options will be market tested and discussions with developers and retailers will continue. The Wadcroft development will bring around 12,000sqm of retail floor space to the High Street and will help to ensure that Kettering maintains its role as the retail focus of North Northamptonshire.

Supporting New Business Parks

The plans to bring forward a new office park will continue to develop over 2010/11, with an agreement already in place signed with the Police to test the feasibility of a joint back-office. This will act as a catalyst for new offices which will raise the quality of jobs on offer in the town. The relocation of the Borough Council's offices will include a new One Stop Shop within the town centre, this will be developed in conjunction with our partners from the voluntary and public sectors.

Bringing forward the regeneration of the Bowling Green Road sites

The redevelopment of the Council-owned sites (currently used as car parks to serve the town and the Council offices) will see new use(s) brought to the southern end of the town centre. These uses will bring jobs and footfall to the town, over and above that achieved by the current council offices.

Station Quarter

Work will also continue with the progression of the Station Quarter masterplan and associated transport proposals. Key stakeholders and landowners will be consulted and the plans will continue the route to adoption through the Town Centre Area Action Plan. Improvements to Station Road include a new transport interchange to the east of the train station, a new linking footbridge to connect routes and two new car parks to the west and east are also part of the proposals. This work will build on the successful Green Links project developed over 2008/09 with the County Council using external bid funding.

Kettering Town Centre Area Action Plan

A strong policy framework for Kettering town centre is an important tool in delivering the Council's vision. The Kettering Town Area Action Plan has made significant progress towards adoption and will be submitted to the Secretary of State in the autumn of 2010 with the Examination in Public planned for February 2011.

Rothwell and Desborough Area Action Plan

The Rothwell and Desborough Area Action Plan is well advanced and will provide a sound policy basis for achieving regeneration and planned growth in these two market towns. Adoption of the plan, following submission to the Secretary of State and an Examination in Public is planned for early 2011.

Site Specific Development Plan Document

The site specific development plan document will provide an important policy framework for areas outside Kettering, Desborough and Rothwell. It is in early stages of development with Options planned to be published late in the year.

Maximise the Effectiveness of Development and Contributions and other Funding to Kettering Borough

In the climate of reducing public funding and significant development proposals, it is essential that opportunities to secure contributions from developments and to secure other sources of funding are maximised.

Progress Delivery of Major Development Projects, Including for Housing, Employment and Town Centre Regeneration

Resolutions to grant planning permissions have been made for a number of significant developments in the district, including residential development at Polwell Lane, Barton Seagrave (450 homes) and the sustainable urban extension at East Kettering (5,500 homes, employment development, district centre, schools etc).

Delivery of these will contribute to realising the growth and vision for Kettering Borough. Achieving delivery will require the drafting and completion of S106 agreements and discharge of pre-commencement conditions. In some cases these are issues requiring significant resource input and partnership working with the community, other public sector agencies and landowners/developers.

Supporting Local Businesses

Looking to increase the take up of business support within Kettering, the Council will be:

- ◆ Creating and implementing a 'Spread the Word campaign'
- ◆ Building on successful improvement with the University of Northampton (start up)
- ◆ Building awareness locally of Business Link
- ◆ Establishing local partner links
- ◆ Working with Business Link to obtain and assess feedback from businesses about the service

Shop Front Improvements

The next 12 months will see the Council working with shop owners and partners within Kettering Town Centre to help improve the frontages of empty properties, making them more attractive to both shoppers and potential investors. The Council will be focusing on improving four shop fronts initially to act as both a template and to help let properties in high priority areas of the town centre.

Increase the Skills Level of the Borough

The Council will be working on a number of projects over the next 12 months to increase the skills level of the Borough, including:

- ◆ Work with the Train to Gain programme to increase take up within the Borough
- ◆ Support young people through provision of apprenticeships
- ◆ Hold an annual career fair for secondary schools
- ◆ Submission of graduate placement programme with University of Northampton, Corby Borough Council and NNDC
- ◆ Work with partners to support future delivery of Higher Education / University Campuses
- ◆ Work with NEL, HR, 3rd sector on delivery of Future Jobs Fund
- ◆ Implement action plan from Education Task and Finish Group

Housing Repairs

The Council will aim to make our repairs service more focused on the needs of the customer by offering appointments for repairs, providing better information for tenants and improving the diagnosis of repair requests. This will involve the introduction of simplified working practices and mobile-working technology for our repairs staff. As well as improving the customer experience, we intend to enhance the effectiveness of the repairs service and achieve better value for money.

Local Lettings Plans

The Council will be working with its housing association partners to develop local lettings plans for new housing developments that provide more than six homes. The plans will set out the allocation arrangements for the new homes and describe the liaison arrangements with other agencies such as town councils, the police, health service, schools and social services. The plans will help to ensure that new housing developments become an integral part of existing communities.

Funding Council Housing

The Government has announced a radical overhaul of the system for funding local authority housing. The key proposals are to abolish the current HRA housing subsidy system and introduce a self-financing system in which local authorities would retain all rent income and RTB receipts. This would require a one-off adjustment in which housing debt is distributed between local authority landlords.

The Department for Communities and Local Government have indicated that they will make an offer to each local authority in Spring 2010. This will include a statement of how much of the national debt will be given to each local authority.

The Council will need to consider its response to the Government in the light of its medium term financial strategy.

Private Sector Housing

The Council will review its private sector housing services so that we can move from the traditional position of a regulator and enforcer of standards to an approach where we work in greater partnership with landlords and their managing agents. Our ambition is to assist private landlords to provide good quality housing for households in housing need.

Strategic Approach to disabled adaptations

We intend to carry out a comprehensive review of our housing services for disabled people. In particular, we will be looking to improve the way that we carry out adaptations to the homes of people with a disability. Currently, we have different policies and procedures depending on the tenure of the applicant. This is an overly bureaucratic and costly approach. Our ambition is to develop a service that focuses more on the needs of people and enables them to live independent and fulfilling lives.

TSA Regulatory Framework for Social Housing

The Tenant Services Authority (TSA) assumes responsibility for regulating council housing from 1 April 2010. The TSA is currently finalising a set of national standards for all social landlords. In addition, landlords will be expected to agree local standards with their tenants. The TSA will have the power to ask the Audit Commission to carry out inspections of local authority landlords. We are working closely with our tenants in preparing for the new regulatory regime and hope to increase participation by tenants in the management of their homes.

Sub Regional Choice Based Lettings

We are working with Corby Borough Council and the Borough Council of Wellingborough to introduce a sub-regional choice based lettings scheme. Customers in all three authorities will have the opportunity to bid for vacant properties across all three local authority areas. This will build on the success of Keyways, Kettering's own choice based lettings scheme, which was launched in January 2009. The sub-regional choice based lettings scheme is scheduled to go live in September 2010.

Extend LifePlan and HomeMove

The Council has been selected by the Government as one of 12 authorities across the country to be an enhanced Housing Options Trailblazer.

LifePlan, one of our trailblazer projects is helping homeless people to gain access to training, educational and employment opportunities, thereby maximising their life chances.

HomeMove, another Trailblazer project provides practical help to council tenants who want to move to a smaller home that is more appropriate for their needs. This helps to free up larger properties that can then be let to families in housing need. The next 12 months will look at developing both of these initiatives.

Completion of the New Residents Parking Scheme

The Council will continue to work with Northamptonshire County Council to take forward and implement the additional six residents parking zones.

Customer Services

Further Partnership Working

To enhance partnership working with external advisory groups such as Citizens Advice Bureau (CAB), JobCentre Plus and Accommodation Concern. To continue close partnership working with agencies that work out of our Customer Service Centres. Look to develop and identify new partnerships with agencies that could potentially hold surgeries from our Customer Service Centres.

Closer Working and Integration with the Police Authority

Ensure that the Police continue to have a presence within our Customer Service Centre and A6 Towns Customer Service Centres and to continue with job shadowing between Council and Police employees.

Attain 'Achieving' Status Under the Equality Framework for Local Government

Carry out Equality Impact Assessments (EIA) throughout the whole organisation and ensure that equalities is embedded throughout the whole authority. This will mean that all action points arising from an Equality Impact Assessment will be embedded into each area's Service Plan. We are currently entering into the third year of the 3-year programme.

Maintain and Improve Sickness Levels Within the Authority

Continue to maintain and improve sickness levels within the authority by introducing a new sickness absence policy alongside reviewing the training needs of new / existing managers in absence management issues.

Better Customer Information

Continue to produce three resident's newsletter 'Voice' a year. This will focus on communicating information about Council services and priority issues that we are working on. In addition, the Council will continue to provide timely, up-to-date and relevant information to our customers.

Managing Risks and Providing Services

The Council is working with its insurance company to refresh its corporate risk register and develop its mitigation plans. Performance clinics all provide risk updates on an individual basis and member training will be provided to assist in meeting their responsibilities.

Enhance the Council's Website to Further Develop Online Capability

Further develop the Council's website and to promote channel shift for customers interacting with us.

2010 General Election in the Kettering Constituency

To prepare and manage the General Election 2010 in the Kettering Constituency and manage all non scheduled by-elections or referenda arising within the Borough.

Environment

Further Develop Operation Kleen Sweep and Ward Walkabouts to Create a Greener, Cleaner and Safer Borough

Continue to develop Operation KleenSweep and Ward Walkabouts to align with other agencies and initiatives both at a local and national level. This will result in action plans being developed to improve coordination which will result in focused outcomes that are timely and will benefit all stakeholders. The Council will ensure that five KleenSweeps are undertaken next year.

Household Recycling Centre

The Council and Northamptonshire County Council are working together in partnership to develop the new Household Recycling Centre off Garrard Way in Kettering. The new site will replace the existing facility in Cunliffe Drive which is too small to accommodate the number of visitors who wish to use it. The new £2m household waste recycling centre is scheduled to be open by October 2010.

Desborough Green Space: Develop and Agree a Feasible Project Plan

Work is starting on the development of a draft master plan for the maintenance and management of the site by August 2010. Consultation with the local community will take place by the end of September 2010.

Further Promotion of the Greener Borough Service

Working in partnership with Groundwork Trust to further develop and promote the Greener Borough Service to residents, schools and the business community helping them to access advice and support which will help them save money and also help save the planet at the same time.

Burton Wold Community Fund

The Council continue to promote and deliver the community fund, working with individuals and community groups to deliver environmental improvements. We will also be looking to extend the principles of the scheme to help other newly developed wind farms within the borough.

Community and Rural

Supporting Vulnerable People

Work will continue around the services that we offer vulnerable people including: further promotion of the leisure pass, promoting and sustaining free swimming to under 16's and over 60's and additional promotion of holiday activities, activity referral schemes, health walks healthy lifestyles and sport for people with disabilities.

The Council will work with other agencies to address the issues caused by domestic abuse looking to improve the service to high risk victims through multi-agency working and high-risk service provision. The Council will help coordinate awareness raising campaigns locally on domestic abuse for victims and help to promote the range of services available.

The Building Communities Project will be consolidated into a joint partnership as a signposting vehicle to increase two-way information for people from within hard-to-reach communities in Kettering. The initiative has a neighbourhood focus and widens the potential to make contact with the residents who would benefit most from agency services. The initiative also seeks to support and encourage residents to become more proactive and engaged in their local community.

Reduction in Crime

Through the Community Safety Partnership plan, the Council will aim to reduce violence in Kettering associated with the night time economy by encouraging every licensee to join the Kettering Pubwatch Scheme alongside the development of transportation schemes. This will help to disperse the public from the town centre, taking action against those premises caught selling alcohol to under age drinkers.

In addition, the Council will work to help reduce the number of repeat victims of domestic burglary by delivery of the burglary reduction initiative offering victims and potential victims on priority areas, crime prevention advice, survey and security upgrades and making secure communal alleyways when appropriate.

Improve the Health of People in the Borough

Working with NHS Northamptonshire, the Council will look to deliver joint health improvement outcomes around alcohol and drug use, smoking, obesity reduction and active lifestyles. Working with partners, the Council will be looking to promote participation by targeting individuals in the cardiac rehabilitation phase IV Scheme, exercise on referral scheme, health walk, the MEND programme and the 10% challenge.

Third Sector Support

Kettering Borough Council has Service Level Agreements in place with a number of Third Sector organisations to provide services on its behalf. These include services for older people, debt and money advice, support to victims of crime & ASB and domestic abuse victims. These specifications run until March 2013 and reflect local priorities as identified through our Sustainable Community Strategy and Council Objectives.

We are also in the process of jointly commissioning a Local Infrastructure Organisation (LIO) with Northamptonshire County Council and Corby Borough Council. The successful organisation will help support local Third Sector groups. This will help to create a thriving Third Sector and increase the opportunities for volunteering for local people which are both National Indicators and important to Kettering Borough.

Improving the Benefit Service

The Council will be out and about in the community identifying areas where help and assistance is required to help combat social exclusion. In order to provide faster customer access to benefits services, the Council has launched the 10 day deal which promises customers that if they provide all the relevant documents necessary to process their claim, we will action their claim within 10 working days. Further promotion of the service will take place over the next 12 months.

Community Cohesion

The Council will be promoting stronger and cohesive communities in the neighbourhood coordination areas. The Council will be supporting activities at a local level which will promote positive relationships between all communities alongside undertaking activities to highlight the diverse cultures which make up the borough. The Council will be supporting principles of the Strategy for Community Cohesion in Northamptonshire and will work within Neighbourhood Coordination areas to foster improved community cohesion.

Key performance information

Ref No.	Description	Year end 2008/09	2009/10 Target	Year end 2009/10	Top Quartile*	2010/11 Target	2011/12 Target	2012/13 Target
Sustainable Communities								
NI 154	Net additional homes provided	426	642			642	774	
NI 155	Number of affordable homes delivered (gross)	243	150			150	150	150
NI 157a	Processing of planning applications as measured against targets for 'major' application types	72.73%	75%			80%	80%	
NI 157b	Processing of planning applications as measured against targets for 'minor' application types	89.92%	90%			90%	90%	
NI 157c	Processing of planning applications as measured against targets for 'other' application types	95.75%	94%			94%	94%	
NI 159	Supply of ready to develop housing sites	102%	100%			110%	110%	
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	0.17%	0.15%			<0.1%	<0.1%	

Ref No.	Description	Year end 2008/09	2009/10 Target	Year end 2009/10	Top Quartile*	2010/11 Target	2011/12 Target	2012/13 Target
Customer Services								
NI 14	Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	21%	20%		12.9%	19%	18%	
NI 182	Satisfaction of businesses with local authority regulation services	78%	TBC			Top quartile – once national data available		
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	93%	93%			94%	95%	
NI 179	Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year	£649,000				N/A	N/A	
NI 156	Number of households living in Temporary Accommodation	26	25			15	12	10
NI 158	% non decent council homes	0.7%	0%			0%	0%	0%
NI 160	Local Authority tenants' satisfaction with landlord services	80%	Collected every 2 years			81%	Not collected	82%
NI 187a	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	3%	3		6.6%	5%	4%	3%
NI 187b	Tackling fuel poverty – people receiving income based benefits living in homes with a high energy efficiency rating	41%	41%		35.2%	43%	44%	45%
LPI 66a	Rent collection	98.03%	98.4%		98.63%	98.5%	98.6%	98.7%
LPI 204	Percentage of appeals against the authority's decision to refuse planning applications	21.4%	25%		26.7%	25%	25%	
LPI 212	Average time to re-let local authority housing	41 days	30 days		25 days	25 days	25 days	25 days
LPI 2a	Equality Standard for Local Government Level	2	Achieving			Achieving	Excellent	

Ref No.	Description	Year end 2008/09	2009/10 Target	Year end 2009/10	Top Quartile*	2010/11 Target	2011/12 Target	2012/13 Target
Customer Services								
LPI 12	Days sick per member of staff	7.61 days	8 days		8.33 days	8 days	8 days	
NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year		85			85	87	88
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	14.60 days	10.3 days			8.9 days	8.5 days	8 days
LPI 9	Council Tax collected	97.81%	97%		98.5%	97.5%	98%	98%
LPI 10	NNDR collected	98.94%	97.5%		99.36%	98%	98.5%	98.5%
LPI 78a	Average time taken for new claims	26.9 days	20 days		21.2 days	18 days	16 days	14 days
LPI 78b	Average time taken for change in circumstances	10.6 days	7.25 days		7 days	6 days	5 days	5 days
LPI 79a	% of cases processed correctly	100%	100%		99.6%	99.5%	99.5%	99.5%

Ref No.	Description	Year end 2008/09	2009/10 Target	Year end 2009/10	Top Quartile*	2010/11 Target	2011/12 Target	2012/13 Target
Community & Rural Issues								
LPI 42	The average time taken to remove fly-tips	0.34 days	1 day			1 day	1 day	
LPI 80	Average length of time in working days that it takes to remove abandoned cars	0.1 days	2 days					

Ref No.	Description	Year end 2008/09	2009/10 Target	Year end 2009/10	Top Quartile*	2010/11 Target	2011/12 Target	2012/13 Target
Environment								
NI 185	CO ₂ reduction from Local Authority operations	N/A						
NI 186	Per capita reduction in CO ₂ emissions in the LA area	N/A						
NI 188	Adapting to Climate Change	Level 1	Level 2			Level 3	Level 4	
NI 194	Level of air quality – reduction in NO _x and primary PM ₁₀ emissions through local authority's estate and operations	N/A						
NI 191	Residual household waste per head	494.17	550 kg		512 kg	525 kg	500 kg	
NI 192	Household waste recycled and composted	46.83%	48.5%		43.18%	48.75%	49.50%	
NI 195a	Improved street and environmental cleanliness - litter	2%	5%		3%	5%	4%	
NI 195b	Improved street and environmental cleanliness – detritus	5%	5%		6%	5%	4%	
NI 195c	Improved street and environmental cleanliness – graffiti	6%	5%		1%	4%	3%	
NI 195d	Improved street and environmental cleanliness – fly posting	0%	0%		0%	0%	0%	
NI 196	Improved street and environmental cleanliness - fly tipping	Grade 2	Grade 2		Grade 2	Grade 2	Grade 2	

* Top quartile information is based on 2007/2008 data for local indicators and where available 2008/2009 data for national indicators