

PEOPLE

People feel safe and secure in their communities which have low rates of crime and the fear of crime

Deliver a programme of training in relation to safeguarding for officers and elected Members.	Customers, Communities and Partnerships Manager
Successfully bid for funding from DWP for FERIS activities	Benefits Manager
Review CCTV provision and improve current systems	Ports Manager

People are healthy, with high levels of participation in sports, leisure and cultural activities, contributing to both mental and physical wellbeing

Achieve the target number of interventions for food safety in accordance with the Council's Food Safety Service Plan	Environment and Regulation Manager
To finalise a set of agreed protocols and procedures for the handling and investigation of Statutory Nuisances	Environment and Regulation Manager
Complete construction of Leisure Village Access Road	Projects Manager
Complete construction of Leisure Village superstructure	Projects Manager
Drive the successful delivery of the PSE programme to develop Health and Well being Hubs across the Borough (support and evaluation for the first 3 hubs and roll out of programme)	Customers, Communities and Partnerships Manager

There is a choice of high quality, suitable and affordable homes for all

Continue to deliver the Middle Deepdale project with a target of 200 new homes built by the end of March 2017.	Regeneration Manager
Consult and develop final policy on select licensing for private sector housing	Housing Manager
Develop draft housing strategy	Housing Manager
Develop and take forward HIA business growth opportunities around energy, handyperson.	Housing Manager

There are high levels of participation in local democracy, community action and volunteering

Support the implementation and delivery of key externally funded programmes, Big Local, CLLD, LEADER, Active Coast and Country	Customers, Communities and Partnerships Manager
Complete external evaluation of the Community Impact Team and develop action plan for recommendations	Customers, Communities and Partnerships Manager
Successfully run the PCC and EU referendum Elections and any by-elections - no successful legal challenges	Transformation, Elections and Civic Manager

PLACE

Clean, well maintained and managed streets, parks and open spaces

Agree a transformational plan for Public Conveniences	Operations, Transport and Countryside Manager
Develop and adopt a Tree and Woodland Strategy for the Borough	Operations, Transport and Countryside Manager
To maintain 4 parks accredited with green flag awards and/or awards for excellence	Operations, Transport and Countryside Manager
Re-establish the Parking Review Group to consider concessions for residents in off-street car parks	Parking and Venues Manager
Working with NYCC to replace all on street parking machines in Scarborough and Filey to incorporate card payment facility	Parking and Venues Manager
Assist Ports Development Group towards developing a draft Ports Strategy	Ports Manager
To implement permit parking provision on Vincent pier	Ports Manager

High quality planning and development

Formally submit and conduct examination in public of the Local Plan	Planning Manager
Update and formally adopt supplementary planning documents where necessary	Planning Manager
Ensure Development Management performance exceeds national targets for determination (major applications 60%, minor applications 65%, others 80%)	Planning Manager
To further explore the potential of introducing a Community Infrastructure Levy alongside the Local Plan	Planning Manager

Well managed coastal and flood defences

Submit planning application for Spa Coast Protection Project	Projects Manager
Commence Runswick Bay Coast Protection works on site	Projects Manager
Submit planning application for Whitby Piers Coast Protection Project	Projects Manager
Obtain planning permission for Filey Flood Alleviation Works	Projects Manager
Submit planning application for Church Street flood alleviation project	Projects Manager

Environmental Sustainability, achieved through means including reducing carbon emissions and effective waste management, with high levels of recycling

Achieve a reduction in energy usage by 2% (monitored across all energy usage areas)	Assets and Risk Manager
Introduction of new garden waste charging scheme	Operations, Transport and Countryside Manager
Negotiate on recycling gate fee.	Operations, Transport and Countryside Manager

PROSPERITY

Radically increase the skills & aspirations of the workforce, improve the educational attainment & aspirations of young people, ensure that skills provision meets the needs of the labour market, establish the Borough as the most highly skilled coastal community by 2030, establish the Borough as a national hotspot of Higher and Further Education provision and as a national centre of excellence in the provision of engineering, construction and technical skills

Open Scarborough University Technical College by September 2016	Regeneration Manager
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120 learners to be attending the Scarborough Construction Skills Village during 2016/17	Regeneration Manager
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Improve wage rates and reduce unemployment

Development of Off Shore Wind Centre in Whitby to be operational by June 2017, with the creation of 40 jobs	Regeneration Manager
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Develop Sustainable Tourism which is of high quality, varied and is all year round

Complete construction of Sands Waterpark	Projects Manager
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Delivery and assessment of major events within the Borough - Seafest - Armed Forces Day - P1 day	Tourism Manager
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Obtain sponsorships for major events within the Borough	Tourism Manager
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Implementation of TIC review actions	Tourism Manager
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Improve the marketing of Filey Brigg Caravan Site	Parking and Venues Manager
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Introduce an on-line booking system for Filey Brigg Caravan Site	Parking and Venues Manager
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Open a new Box Office facility for the Open Air Theatre	Parking and Venues Manager
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Council

Provide leadership to our local communities

Implement changes to Scrutiny structure	Regulation and Governance Manager
Progress e-learning for members	Regulation and Governance Manager

Put customers first, providing excellent standards of customer service

Implement outcome from the TIC/CF review and establish new CF provision within Filey Library (2 days per week)	Customers, Communities and Partnerships Manager
To review the Environmental Health Call Out scheme	Environment and Regulation Manager
To respond to 80% of complaints within 20 working days	All
Retain the Legal Service Lexcel Accreditation	Legal Services Manager
For Customer Services to work with Environmental Services and support the delivery of service improvements as identified through the Environmental Services Review.	Customer Services Delivery Manager

Ensure our services provide value for money and secure best use of our assets

Deliver Capital Receipts of at least £250,000	Asset and Risk Manager
Implement a new Merchant acquiring service.	Asset and Risk Manager
Implement a new lighting database and mapping system	Asset and Risk Manager
Conduct Treasury Management advisory tender.	Asset and Risk Manager
Generate additional income through undertaking call handling work for Scarborough and Ryedale CCG	Customers, Communities and Partnerships Manager
To devise and implement an improvement Plan for Environmental and Regulation Services	Environment and Regulation Manager
Implement travel and expenses module 2 of the new HR & Payroll system as per agreed programme	Human Resources Manager
Introduce Direct Debit payment method for collection of overpaid Housing Benefits	Corporate Finance Manager
Maintain Housing Benefit overpayment recovery rates in line with the previous 3 year average	Corporate Finance Manager
Maintain in year Council Tax collection rates in line with the previous 3 year average	Corporate Finance Manager
Maintain in year NNDR collection rates in line with the previous 3 year average	Corporate Finance Manager
Manage the North Yorkshire NNDR Pool in line with the Pooling Agreement	Corporate Finance Manager
Produce a set of unqualified accounts	Corporate Finance Manager
Produce the 2016/17 accounts by the earlier closedown date of 15 June 2017	Corporate Finance Manager
To manage the delivery of efficiency and other savings proposals	All
To review the Environmental Health Call Out scheme	Environment and Regulation Manager
Complete the review and deliver an improvement plan	Housing Manager
Achieve targets for income generation for the Legal Service.	Legal Services Manager
Implement a new Case Management System	Legal Services Manager
Successfully retain the external contracts won for Legal Services	Legal Services Manager
Introduce Online Permit Application systems to reduce paper based applications	Parking and Venues Manager
Award YORbuild2 framework	Projects Manager

Ensure our services provide value for money and secure best use of our assets (continued)

To take measures to secure ice provision for Whitby and Scarborough harbours.	Ports Manager
Continue to gain additional income to the partnership by looking at opportunities to provide procurement services to other public bodies.	Procurement Manager
Generate additional income through delivery of communications, engagement and complaints service for Scarborough and Ryedale CCG from 1 April 2016	Customers, Communities and Partnerships Manager
Review the charging regime for Local Land Charges and ensure successful introduction of new forms.	Regulation and Governance Manager
To successfully manage changes to the Mayoralty/Civic Support	Transformation, Elections & Civic Manager

Be transparent, open and fair and set high standards, with robust governance arrangements

To achieve audit report recommendations - delivery of Health & Safety action plan	Human Resources Manager
Completion of Audit Plan	Audit Manager
Establishment of Corporate Fraud Database	Audit Manager
Create and trial a corporately approved Cyber Attack Response Plan.	ICT Delivery Manager
Review and update all ICT Policies.	ICT Delivery Manager
Deliver and prove a new corporate Disaster Recovery (DR) technology solution.	ICT Delivery Manager
Deliver and prove a new corporate Storage Area Network (SAN) technology solution.	ICT Manager
To implement 100% of agreed Internal Audit recommendations	All
Update CIS contract procedure rules	Procurement Manager
To implement recommendations following external PMSC audit	Ports Manager
Update Procurement Policies	Procurement Manager
To complete 80% of FOIs within 20 working days	All
Further development of the PMF to extend to assist the Programme Board, to include monitoring of events, funding agreements etc.	Regulation and Governance Manager
Streamline Standards & Audit Committees	Regulation and Governance Manager

Be accessible and value diversity

Continue to deliver our Corporate Equalities and Diversity Scheme Action Plan	Regulatory and Governance Manager
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Have staff who feel valued and empowered

To complete 75% of the HR policy/procedure review schedule.	Human Resources Manager
Deliver a corporate Learning Management Solution	ICT Delivery Manager
Improve Health and Safety in ICT work spaces	ICT Delivery Manager
To meet the Corporate Sickness Targets	All

Promote digital equality through a shared commitment with the Digital Inclusion Partnership

Deliver public Wi-Fi to at least one urban area within the Borough.	ICT Delivery Manager
To implement and deliver a Transformation Project Plan	Transformation, Elections & Civic Manager