

Member Report - Quarter 3 2008/09 **Community Cohesion**

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 1 % of people who believe people from different backgrounds get on well together	Partners	5 Stronger communities	5	S Norfolk	84.4%	N/A	84.4%	
				Norfolk	80.7%	N/A	4% rise (2010-11)	
NI 2 % of people who feel that they belong to their neighbourhood	Partners	5 Stronger communities	5	S Norfolk	TBA	N/A	Baseline Year	
NI 3 Civic participation in the local area	Leader	5 Stronger communities	1, 5	S Norfolk	TBA	N/A	Baseline Year	
NI 4 % of people who feel that they can influence decisions in their locality	Leader	5 Stronger communities	1, 5	S Norfolk	37%	N/A	Baseline Year	
				Norfolk	TBA	N/A	TBA	
NI 5 Overall general satisfaction with local area	Leader	5 Stronger communities	5	S Norfolk	TBA	N/A	Baseline Year	
NI 6 Participation in regular volunteering	Leader	5 Stronger communities	5	S Norfolk	TBA	N/A	Baseline Year	
				Norfolk	TBA	N/A	TBA	
NI 7 Environment for a thriving Third Sector	Leader	5 Stronger communities	5	S Norfolk	TBA	N/A	Baseline Year	
				Norfolk	TBA	N/A	TBA	

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List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Community Cohesion Network		3.1 Public Events	4.1 Neighbourhood Forums
1.2 Norwich & Norfolk Race Equality Council (NNREC)		3.2 Complaints (Proxy)	
1.3 Voluntary & Community Sector		3.3 Comments on planning applications (Proxy)	
1.4 South Norfolk Festival of the Arts		3.4 Elections & By-Elections (Proxy)	
		3.5 Community Sports Network	
		3.6 Public Arts Strategy	
		3.7 Volunteer Hours	

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
<p>1.1 Work is underway across the County to produce a "Tension Monitoring" scheme.</p> <p>The Network have also appointed a contractor to undertake some qualitative research, with the results available in February.</p>		<p>3.1 In Q3 there were community events in area as part of Black History Month.</p> <p>During Local Democracy Week, the council and SNYA invited young people to come into the council offices to learn about local government and democracy, and to find out about many of the challenges councils face when delivering public services. The event was well attended, with very positive feedback.</p>	<p>4.1 5 SNAP meetings were held throughout the district in Q3 which were attended by a total of 111 members of the public. Key priorities identified in specific areas related to anti-social behaviour, parking, traffic and noise, community volunteer speedwatches, youth engagement and criminal damage. Review of SNAPs concluded that they are working well but need to increase wider participation.</p>
1.2 The NNREC facilitated 4 sessions on human rights at the Council during Local Democracy Week. Further work is now centred around the celebration of Thomas Paine and will link in with local schools.		3.2 In Q3 the council received 30 justified complaints, of which 21 were resolved satisfactorily within agreed timescales (70%) - 9 were not.	
1.3 Working with the voluntary and community sector to deliver planned outcomes in the Sustainable Community Strategy, and continuing to plan the delivery of the more complex outcomes.		3.3 In Q3 there were 15% fewer comments on planning applications received than in Q2. Of all those received, only 7% were comments on applications to object to the planned development.	
		3.4 None conducted in Q3.	

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1.4 Draft South Norfolk Festival of the Arts Business Plan produced including detailed artistic programme, marketing plan, budgets and resources. Community involvement progressing well with a portfolio of events identified. Producing events toolkit for use by community groups and events organisers. Agreed sponsorship benefits and marketing material. Application to Arts Council England for Grants for the Arts initiative submitted.

3.5 Continued to facilitate Community Sports Network involving wide range of sports clubs, equalities representatives, older people's groups, South Norfolk Youth Action, schools and Extended Schools co-ordinators and to deliver Action Plan. Supported Bunwell Santa Fun Run involving more than 300 people in December; 6-week Learning for Health sessions, in partnership with Wymondham Learning Initiative, involving introductory walking and running groups; and yoga/Tai Chi courses for residents in sheltered housing.

3.6 Smaller component of 'Insects Galore' project proposed for Festival of the Arts and overall project not developed as large scale partnership initiative due to uncertainties around 2009/10 budget.

3.7 As expected, the number of volunteer hours given in the last 3 months of 2008 fell sharply to only 922. However, for the year-to-date 34,277 volunteer hours have been given which equates to over 16 full-time equivalents, and there are still another 3 months to go.

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Customer Focus

Indicator	Portfolio	Community Outcome	*Council Priorities	Baseline 2007-08	YTD	Target 2008-09	Status
NI 14 Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	THECCF	5 Stronger communities	1	S Norfolk	TBA	N/A	Baseline Year
NI 128 User reported measure of respect and dignity in their treatment	Alliance	5 Stronger communities	5	S Norfolk	TBA	N/A	Baseline Year
NI 140 Fair treatment by local services	Partners	5 Stronger communities	1, 5	S Norfolk	TBA	N/A	Baseline Year
				Norfolk	TBA	N/A	TBA
703 % of complaints resolved satisfactorily within agreed timescales at stage 1	Leader	5 Stronger communities	1	S Norfolk	76%	82%	85% Green

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 INTRAN / Translations	2.1 Customer Contact Strategy	3.1 Equalities Group 3.2 Customer Care 3.3 Impact Assessments 3.4 Complaints	4.1 Disability Forums

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Work to develop the website by introducing flags for different countries that when clicked will bring up a translated page have now been dropped as it is not considered appropriate to identify language by national flags.	2.1 A draft strategy has been prepared but this is currently on hold until the outcome of Local Government Review and any re-structuring of services by the new Chief Executive are known.	3.1 The Equalities Strategy has been approved by the Equalities Working Group and the action plan will now be updated before being presented with the strategy to Management Team.	4.1 No progress as still waiting on the Norfolk Coalition of Disabled People to help progress this further.

In quarter 4 INTRAN will be holding a training session in the Council Chamber which staff and members can attend.

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- 3.2 There has been a successful trial in Revenue Services who have not found collecting and recording data too onerous. The results of this trial will be available soon.

Collecting data for the indicator will now be rolled out to the Benefits Teams, Environmental Services and our main reception area in quarter 4.

- 3.3 16 were completed in quarter 3, with a further 25 planned in quarter 4.

One of the key issues is that in general the Council needs to monitor customers demographics more or else this will impact on our overall equalities rating. This work is now progressing as a corporate project.

Issues have also arisen with SNAP meetings, mainly due to under-representation from some areas of the community and the accessibility of the chosen locations.

When reviewing the Sexual Orientation Policy, a need for a separate policy to incorporate transgender people was identified, HR will now take this work forward.

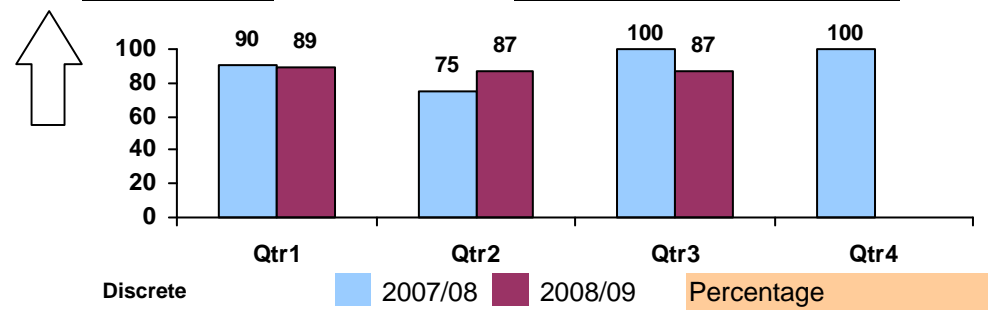
- 3.4 In Q3 the council received 30 justified complaints, of which 21 were resolved satisfactorily within agreed timescales (70%) - 9 were not.

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703 - % of complaints resolved satisfactorily within agreed timescales at stage 1 **Green**

timescales at stage 1

YTD **82%** Target 2008-09 **85%**



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Benefits

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 152 Working age people on out of work benefits	Alliance	1 Thriving economy	5, 7	S Norfolk Norfolk	TBA 11.0% (2005-06)	N/A N/A	TBA 10.69%	
NI 180 Changes in housing benefit/Council Tax benefit entitlements within the year	FPRB	7 Supporting independence	5, 7	S Norfolk	TBA	4876	5740	Green
NI 181 Time taken to process housing benefit/Council Tax benefit New claims and change events	FPRB	7 Supporting independence	1, 5, 7	S Norfolk	5.16 days	4.9 days	15 days	Green
731 % of recoverable overpayments recovered (Housing Benefits)	FPRB	7 Supporting independence	1	S Norfolk	86.47%	79.67%	85%	Green
732 Housing Benefits recovered as a % of overpayment debt outstanding plus overpayments identified	FPRB	7 Supporting independence	1	S Norfolk	43.05%	27.35%	44%	Amber
733 Housing Benefit written off as a % of overpayment debt outstanding plus overpayments identified	FPRB	7 Supporting independence	1	S Norfolk	5.1%	4.05%	5%	Green
734 Housing Benefit and Council Tax Security: Prosecutions and Sanctions	FPRB	8 Improving health and well-being	7	S Norfolk	5.76	2.44	4.5	Green

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Working age people on out of work benefits		3.1 Changes in housing benefit/Council Tax benefit entitlements 3.2 Process housing benefit/Council Tax benefit New claims and change events	

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1		3.1 The new NI 180 on changes in circumstances encourages LAs to be proactive in finding them, with the intention of reducing over and under payments. The increase in caseload means we have been less proactive than we would have been but the	

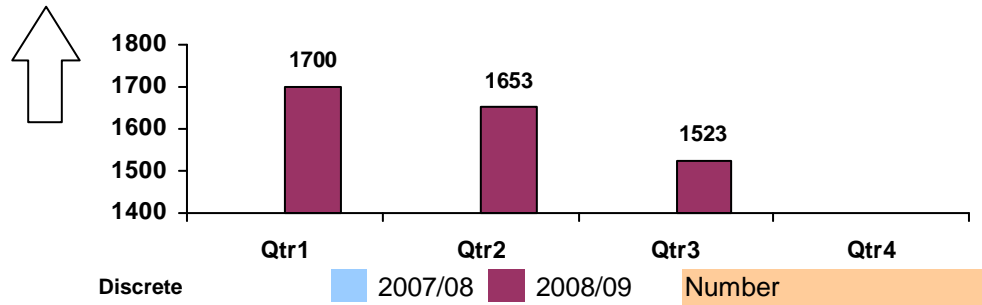
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additional claims are creating changes to count in their own right.

3.2 There has been a 17.8% increase in benefit claims in the first nine months. The additional work means it is taking longer on average to process them, down from 4.9 days to 6.1 days in the third quarter. Over the nine months together, however, the average is still 4.9 days.

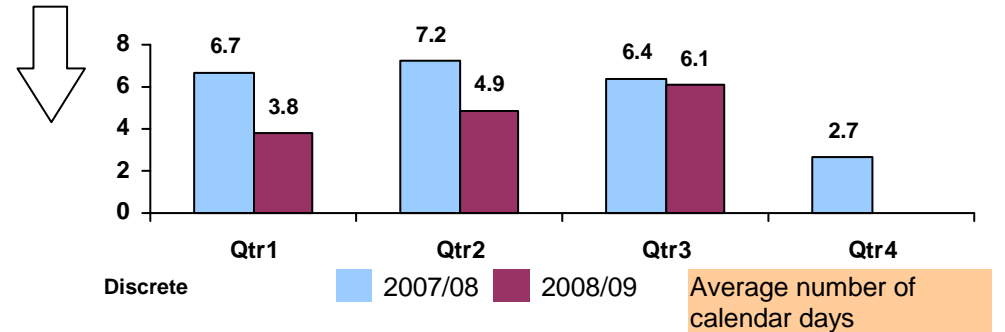
NI 180 - Changes in housing benefit/Council Tax benefit entitlements within the year Green

YTD 4876 Target 2008-09 5740



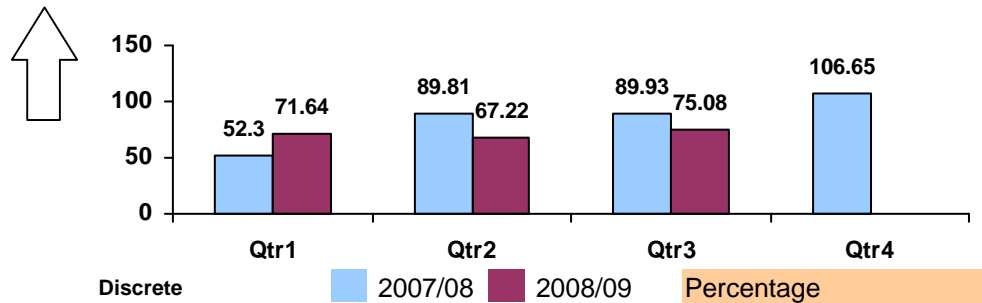
NI 181 - Time taken to process housing benefit/Council Tax benefit New claims and change events Green

YTD 4.9 days Target 2008-09 15 days



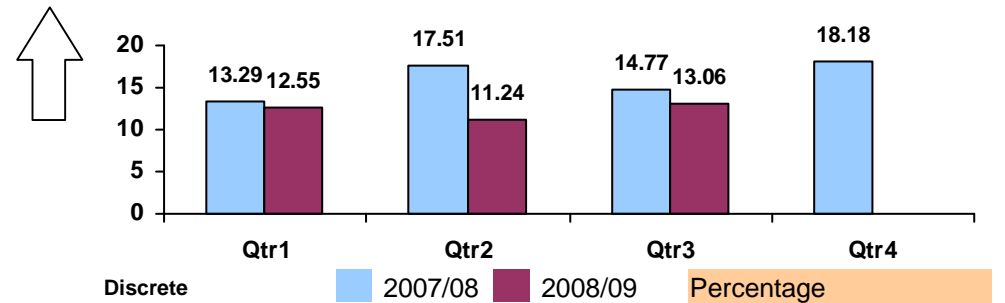
731 - % of recoverable overpayments recovered (Housing Benefits) Green

YTD 79.67% Target 2008-09 85%



732 - Housing Benefits recovered as a % of overpayment debt outstanding plus overpayments identified Amber

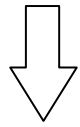
YTD 27.35% Target 2008-09 44%



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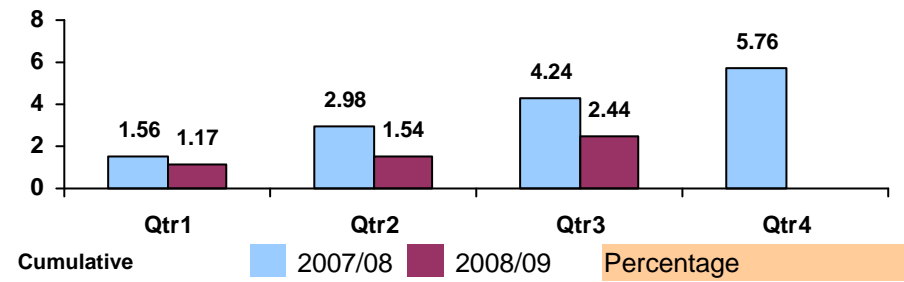
733 - Housing Benefit written off as a % of overpayment debt outstanding plus overpayments identified **Green**

YTD **4.05%** Target 2008-09 **5%**



734 - Housing Benefit and Council Tax Security: Prosecutions and Sanctions **Green**

YTD **2.44** Target 2008-09 **4.5**



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Businesslike & Efficient

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
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 2008-09 financial year	FPRB	1 Thriving economy	1	S Norfolk	TBA	£660,470	£678,000	Green
701 Days lost due to sickness absence	FPRB	8 Improving health and well-being	1, 7	S Norfolk	8.16	3.79	< 7.5	Green
704 % of undisputed invoices for commercial goods and services paid within 30 days	FPRB	1 Thriving economy	1, 5	S Norfolk	96.56%	98.43%	99%	Green
705 Percentage of Council Tax collected	FPRB	1 Thriving economy	1	S Norfolk	98.54%	87.48%	98.6%	Green
706 Percentage of Non-Domestic rates collected	FPRB	1 Thriving economy	1	S Norfolk	99.37%	88.44%	99.2%	Green
730 Equality of access to South Norfolk Council buildings	FPRB	8 Improving health and well-being	1	S Norfolk	100%	100%	100%	Green

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
	2.1 New LAA and Preparation for CAA (02-07)	3.1 Achieving Value for Money	
	2.2 Sewage Treatment Works (09-07)	3.2 Managing sickness absence	
	2.3 Improve UoR Score (14-07)	3.3 Payment of invoices on time	
	2.4 Income project (15-07)	3.4 Collection of Council Tax and Business Rates	
	2.5 Car Park review (18-07)		
	2.6 LGR (22-07)		
	2.7 Opportunity Land Purchase (01-08)		
	2.8 Invest to save property investment (02-08)		

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
	2.1 Local Area Agreement: Annual review completed. Progress since sign-off and prospects for delivery reported to NCSP Management Group. Go East will	3.1 £98,223 identified in Q3. A report to the Scrutiny Committee on the Monitoring and Reporting of Efficiency Saving was presented on the 17th Dec 2008. It was reported that £744,296	

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compile report for DCLG by 30 Jan 09.
Annual Refresh. Now underway to complete by 15 Feb 09.

Synergies between different NIs established and matrix created to use as a management tool.

Transition to CAA

First Member Bulletin published Nov 08. Joint Learning Hour with Sue Jewkes, CAA Lead Norfolk, held in October.

Project Lead developing detailed action plan for delivery 2009-10.

2.2 There has been good progress made in quarter 3 at many of the sites, however, there have been no new adoptions as we agreed to batch transfers to Anglian Water to reduce legal costs.

2.3 We have received the score for our Use of Resources, but it is subject to an embargo by the Audit Commission until early March 2009.

Action plans for the Use of Resources 2009 have been agreed by CMT.

savings were anticipated for 2008-09. This would leave a shortfall of £512K at 31st March 2010. The total YTD figure is 282,068 (Q1 to Q3) + 354,315 (Bought forward from last year) = £660,470 at the end of Quarter 3

3.2 The workforce profile information for the year to December 2008 showed an improvement on sickness levels.

3.3 We have achieved 98.54% for the third quarter. The figures in depth for each of the three months was October, 98.73%, November 98.83% and December 99%.

3.4 Council Tax: At the end of December collection rate stood at 87.48%, up 0.19% on last year at the same time. Business Rates: The percentage collected at the end of quarter 3 stood at 88.44%, down 1.14% on last year's collection, by the end of quarter 3. However, raising a further £120k of additional liability in the last month means there is now a greater proportion to collect.

2.4 The On-line Web Payment system and the Automated Touchtone Phone Payments system went "Live 24/7". Members of the public could pay their council tax, Business Rates, Housing Benefit Overpayments, Sales Ledger invoices and temporary Accommodation by Credit or Debit Cards.

Revenue and Customer Focus - Revenues: From October to December, 618 payments were received by "Touchtone" and 301 payments were made via the Internet.

Paye.Net Training was provided to staff in Revenue and Customer Focus and Environment, Health, Recycling & Safety (including staff at Ketteringham Depot).

We will be able to report the total number of Internet, touchtone transaction at the end of Q4.

2.5 New changes were implemented in November. Income levels were found to be in line with previous charges. Enforcement is being stepped up. Heads of Terms have been agreed for the car park at Harleston but the lease has not yet been signed.

2.6 The Keep Norfolk Local website is now fully functional. The outcome from the Judicial Review is that the Boundary Committee decision will now not be published until mid-February, with a 4-week window in which to respond to this before it goes to the Secretary of State for their decision in mid-March.

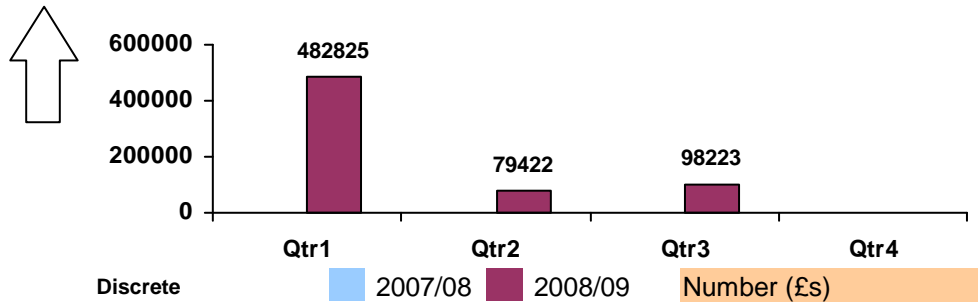
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2.7 The Council is concluding the purchase of a property in Lons Stratton. A second property, Cygnet house, Long Stratton is under negotiation to purchase.

2.8 The Council has concluded the purchase of a commercial property in Loddon, which will enhance the size of the Councils portfolio and complement, the Business Centre in Diss and industrial units in Wymondham.

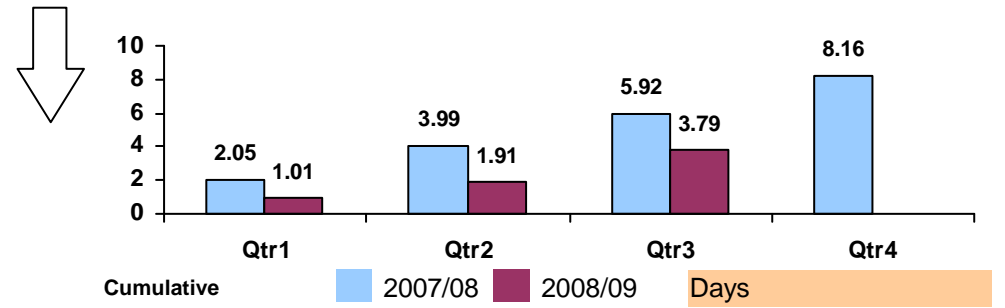
NI 179 - Value for Money --- total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year **Green**

YTD **£660,470** Target 2008-09 **£678,000**



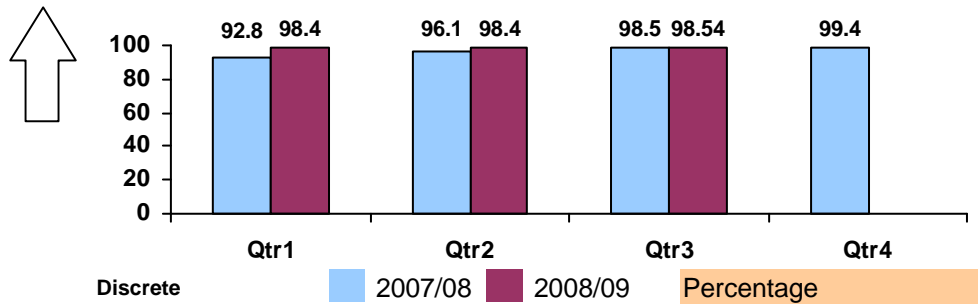
701 - Days lost due to sickness absence **Green**

YTD **3.79** Target 2008-09 **< 7.5**



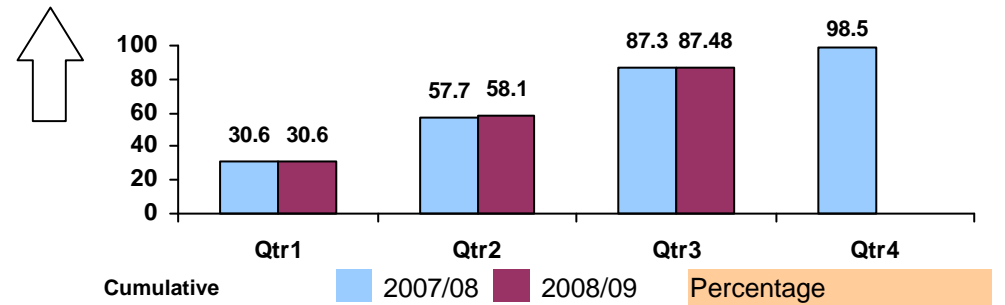
704 - % of undisputed invoices for commercial goods and services paid within 30 days **Green**

YTD **98.43%** Target 2008-09 **99%**



705 - Percentage of Council Tax collected **Green**

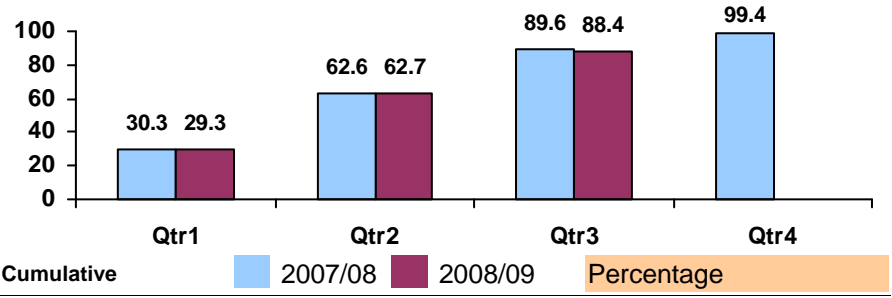
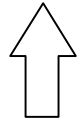
YTD **87.48%** Target 2008-09 **98.6%**



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706 - Percentage of Non-Domestic rates collected Green

YTD 88.44% Target 2008-09 99.2%



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Anti-Social Behaviour & Crime

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status	
NI 17	Perceptions of anti-social behaviour	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
					Norfolk	TBA	N/A	TBA	
NI 22	Perceptions of parents taking responsibility for the behaviour of children in their area	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
NI 23	Perceptions that people in the area treat one another with respect and consideration	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
NI 24	Satisfaction with the way the police and local council dealt with anti-social behaviour (For introduction in 2009/10).	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
NI 25	Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour (For introduction in 2009/10).	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
NI 41	Perceptions of drunk or rowdy behaviour as a problem	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
NI 42	Perceptions of drug use or drug dealing as a problem	Alliance	6 Safer communities	3	S Norfolk	TBA	N/A	Baseline Year	
511	Reduction in overall crime	Alliance	6 Safer communities	3	S Norfolk	4827	3160	4682 (3% reduction)	Green
					Norfolk	55686	50885	52902 (5% reduction)	Green
729	Actions Against Domestic Violence	EHRS	8 Improving health and well-being	3, 7	S Norfolk	54.5%	54.5%	45.5%	Green

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1.1 Merger of the Council's Neighbourhood Forums and Norfolk Constabulary's Safer Neighbourhood Action Panels (SNAPs)	2.1 Designated Public Places Order in Diss 2.2 Designated Public Places Order in Wymondham	3.1 Reduction in overall crime. 3.2 Work of Neighbourhood Safety Coordinator 3.3 Reducing repeat incidents of Domestic Violence (DV) 3.4 Reducing the Fear of Crime	4.1 Community Speedwatch 4.2 Planned High School visits 4.3 Awareness events 4.4 Matthew Project Youth Workers
1.2 Marketing the work of the Crime Reduction Partnership			
1.3 South Norfolk Crime Reduction Strategy			
1.4 Norfolk Alcohol Harm Reduction Strategy and Youth Alcohol Action Plan			

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 SNAP meetings held throughout the district. Key priorities identified in specific areas related to anti-social behaviour, parking, traffic and noise, community volunteer speedwatches, youth engagement and criminal damage. Review of SNAPs concluded that they are working well but need to increase wider participation.	2.1 DPPO implemented in Diss and signs erected. Police and PCSOs have powers to enforce. 2.2 DPPO implemented in Wymondham and signs erected. Police and PCSOs have powers to enforce.	3.1 The overall crime rate for the year to date continues to fall with a 4% reduction Oct - Dec compared with the previous quarter. 3.2 Restorative Justice (RJ) used where appropriate and eight RJ interventions (two in each area) undertaken. The restorative justice approach is working well. 3.3 Domestic Violence awareness raising event held at the Forum, Norwich, as part of International Day for the Elimination of Violence Against Women. Survival cards and pens distributed with contact details of support agencies and lip balm with covert helpline number hidden in barcode. 3.4 A quarterly summary report is being planned to inform residents about crime rates and anti-social behaviour and the actions being taken to address them.	4.1 Take up of scheme has been good with 12 community speedwatch groups becoming established, exceeding target of 8. SNC provides equipment and Police deliver training. Exploring potential to introduce scheme in Harleston. Difficulties experienced recruiting volunteers in Diss. 4.2 Carried out a review and exploring different options for working with schools and other partners in future. 4.3 Articles published in Link magazine. Young people visited SNC offices with Police as part of Local Democracy Week in October. Leaflets highlighting security and theft problems distributed to farmers. Domestic Violence event at Forum (see separate activity) 4.4 Planning with Matthew Project Youth Workers to provide outreach support and advice for young people in Diss, similar to support provided in Mulbarton previously.
1.2 Range of marketing materials produced to highlight partnership. Event highlighting dangers of anti-social behaviour and dangerous driving for young drivers held in Harleston, involving a mock road crash using wrecked cars and partners from emergency services. Attended by 25 young adults and publicised widely.			
1.3 Team Plan produced outlining implementation of Crime Reduction Strategy 2008-11. Partnership Tasking and Co-ordination Group established and meeting quarterly to review crime data and local SNAP issues arising and agree priorities for next quarter.			

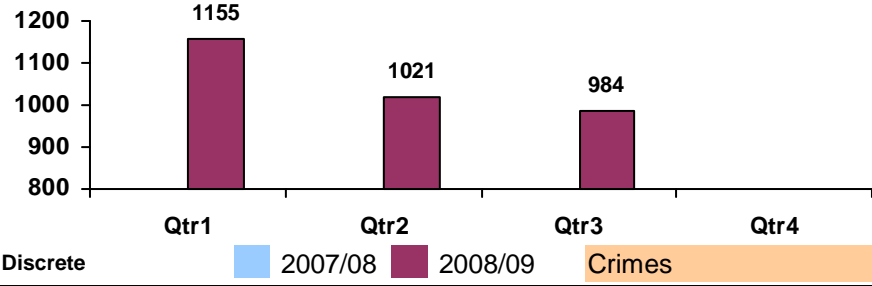
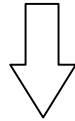
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1.4 Drug and Alcohol Reduction Group reviewed activities and improved joint working with the Drugs & Alcohol Action Team (DAAT).

511 - Reduction in overall crime

Green

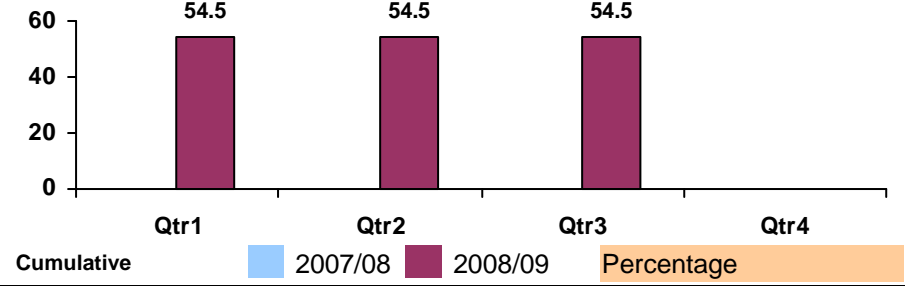
YTD **3160** Target 2008-09 **4682 (3% reduction)**



729 - Actions Against Domestic Violence

Green

YTD **54.5%** Target 2008-09 **45.5%**



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Civil Protection Arrangements

Indicator	Portfolio	Community Outcome	*Council Priorities	Baseline 2007-08	YTD	Target 2008-09	Status
NI 37 Awareness of civil protection arrangements in the local area	EHR5	6 Safer communities	4 S Norfolk	None	N/A	Baseline Year	

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Working with Norfolk County Council		3.1 Business Continuity	4.1 Work with Parish Councils
1.2 Environment Agency (EA)		3.2 Emergency Planning	
1.3 Emergency Services			
1.4 Norfolk Resilience Forum (NRF)			

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Hosted two Training & Development workshops at SNC for Norfolk County Council and other Districts. Three Normit (Norfolk Major Incident Team) Development meetings held. Participated in recruitment of two Environmental Protection Officer posts at Norfolk County Council and Emergency Planning Service Plan Workshop.		3.1 Exercise Morbus, dealing with a Pandemic Flu Outbreak, successfully carried out. Briefing for post room staff on hazardous substances delivered. Business Continuity Working Group (BCWG) meeting held. Risk Management Workshop held on 24 November to review risk assessment and plans for reducing risk. THEC Business Continuity Plan issued on 11 December.	4.1 Presentation given at Norfolk County Association of Town and Parish Councils NAoT&PC Seminar (Poringland) on community resilience. Community Emergency Plans (CEP) completed for Swainsthorpe and Saxlingham Nethergate.
1.2 Flood Planning Meeting held with Environment Agency to review strategic local issues relating to flooding. Flood Roadshow held for residents in Loddon in October. Participated in exercise Green Star (DEFRA).		3.2 Annual Study Day held on 7 October. Involved reviewing case studies under the theme 'From Vulnerability to Resilience' to learn from good practice elsewhere. The day was well attended by 2 Councillors, 4 community volunteers & 4 members of staff. Government Decontamination Service new supplier framework launched. Local Government Agency Advisors meeting. Hethersett Rest Centre Plan revised.	

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- 1.3 Airwave Training held with the Police at South Norfolk House. Strategic Command (Gold) Workshop involving the Council's Chief Executive with the Fire Brigade and Police held on 14 November. Met with Department of Health to review Shelter & Evacuation Guidance.
- 1.4 Norfolk Resilience Forum IT & Communications meeting held, involving partnership across Norfolk working together to ensure we are all prepared to deal with any emergency. Tele Conference held to discuss Chemical, Biological, Radiological and Nuclear (CBRN) arrangements. Norfolk Resilience Forum Community Risk Register And Support Group meeting held.
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Regulation

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 182 Satisfaction of business with local authority regulation services	EHRS	1 Thriving economy	1, 5, 7	S Norfolk	None	84%	Baseline Year	
NI 184 Food establishments in the area which are broadly compliant with Food hygiene law	EHRS	1 Thriving economy	5, 7	S Norfolk	None	95.14%	Baseline Year	
501 Better Business Regulation	EHRS	1 Thriving economy	1, 5	S Norfolk Norfolk	None TBA	N/A N/A	TBA 80%	

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Working with Better Norfolk Regulation Partnership (BNRP)		3.1 The inspection and sampling of food	

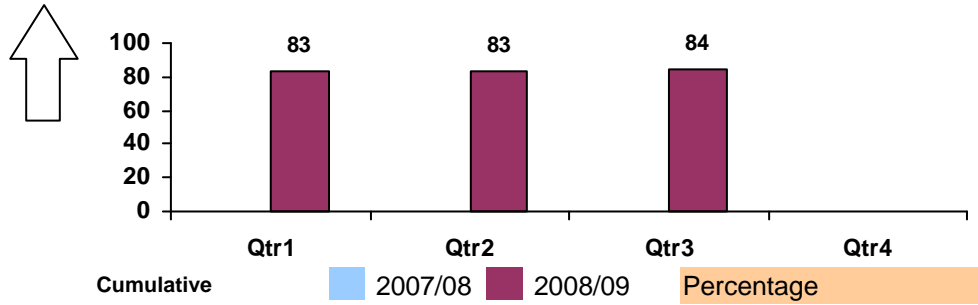
Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Better Norfolk Regulation Partnership launched and common enforcement policy for Norfolk adopted. Environmental Health, Trading Standards and Fire Safety partners agreed information sharing protocol. Business information pack for food premises produced and pack for tourism destinations being developed		3.1 Routine visits and samples conducted. Additional sampling from two food manufacturers where concerns identified.	

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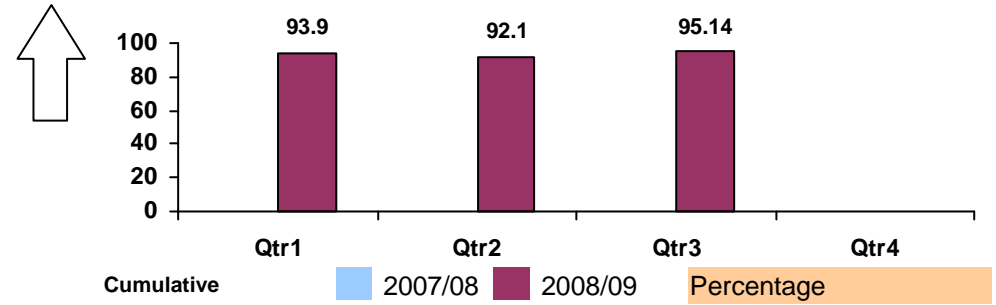
NI 182 - Satisfaction of business with local authority regulation services

YTD **84%** Target 2008-09 **Baseline Year**



NI 184 - Food establishments in the area which are broadly compliant with Food hygiene law

YTD **95.14%** Target 2008-09 **Baseline Year**



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A Quality Environment

Indicator	Portfolio	Community Outcome	*Council Priorities	Baseline 2007-08	YTD	Target 2008-09	Status
NI 185 Carbon Dioxide reduction from local authority operations	EHRIS	4 Environmental sustainability	4 S Norfolk	None	N/A	Baseline Year	
NI 186 Per capita Carbon Dioxide emissions in the local authority area	EHRIS	4 Environmental sustainability	4 S Norfolk	9.5	N/A	2.8% by 2010/11	
			Norfolk	8.4	N/A	TBA	
NI 188 Planning to adapt to climate change	EHRIS	4 Environmental sustainability	4 S Norfolk	None	N/A	Baseline Year	
			Norfolk	TBA	N/A	Level 1	
NI 194 Level of air quality --- reduction in Nitrogen Oxides and primary Particulate Matter emissions measuring less than 10µm (micrometers) through local authority's estate and operations	EHRIS	4 Environmental sustainability	4 S Norfolk	None	N/A	Baseline Year	

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Norfolk Climate Change Strategy	2.1 Zero Waste Park (05-08)	3.1 Set up the methodology to report NI 185 and NI 194 3.2 Action Plan to reduce carbon emissions from South Norfolk Council operations 3.3 Work to reduce carbon emissions across the district	

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Norfolk Climate Change Strategy approved by SNC's Full Council and all districts in Norfolk. NI 185 Working Group established.	2.1 Investigated suitability of site, amount of land required and potential for return on investment costs with Bright Green. Not economically viable to proceed.	3.1 There are data collection methods to capture all of the data with the exception of taxi/bus mileage used by the council.	

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- 3.2 NI 185 Action Plan approved. Environment Strategy Working Group expanded to include all departments. Internal communications campaign initiated including launch of Carbon Copy newsletter for staff and members. Applied to participate in Carbon Trust's Local Authority Carbon Management Programme. Report on Green Fleet Review produced by the Energy Saving Trust including recommendations on our light goods vehicles and council travel policies. Carbon Trust audit at Wymondham Leisure Centre.
- 3.3 Action Plan approved for NI 186. Citizen's Panel survey conducted. Bunwell Green Village project - agreement from residents to take forward. Consultation with villagers on potential activities planned in January.
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Household Waste

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 191 Residual household waste per household	EHRS	4 Environmental sustainability	2	S Norfolk	TBA	387Kg	459kg	Green
NI 192 Household waste recycled and composted	EHRS	4 Environmental sustainability	2	S Norfolk	36.1%	37.62%	40%	Green
NI 193 % of municipal waste land filled	EHRS	4 Environmental sustainability	2	S Norfolk Norfolk	64% 61%	62.38% N/A	62% 57%	Green
728 Cost of household waste collection	EHRS	4 Environmental sustainability	1, 2	S Norfolk	N/A	N/A	£45.00	

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
	2.1 Review of trade waste. 2.2 Zero Waste Park (05-08)	3.1 Garden waste collection. 3.2 Improve network of Mini Recycling Centres (MRCs). 3.3 Review waste collection contamination strategy. 3.4 Improve domestic waste services	4.1 Community Composting.

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
	2.1 Promoted trade waste collection facility at Dunston Hall Business Event 1st Dec. New leaflet produced and distributed. 2.2 Investigated suitability of site, amount of land required and potential for return on investment costs with Bright Green. Not economically viable to proceed.	3.1 Garden waste collection service promoted in Link and on waste collection calender distributed to every household, in Diss Mercury, Wymondham Mercury and on back of 80,000 car park tickets in Loddon. 456 additional brown bins ordered between October and December.	4.1 Cllr Game written to 32 parishes inviting them to set up a community composting scheme. Visits and talks given to 5 parishes. Two parishes exploring suitable sites and one planning the operation of their scheme.

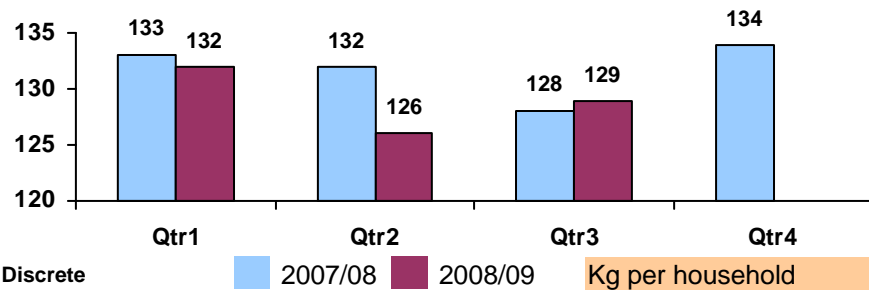
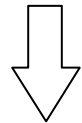
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- 3.2 Working with parishes to identify potential new Mini Recycling Centre sites. Site in Hardwick being investigated. Site in Gillingham rejected by local community. Five bra recycling banks and 5 toy recycling banks trialled at existing MRCs.
- 3.3 Member of staff undertaking WRAP Recycling Managers course. Working with crews to identify contamination 'problem' areas. 'Clear your Clutter' rag and bone collection to be piloted in Mulbarton in January.

3.4

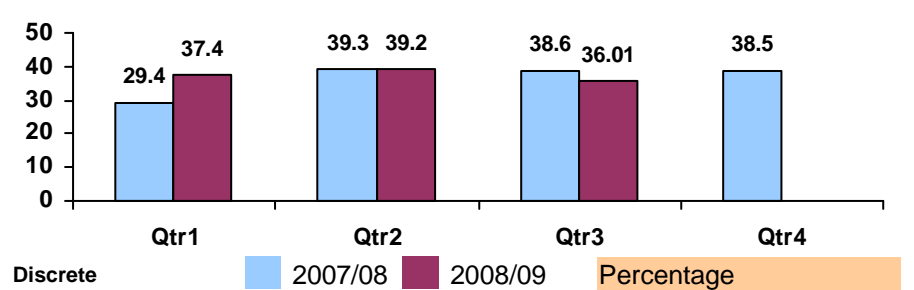
NI 191 - Residual household waste per household Green

YTD 387Kg Target 2008-09 459kg



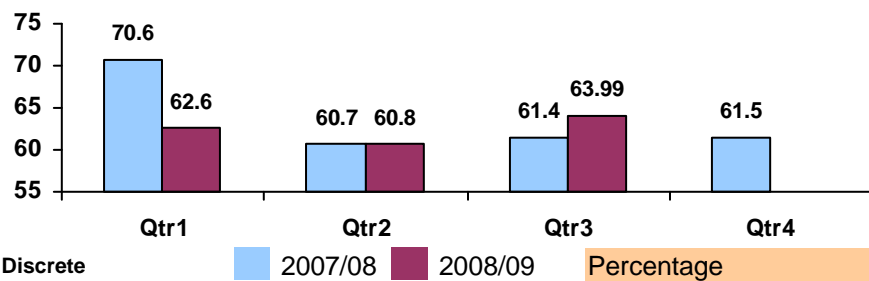
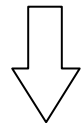
NI 192 - Household waste recycled and composted Green

YTD 37.62% Target 2008-09 40%



NI 193 - % of municipal waste land filled Green

YTD 62.38% Target 2008-09 62%



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Environmental Crime

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 195a Improved street and environmental cleanliness --- litter	EHRS	6 Safer communities	3	S Norfolk Norfolk	N/A	4% N/A		
NI 195b Improved street and environmental cleanliness --- detritus	EHRS	6 Safer communities	3	S Norfolk Norfolk	N/A	8% N/A		
NI 195c Improved street and environmental cleanliness --- grafitti	EHRS	6 Safer communities	3	S Norfolk Norfolk	2% N/A	1% N/A	2% 2%	Green
NI 195d Improved street and environmental cleanliness --- fly posting	EHRS	6 Safer communities	3	S Norfolk Norfolk	1% TBA	2% N/A	1% 1%	Green
NI 196 Improved street and environmental cleanliness --- fly tipping	EHRS	6 Safer communities	3	S Norfolk	Grade 1	1	Grade 1	Green
707 Abandoned vehicles - investigated within 24 hours	EHRS	4 Environmental sustainability	3	S Norfolk	70.00%	88%	86.00%	Green
708 Abandoned vehicles - removed within 24 hours	EHRS	4 Environmental sustainability	3	S Norfolk	85.00%	94%	86.00%	Green
735 Improved street and environmental cleanliness --- litter & detritus	EHRS			S Norfolk	8%	6%	8%	

List of Activities - Quarter 3 2008/09

Partnerships

SNC Special Projects 2008/09

Core Business

Neighbourhoods

- 3.1 Environmental Crime enforcement activities
- 3.2 Ensure the cleanliness of the Street Scene and deal with fly-tipping on public open space
- 3.3 Abandoned vehicles

- 4.1 Neighbourhood Walkabouts

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Summary of Activities - Quarter 3 2008/09

Partnerships

SNC Special Projects 2008/09

Core Business

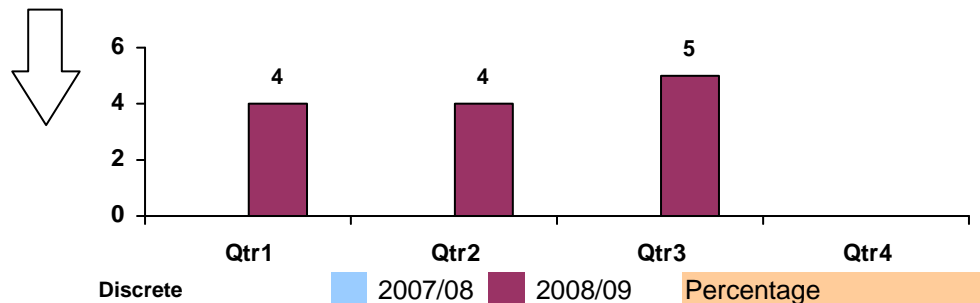
Neighbourhoods

- 3.1 Enforcement procedures produced. Additional CCTV camera ordered, to be operational in new year
- 3.2 Liaising with Community Safety Team on producing pack for schools. Promoted Junior Wardens initiative during Local Democracy Week held at SNC offices. New school in Costessey invited to become Junior Wardens.
- 3.3 Monitored the effect of low scrap value on the number of abandoned vehicles dealt with. Noted the number of abandoned vehicles investigated on the highway actually fell from 25 to 15 in quarter 3.

- 4.1 Neighbourhood Walkabout carried out in Loddon and considered successful in identifying local issues.

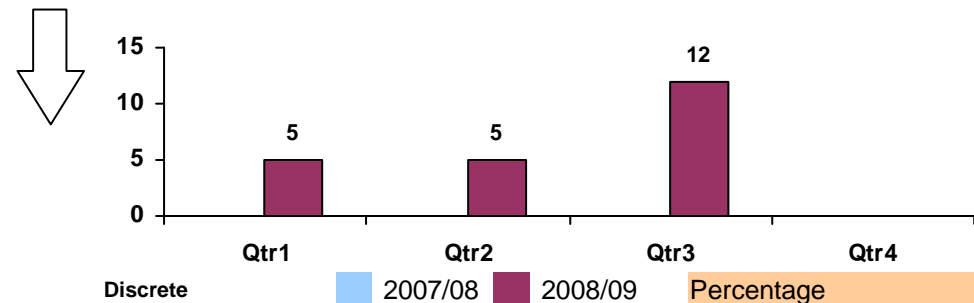
NI 195a - Improved street and environmental cleanliness --- litter

YTD 4% Target 2008-09



NI 195b - Improved street and environmental cleanliness --- detritus

YTD 8% Target 2008-09

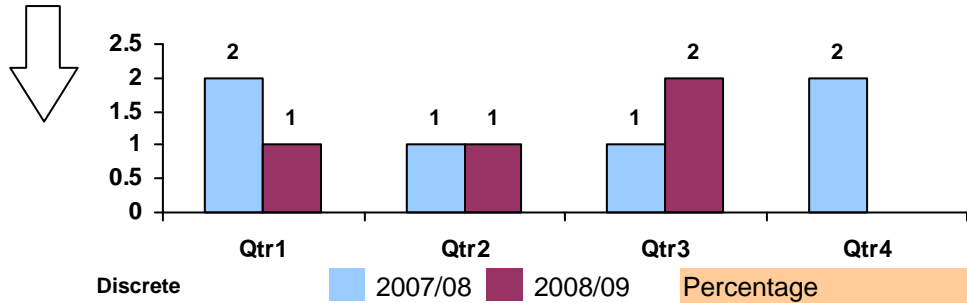


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NI 195c - Improved street and environmental cleanliness --- graffiti

Green

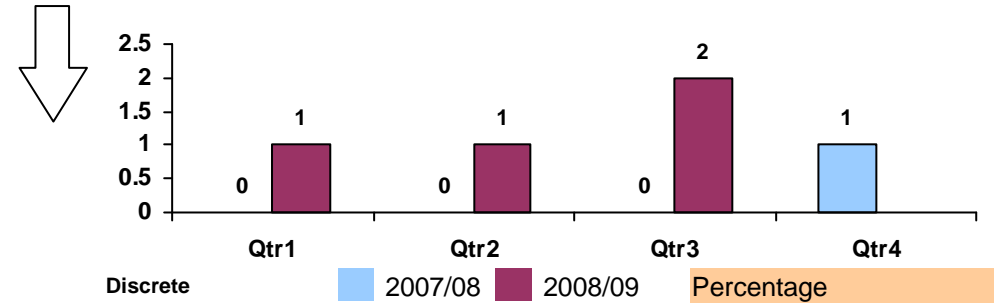
YTD **1%** Target 2008-09 **2%**



NI 195d - Improved street and environmental cleanliness --- fly posting

Green

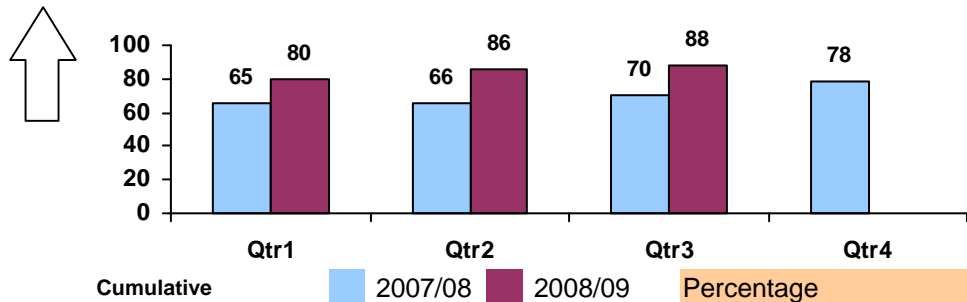
YTD **2%** Target 2008-09 **1%**



707 - Abandoned vehicles - investigated within 24 hours

Green

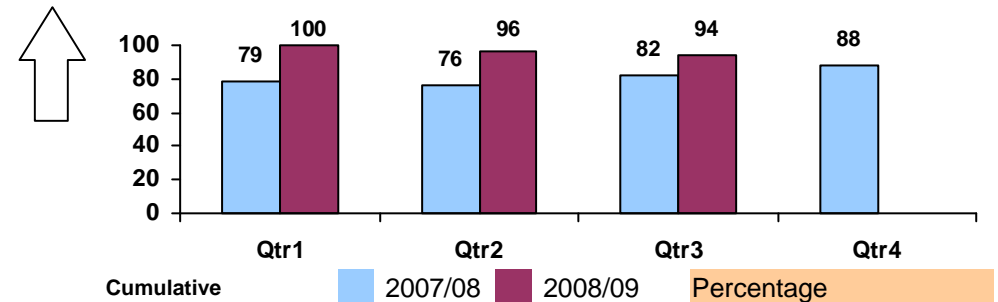
YTD **88%** Target 2008-09 **86.00%**



708 - Abandoned vehicles - removed within 24 hours

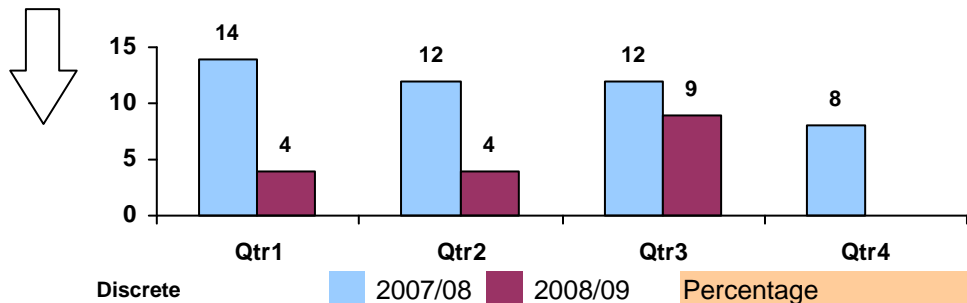
Green

YTD **94%** Target 2008-09 **86.00%**



735 - Improved street and environmental cleanliness --- litter & detritus

YTD **6%** Target 2008-09 **8%**



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Independent Living

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 138 Satisfaction of people over 65 with both home and neighbourhood	PHBE	3 Improving housing	4, 7	S Norfolk	TBA	N/A	Baseline Year	
NI 139 The extent to which older people receive the support they need to live independently at home	PHBE	7 Supporting independence	7	S Norfolk	TBA	N/A	Baseline Year	
NI 141 Percentage of vulnerable people achieving independent living	PHBE	7 Supporting independence	7	S Norfolk	TBA	N/A	Baseline Year	
				Norfolk	66%	N/A	66%	
NI 142 Percentage of vulnerable people who are supported to maintain independent living	PHBE	7 Supporting independence	7	S Norfolk	TBA	N/A	Baseline Year	
				Norfolk	Accom - 99% Floating - 95.5%	N/A	Accom - 99% Floating - 95%	
505 Private sector housing standards	PHBE	3 Improving housing	4, 7	S Norfolk	TBA	N/A	TBA	
				Norfolk	70%	N/A	72.5%	
507 Housing adaptation measure	PHBE	3 Improving housing	7	S Norfolk	TBA	N/A	TBA	
				Norfolk	TBA	N/A	TBA	
710 The number of people with a disability helped to stay in their own home	PHBE	7 Supporting independence	6, 7	S Norfolk	150	105	130	Green
711 The number of assistances given to vulnerable households to continue living in their own homes	PHBE	7 Supporting independence	6, 7	S Norfolk	1700	1111	1800	Amber
713 The number of vulnerable households who are helped to bring their homes up to the decent homes standard	PHBE	3 Improving housing	6, 7	S Norfolk	97	102	107	Green

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List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Sub-regional funding bid		3.1 Introduction of Handyperson scheme 3.2 Assisting Vulnerable People	

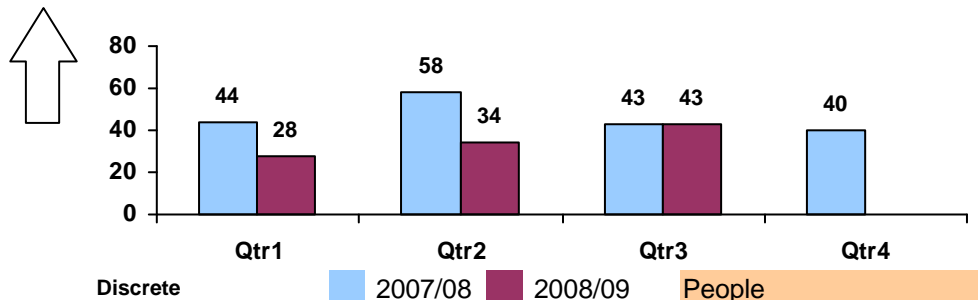
Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
<p>1.1 We prepared and submitted the delivery plan required for the funding bid. We were successful with the bid.</p> <p>There was an additional bid for funding a "Handyperson" which was also successful (To undertake small jobs, in meeting the needs of older and vulnerable people, and helping them to maintain their independence.)</p>		<p>3.1 The "Handyperson" scheme which we are assisting other councils with, is successfully running in North Norfolk. We cover our costs in helping the other authorities.</p> <p>3.2 The number of People with disability helped to stay in their own homes is on target with 105 at the end of the third quarter.</p> <p>The number of assistances given to vulnerable households to continue living in their own homes has risen to 1100 but is not expected to exceed 1500 for the year (target 1800) due to resource issues.</p>	

710 - The number of people with a disability helped to stay in their own home

Green

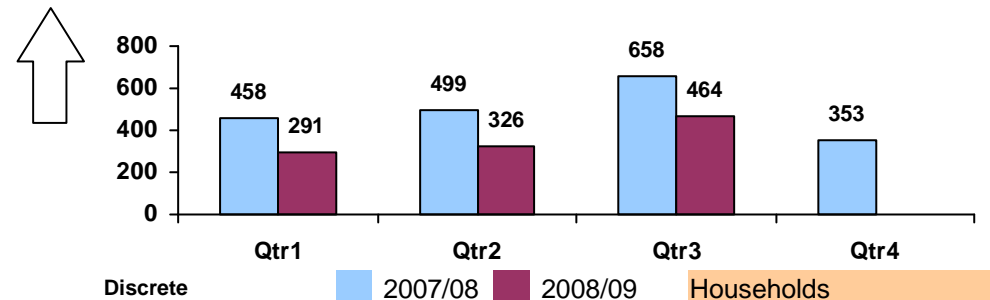
YTD Target 2008-09



711 - The number of assistances given to vulnerable households to continue living in their own homes

Amber

YTD Target 2008-09

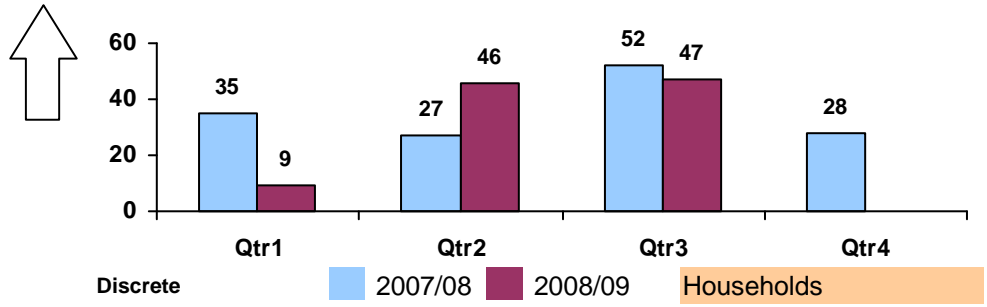


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713 - The number of vulnerable households who are helped to bring their homes up to the decent homes standard

Green

YTD 102 Target 2008-09 107



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House Supply & LDF

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 154 Net additional homes provided	PHBE	3 Improving housing	4, 6	S Norfolk	TBA	N/A	560	
				Norfolk	3490	N/A	4400	
NI 155 Number of affordable homes delivered (gross)	PHBE	3 Improving housing	4, 5, 6	S Norfolk	245	284	214	Green
				Norfolk	531	N/A	900	
NI 159 Supply of ready to develop housing sites	PHBE	3 Improving housing	4, 5, 6	S Norfolk	1203	N/A	110%	
NI 170 Previously developed land that has been vacant or derelict for more than 5 years	PHBE	3 Improving housing	4, 5, 6	S Norfolk	TBA	N/A	Baseline Year	
NI 175 Access to services and facilities by public transport, walking and cycling	PHBE	1 Thriving economy	3, 4, 5, 7	S Norfolk	TBA	N/A	Baseline Year	
				Norfolk	76.55%	N/A	78%	
717 Blighted and/or vacant dwellings returned to occupation, demolished, or relet through council assistance	PHBE	3 Improving housing	6	S Norfolk	53	41	53	Green

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
	2.1 Local Needs Affordable Housing: Project 1 and Project 2.	3.1 LDF Joint Core Strategy DPD	4.1 South Park Road area of Diss
	2.2 Sites for G & Ts (20-07)	3.2 Strategic Housing Land Availability Assessment	4.2 Norwich Research Park

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
	2.1 Project 1: <ul style="list-style-type: none"> Planning approval has been granted for 9 new affordable homes in Bressingham. £119,000 of Second Homes funding has been secured to part-fund the delivery of a local-needs affordable housing. All the funding has been committed. 	3.1 Responses to Regulation 25 consultation analysed and reported to the GNDP Policy Group on 18 December 2008. The Policy Group recommended a favoured option for locations for major growth and proposed a timetable for progressing the JCS. These recommendations were accepted by the South Norfolk	4.1 A 3 day event was held in the town which was well attended, with some very useful feedback received. Plans will be revised and Cabinet will decide in January whether to proceed any further with this work.

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- In total, schemes for 19 parishes are being progressed. Suitable sites have yet to be identified for all. Currently there is the potential to provide in the region of 90 new local-needs affordable homes where sites have been identified, provided those sites are deemed suitable in planning terms, and can be secured. (The number of homes could increase if suitable sites can be identified and secured in all villages).
- Following the recent budget setting / efficiency saving exercise undertaken across the whole Council, the capital budget allocation for this project has been re-profiled.

Project 2

- Ten Parish Councils are now fully engaged in the project. Provided suitable land can be identified (and secured) and project progress to full planning applications, potentially these schemes will deliver 50 new affordable homes.
- Phase II of the project has commenced, and a further Parish Council has subsequently engaged (a number of others are currently considering whether to).
- The project has recently been included within a larger Internal Audit of how affordable housing is delivered: only one medium-risk recommendation was made, and this has now been responded to and implemented.
- A new Officer Group "The Major Developments Forum" has been established within the PHBE Directorate to assess and guide development projects, including proposed affordable housing

Cabinet at its meeting 19 December 2008

- 3.2 Nathaniel Lichfield and Partners are finalising the results of the consultation and will produce their report in the next quarter.

The final report is expected in Jan/ Feb 09.

4.2 Received comments from Norfolk county council, Parish Councils, land owners and developers.

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schemes.

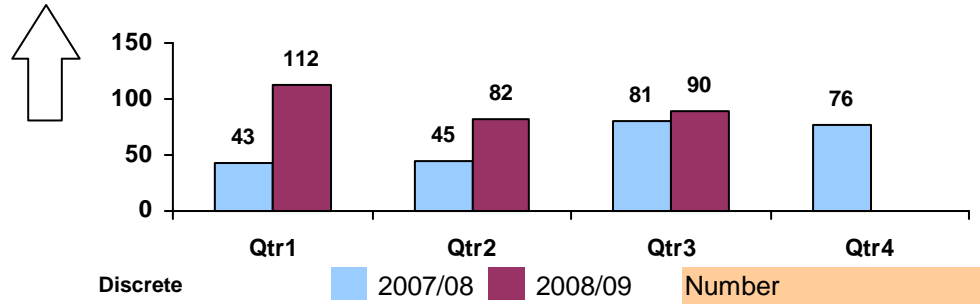
- Following the recent budget setting / efficiency saving exercise undertaken across the whole Council, the capital budget allocation for this project has been re-profiled.

2.2 Three tender documents for construction of the site have been received and a contractor has been appointed.

NI 155 - Number of affordable homes delivered (gross)

Green

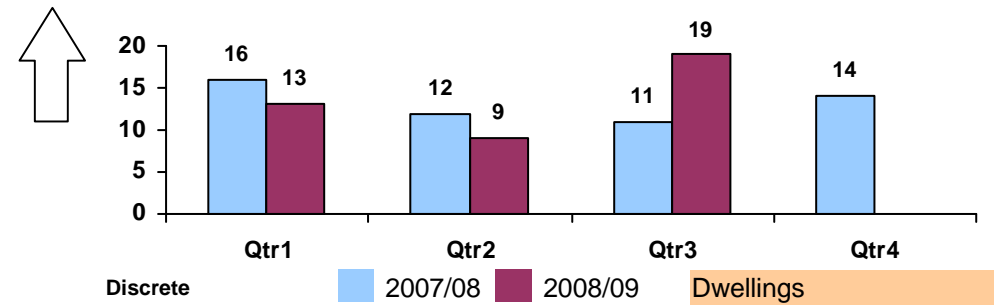
YTD 284 Target 2008-09 214



717 - Blighted and/or vacant dwellings returned to occupation, demolished, or relet through council assistance

Green

YTD 41 Target 2008-09 53



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Homelessness

Indicator	Portfolio	Community Outcome	*Council Priorities	Baseline 2007-08	YTD	Target 2008-09	Status
NI 156 Number of households living in temporary accommodation	PHBE	3 Improving housing	6, 7 S Norfolk	20	9	31	Green
506 Homelessness measure - Joint assessments	PHBE	3 Improving housing	6, 7 S Norfolk Norfolk	TBA TBA	N/A N/A	TBA 75%	
709 % of repeat homelessness	PHBE	7 Supporting independence	6, 7 S Norfolk	2.56%	0.00%	1.50%	Green
714 Average number of working days to process homelessness applications	PHBE	7 Supporting independence	6, 7 S Norfolk	22	22 days	20	Amber
715 Percentage of prevention cases where homelessness is prevented	PHBE	7 Supporting independence	6, 7 S Norfolk	74%	81%	75%	Green
716 Number of working days from online application form being completed to bidding reference being added	PHBE	7 Supporting independence	6, 7 S Norfolk	30	29 days	20	Amber
727 Number of welfare rights cases where homelessness prevented	PHBE	7 Supporting independence	6, 7 S Norfolk	TBA	76 Cases	Baseline Year	

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Home Options		3.1 Managing temporary accommodation	

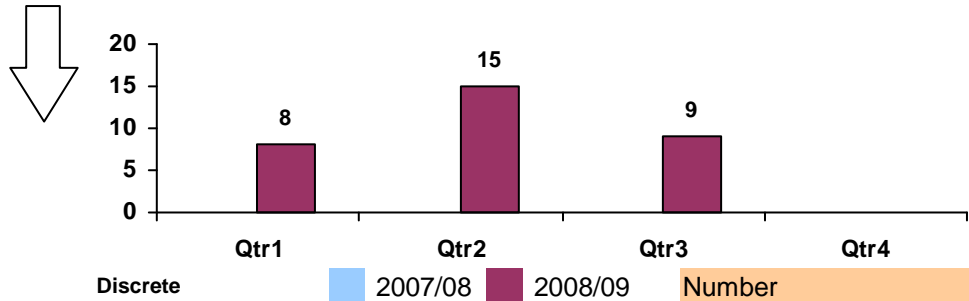
Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 The sub-regional target is 20 days for processing applications (716). In quarter 3, we processed 471 applications in an average of 8.8 days. The cumulative performance for the year stands at 28.6 days and the team is confident that it can meet the target, given the improved performance.		3.1 The number of families in temporary accommodation are currently low, due to affordable homes and our work on preventing homelessness (Q3 prevented 81.8% of cases).	

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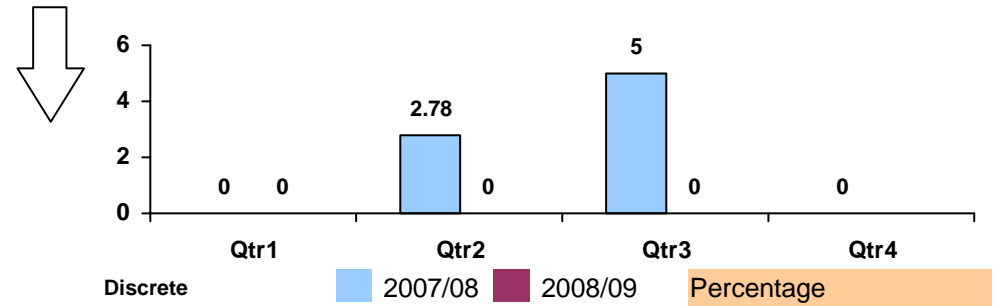
NI 156 - Number of households living in temporary accommodation Green

YTD 9 Target 2008-09 31



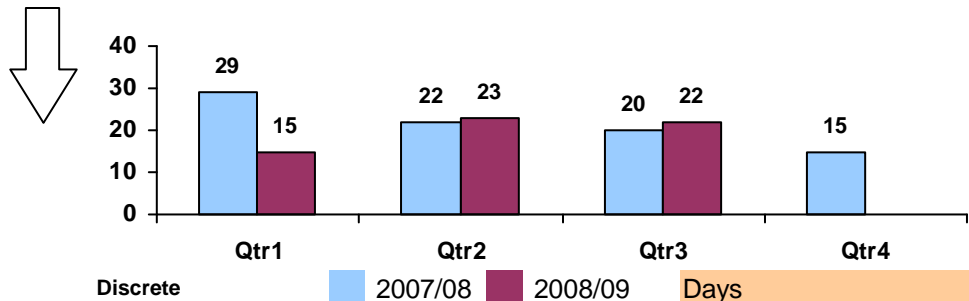
709 - % of repeat homelessness Green

YTD 0.00% Target 2008-09 1.50%



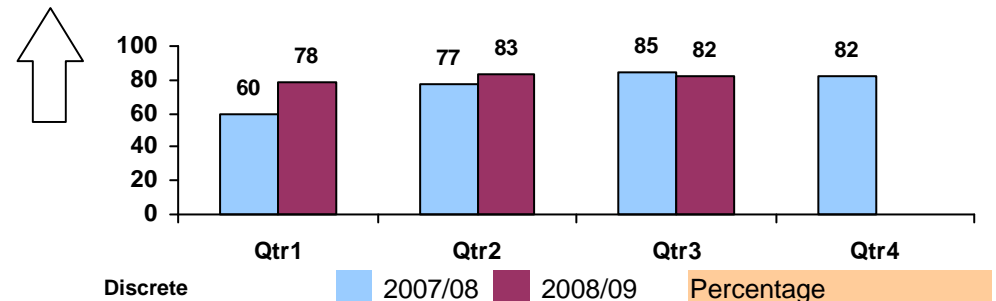
714 - Average number of working days to process homelessness applications Amber

YTD 22 days Target 2008-09 20



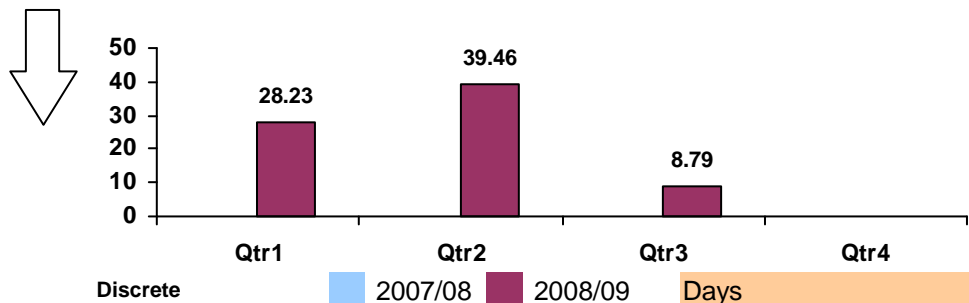
715 - Percentage of prevention cases where homelessness is prevented Green

YTD 81% Target 2008-09 75%



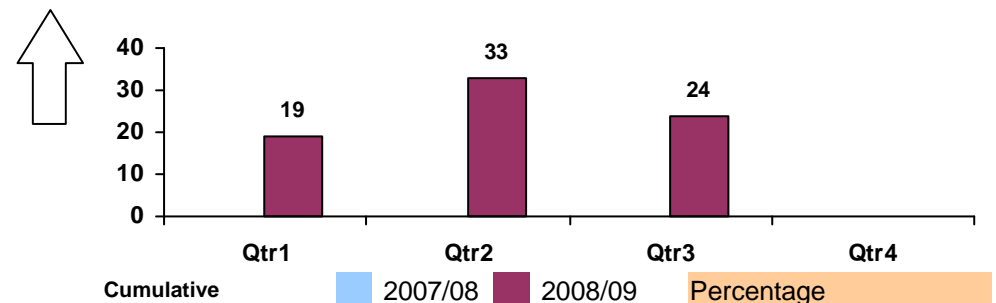
716 - Number of working days from online application form being completed to bidding reference being added Amber

YTD 29 days Target 2008-09 20



727 - Number of welfare rights cases where homelessness prevented Green

YTD 76 Cases Target 2008-09 Baseline Year



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Planning Applications

Indicator	Portfolio	Community Outcome	*Council Priorities	Baseline 2007-08	YTD	Target 2008-09	Status
NI 157a Processing of planning applications - major	PHBE	3 Improving housing	4, 6 S Norfolk	85.83%	78.05%	75%	Green
NI 157b Processing of planning applications - minor	PHBE	3 Improving housing	4, 6 S Norfolk	84.21%	83.29%	83%	Green
NI 157c Processing of planning applications - other	PHBE	3 Improving housing	4, 6 S Norfolk	93.47%	93.82%	93%	Green
718 Planning appeals allowed against decisions	PHBE	3 Improving housing	6 S Norfolk	28.00%	20.9%	25.00%	Green

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
	2.1 Pendleton Review (06-08)	3.1 Decide planning applications	

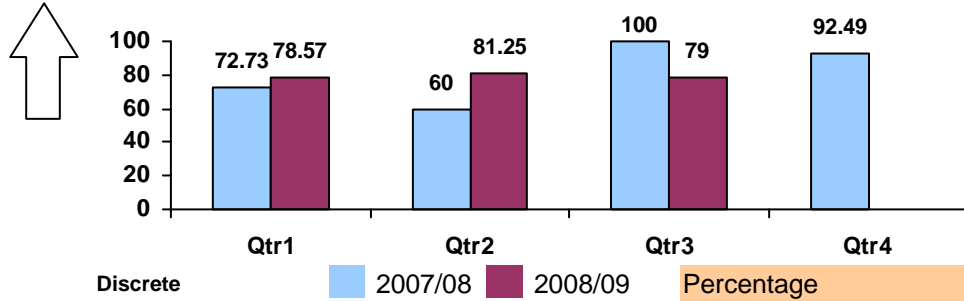
Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
	<p>2.1 73 priorities have been addressed out of the 260 identified by end of December. The progress towards the implementation of the Action Plan will increase efficiency for the Planning department, as a whole and an improved and consistent service to its customers. It will be highly reliant on Information Technology where the greatest risk be posed.</p>	<p>3.1 Major App - 71.4% Minor App - 90.24% Others - 94.89%</p> <p>YTD: Major App - 75.61% Target - 75% Minor App - 82.24% Target - 83% Others - 94.02%</p> <p>We compare favourably with like Authorities when benchmarked (SPARSE) 2007/08: Major App.: - Best Quartile ranked 25/122; Minor App.: - Second Quartile ranked 22/122; Other App.: - Best Quartile ranked 17/122; Cost of planning Service - Below average costs. Ranked 9/122.</p> <p>Overall for the service: Second to best quartile with lower than average costs.</p>	

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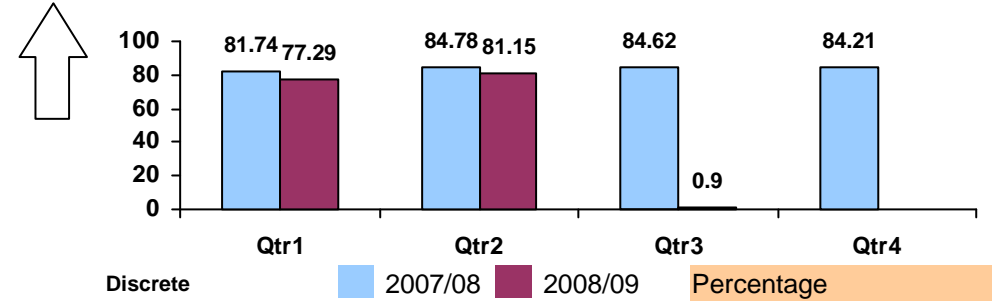
NI 157a - Processing of planning applications - major Green

YTD 78.05% Target 2008-09 75%



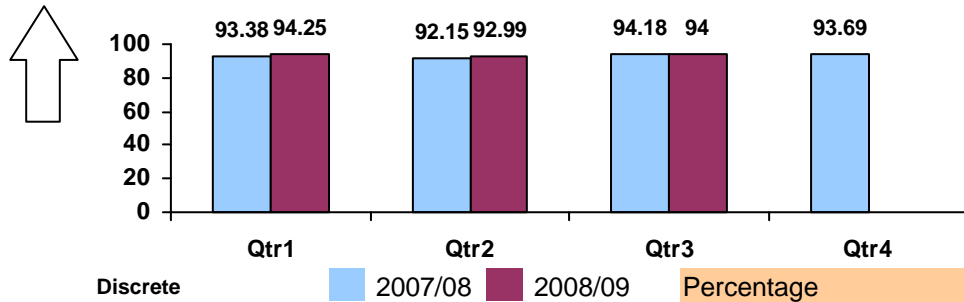
NI 157b - Processing of planning applications - minor Green

YTD 83.29% Target 2008-09 83%



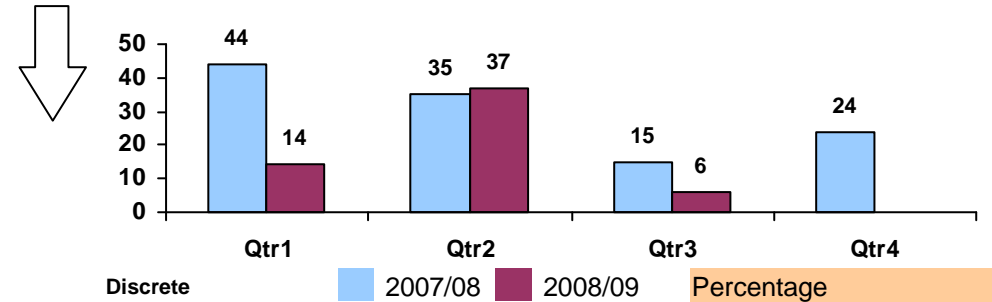
NI 157c - Processing of planning applications - other Green

YTD 93.82% Target 2008-09 93%



718 - Planning appeals allowed against decisions Green

YTD 20.9% Target 2008-09 25.00%



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Fuel Poverty

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 187 Tackling fuel poverty --- people receiving income based benefits living in homes with a low energy efficiency rating	PHBE	7 Supporting independence	7	S Norfolk	TBA	N/A	Baseline Year	
				Norfolk	TBA	N/A	TBA	
712 The number of homes made more energy efficient	PHBE	3 Improving housing	6	S Norfolk	261	688	250	Green

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Fuel Poverty. Calculation of this NI relies on a survey conducted late in 2008.			
1.2 Promotion of energy efficiency schemes			

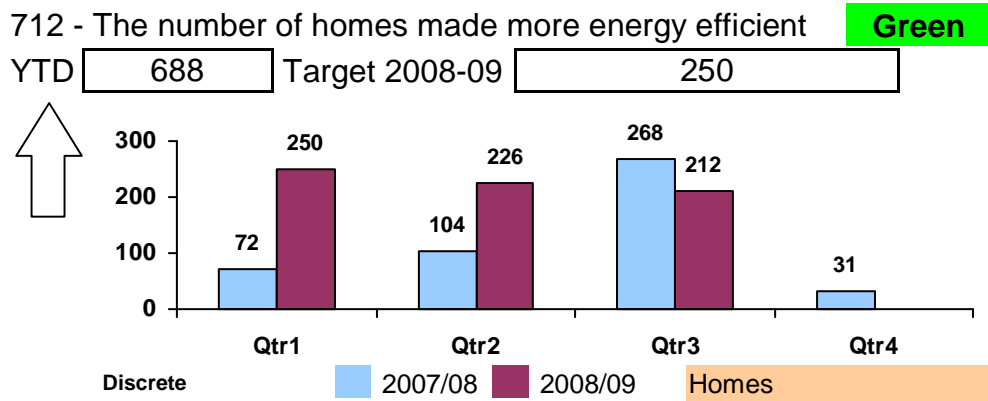
Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 The survey has been completed. 3000 questionnaires were sent out to South Norfolk residents who are in receipt of income related benefits. 1148 were returned. The East of England Energy Group will undertake the analysis in Qtr 4 to give us the baseline for this figure.			

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1.2 Following on from the consultation on Fuel Poverty, we have sent out over 300 energy booklets to promote energy efficiency. There will be a "mail out" by Warm Front in April 2009 promoting energy efficiency.

The number of homes made more energy efficient (Local Indicator 712) shows that we have helped 688 homes become more energy efficient by the end of Q3, against a target of 250 for the year. In reality, one of our partners contributes to our performance, as we make referrals to them. We can not take credit for all their work as some customers go directly to them, but we can claim 20%, the approximate number of customers we refer. Taking this into consideration and making the appropriate adjustment we have achieved 287 for the year.



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Conservation Management

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 197 Improved local biodiversity: Proportion of local sites where positive conservation management has been or is being implemented	THECCF	4 Environmental sustainability	4, 5	S Norfolk	38%	N/A	Baseline Year	
				Norfolk	46%	N/A	51%	
509 Ecological networks	THECCF	4 Environmental sustainability	4, 5	S Norfolk	TBA	N/A	Baseline Year	
				Norfolk	TBA	N/A	TBA	
725 Preserving the character of conservation areas: character appraisals	PHBE	4 Environmental sustainability	4	S Norfolk	TBA	0%	6%	Amber
726 Preserving the character of conservation areas: management proposals	PHBE	4 Environmental sustainability	4	S Norfolk	TBA	0%	6%	Amber

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Biodiversity advice and management		3.1 Conservation Area Character Appraisals and Management Plans	

Summary of Activities - Quarter 3 2008/09

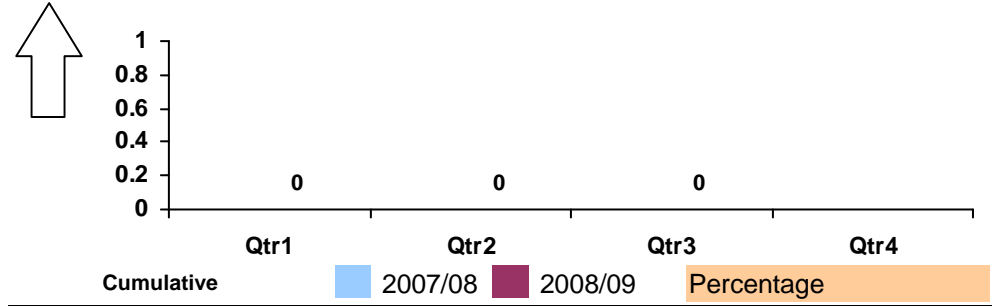
Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Partnership on ecology and biodiversity well-established and a county-wide target has been agreed. Biodiversity Co-ordinator for Norfolk attended briefing by DEFRA in December on the definition of the sites and biodiversity management actions to be included in delivery of NI197. The criteria clarified by DEFRA will be applied by all partners.		3.1 The consultant has completed the work on the conservation area pilots.(Wymondham, Trowse, Stoke Holy Cross). The conservation team planned to carry out the public consultation, the next stage, in Qtr 4. This has now been postponed, due to reduced resources, to Qtr 1 2009-10. Hence the amber status. The Conservation and Design Architect will make a full report on the wider policy framework for conservation to the next PHBE OSC meeting on 02 March.	

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725 - Preserving the character of conservation areas:
character appraisals

Amber

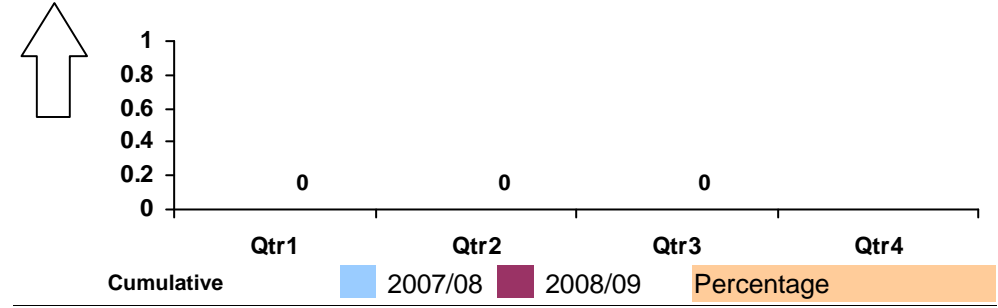
YTD 0% Target 2008-09 6%



726 - Preserving the character of conservation areas:
management proposals

Amber

YTD 0% Target 2008-09 6%



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Children's Health & Well-being

Indicator	Portfolio	Community Outcome	*Council Priorities	Baseline 2007-08	YTD	Target 2008-09	Status	
NI 54 Services for disabled children. For introduction in 2009/10	THECCF	8 Improving health and well-being	7	S Norfolk	None	N/A	Baseline Year	
				Norfolk	TBA	N/A	TBA	
NI 55 Obesity among primary school aged children in Reception Year	Alliance	8 Improving health and well-being	7	S Norfolk	None	N/A	TBA	
				Norfolk	8.3%	N/A	8.7%	
NI 56 Obesity among primary school aged children in Year 6	Alliance	8 Improving health and well-being	7	S Norfolk	None	N/A	TBA	
				Norfolk	16.2%, coverage 82.5%	N/A	16.1%, coverage 87%	
NI 57 Children and young people's participation in high quality PE and sport	THECCF	8 Improving health and well-being	5, 7	S Norfolk	None	N/A	Baseline Year	
NI 110 Young people's participation in positive activities	THECCF	5 Stronger communities	3, 5, 7	S Norfolk	None	N/A	Baseline Year	
				Norfolk	TBA	74.2%	TBA	
NI 199 Children and young people's satisfaction with parks and play areas.	THECCF	8 Improving health and well-being	3, 5, 7	S Norfolk	None	46.5% (Norfolk)	Baseline Year	
723 Total number of children attending holiday schemes	THECCF	8 Improving health and well-being	5	S Norfolk	3649	4334	4400	Green
724 The number of holiday programme attendees using Passport to Leisure	THECCF	8 Improving health and well-being	5	S Norfolk	343	209	360	Amber

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List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Sports development - disability		3.1 Play Strategy	
1.2 PCT - NHS Norfolk		3.2 2012 Olympics local plan	
1.3 Crucial Crew		3.3 Sports Unlimited	
		3.4 Swim School Development	
		3.5 South Norfolk Youth Action (SNYA)	

Summary of Activities - Quarter 3 2008/09

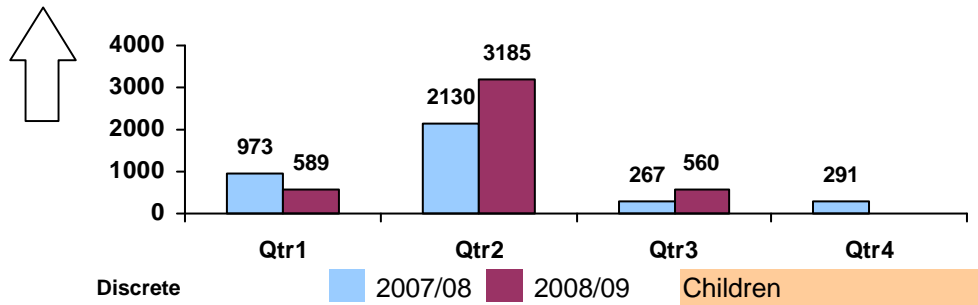
Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Success in applying for £2,000 to establish new disability focused sports club.		3.1 Play partnership quarterly meeting held and plan of action agreed including advice and support activities for parishes such as Play Area Information Day held for parishes, outlining information about potential funding, equipment and community consultation. Big Book of Games activities to commence funding in Q4.	
1.2 Ran 4 Heartstart courses for young people in South Norfolk. Provided statistical data on teen pregnancies, smoking etc.and focused local awareness raising for young adults on increased rates of teenage conceptions identified annually in December and January and sexual health issues.		3.2 Awaiting approval of county Olympic Strategy. Extensive promotion of Community Sport Achievers Awards and applications being submitted by young people. Consultation with Easton College students on awarding funding. Predicting 70 awards to young people in 2008-9.	
1.3 Ongoing planning and development of Crucial Crew event with range of partners for summer 2009.		3.3 Partnership established and meeting twice per term to review projects identified for children and young people. Applications for south Norfolk agreed by group and submitted to Active Norfolk for funding.	
		3.4 A detailed review of swim school was undertaken which resulted in operational and administrative changes. A web based booking system was implemented in time for re-booking and approximately two thirds of bookers used the on-line system.	

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3.5 South Norfolk Youth Action (SNYA) involved in range of activities: setting up of Breckland Youth Council; reviewing South Norfolk Advocacy Report; youth provision in Long Stratton; Local Democracy Week workshops at South Norfolk Council including Question time, 2012 Olympics, Young People As Police Trainers, Go Elephant, Representing Others, My Place and Political Speed Dating. SNYA broadcast their own radio programme on Exchange Radio; participated in recruitment interviews; planned a Comedy Workshop and Long Stratton Out Loud music event; discussed Environmental issues and produced an article for the next edition of the Link magazine. Young people attended the 'Festival Network' meeting to give feedback marketing. In total 133 young people gave 892 hours of their time at 13 events this quarter. Young people received 46 Personal Challenge, 55 Working with Others and 52 Making a Difference in your Community Certificates. They also received 9 other accreditations.

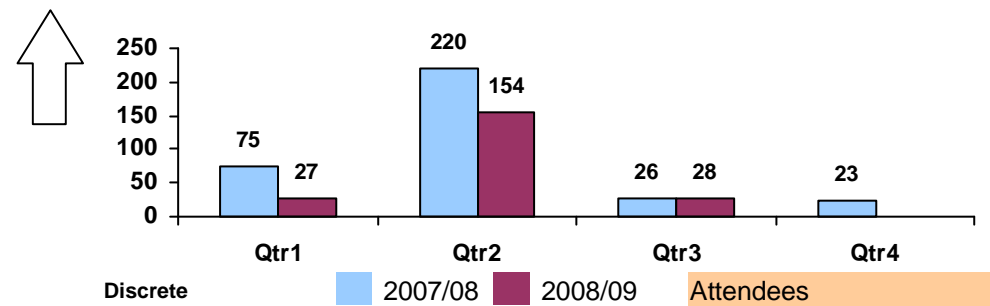
723 - Total number of children attending holiday schemes **Green**

YTD **4334** Target 2008-09 **4400**



724 - The number of holiday programme attendees using Passport to Leisure **Amber**

YTD **209** Target 2008-09 **360**



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Adult's Health & Well-being

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
NI 8 Adult participation in sport and active recreation	THECCF	5 Stronger communities	5, 7	S Norfolk	21% (2006-07)	25.8%	21.7%	
				Norfolk	TBA	N/A	21.7%	
NI 119 Self-reported measure of people's overall health and well-being	Alliance	8 Improving health and well-being	7	S Norfolk	None	N/A	Baseline Year	
NI 121 Mortality rate from all circulatory diseases at ages under 75	Alliance	8 Improving health and well-being	7	S Norfolk	39.9	N/A	34.1	
				Norfolk	TBA	N/A	TBA	
NI 123 Stopping smoking	Alliance	8 Improving health and well-being	7	S Norfolk	None	N/A	TBA	
				Norfolk	615	N/A	857	
NI 137 Healthy life expectancy at age 65	Alliance	8 Improving health and well-being	7	S Norfolk	None	N/A	Baseline Year	
719 Customer attendance at Council leisure centres (thousands)	THECCF	8 Improving health and well-being	5, 7	S Norfolk	470.95	375.5	520	Green
720 Number of volunteer hours given with Leisure, Culture & Countryside	THECCF	8 Improving health and well-being	1	S Norfolk	10809	34277	14000	Green
721 Number of Passport to Leisure card holders	THECCF	8 Improving health and well-being	7	S Norfolk	3214	3502	3340	Green

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Physical Activity Referral Scheme	2.1 Leisure centres business development / refurbishment (07-07 & 03/08)	3.1 Community Sport Network	4.1 Diss Health Improvement Project
1.2 PCT - NHS Norfolk		3.2 Corporate Membership	
		3.3 Over 60s Plan	

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Worked with NHS Norfolk co-ordinator to develop 12-week programme of subsidised one-to-one coached	2.1 Cycling studios launched on December 3rd. Number of classes per month increased from 16 - 48 (LSLC) and	3.1 Continued to facilitate network involving wide range of sports clubs, equalities representatives, older	4.1 The Health & Wellbeing Action Group is focusing on health inequalities in Diss. The first stage of the multi-

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activities in leisure centres for individuals referred by GP. For example dance programme for young mums. Target group individuals with health or mental health issues.

36 - 60 (WLC) including the introduction of non instructed classes. Work to commence in Diss on sauna, steam and spa once price agreed

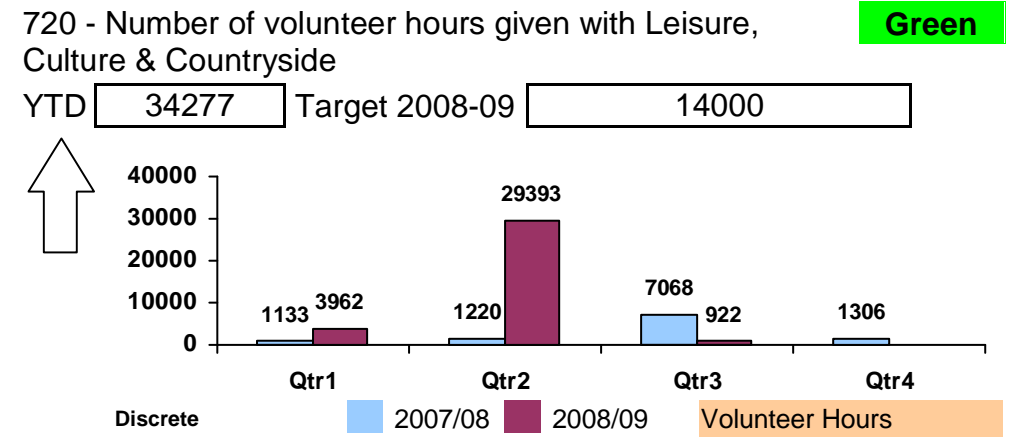
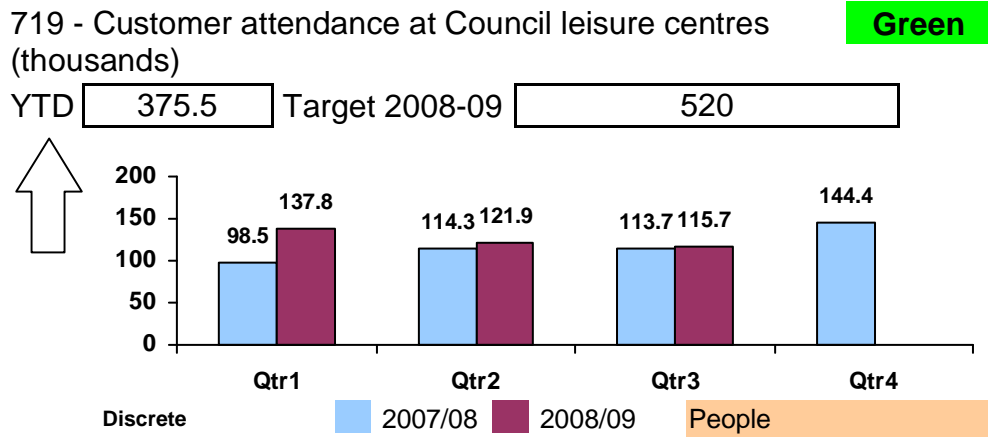
people's groups, South Norfolk Youth Action, schools and Extended Schools co-ordinators and to deliver Action Plan. Supported Bunwell Santa Fun Run involving more than 300 people in December; 6-week Learning for Health sessions, in partnership with Wymondham Learning Initiative , involving introductory walking and running groups; and yoga/Tai Chi courses for residents in sheltered housing.

agency approach has involved rapid appraisals of core groups in the town being carried out.

1.2 Ran Heartstart courses. Finalised the Health Trainer contract between SNDC, Norfolk PCT and the Norfolk Voluntary services. Trained 6 members of staff to be level 2 Health trainers, so they can support the volunteer health trainer Champions that will work on smoking cessation, healthy eating, keeping warm and falls prevention. Had several meetings with the voluntary services and supported the new Health Trainer Coordinator in the voluntary services.

3.2 Corporate membership promoted at business events at Elms Barns and Dunston Hall. The Post Office expressed an interest and information has been sent out to them.

3.3 SNC is one of 291 councils that have opted into the Free Swimming initiative for over 60s. A complementary programme of activities is being planned including ballroom dancing and art classes with a host to welcome participants to the leisure centre environment

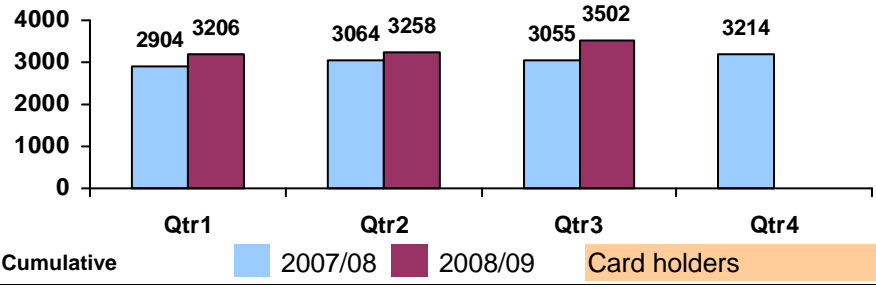
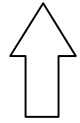


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721 - Number of Passport to Leisure card holders

Green

YTD Target 2008-09



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Indicator	Portfolio	Community Outcome	*Council Priorities	Baseline 2007-08	YTD	Target 2008-09	Status
NI 79 Achievement of Level 2 qualification by the age of 19	Alliance	2 Improving skills and fulfilling aspirations	5	S Norfolk Norfolk	TBA 73% (2006-07)	N/A N/A	TBA 80%
NI 117 16 to 18 year olds who are not in employment, education, or training (NEET)	Alliance	2 Improving skills and fulfilling aspirations	5	S Norfolk Norfolk	TBA 6.2%	N/A N/A	5.9% 5.8%
NI 166 Median earnings of employees in the area	Alliance	1 Thriving economy	5	S Norfolk Norfolk	TBA 90.3% (2006-07)	N/A N/A	TBA N/A
NI 171 New business registration Rate	Alliance	1 Thriving economy	5	S Norfolk Norfolk	TBA TBA	N/A N/A	Baseline Year TBA
503 Employment in Higher Level Occupations	Alliance	1 Thriving economy		S Norfolk Norfolk	TBA 37.7% Eastern Region - 43.2%	N/A N/A	TBA Reduce difference between county and region to 5.0%
722 Visitor enquiries at Tourist Information Centres	THECCF	1 Thriving economy	5	S Norfolk	N/A	46889	Baseline Year

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Princes Trust	2.1 Waveney Valley project	3.1 Business opportunities	
1.2 Greater Norwich Economic Strategy		3.2 Business support	

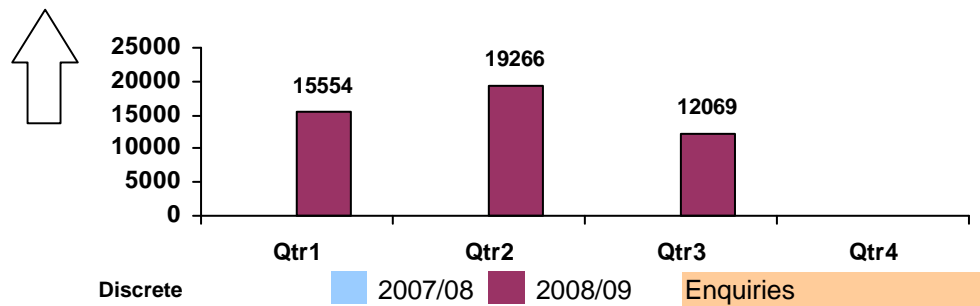
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Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
<p>1.1 Commitment made by Prince's Trust to engage young adults in South Norfolk and assist them in developing businesses or self-employment in 2008/9. Data to be supplied on numbers of young people involved in South Norfolk.</p> <p>1.2 Partnership between SNC, Broadland DC, Norwich CC, and Shaping the Future producing joint GNES. SNC and Broadland focusing on rural element of strategy, ensuring it complements Local Development Framework and rural land allocation policies</p>	<p>2.1 Waveney Valley project agreement finalised between EEDA, Norfolk CC and SNC. £3.5 million awarded through Rural Development Programme for England. Local Area Group established by partners. Match funding to be secured.</p>	<p>3.1 50 publicans attended conference to discuss issues affecting businesses. Pub Task Group report produced and approved at Scrutiny. Issues identified for further consideration relating to business rates, Welcome Host training and Pub of the Year Award. Successful business event hosted at Dunston Hall on 1st December and attended by more than 100 business people. Links made with a number of local businesses and tour of businesses planned in next quarter.</p> <p>3.2 Team Plan implemented. Business Support Simplification Programme (BSSP) being introduced and funded through EEDA, requiring all projects with business support element to be BSSP compliant and branded.</p>	

722 - Visitor enquiries at Tourist Information Centres

YTD 46889 Target 2008-09 Baseline Year



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Cultural Activities

Indicator	Portfolio	Community Outcome	*Council Priorities		Baseline 2007-08	YTD	Target 2008-09	Status
510 Participation in cultural activities	THECCF	5 Stronger communities	3, 5, 7	S Norfolk	TBA	N/A	TBA	
				Norfolk	Education and Outreach 93,772	N/A	Education and Outreach 108,602	

List of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 South Norfolk Festival of the Arts		3.1 Public Arts Strategy	4.1 Village Stage and Village Screen rural tour
1.2 Cultural Olympiad		3.2 Festive Fusion	
1.3 Artists Network			

Summary of Activities - Quarter 3 2008/09

Partnerships	SNC Special Projects 2008/09	Core Business	Neighbourhoods
1.1 Draft Business Plan for SN Festival of the Arts produced including detailed artistic programme, marketing plan, budgets and resources. Community involvement progressing well with a portfolio of events identified. Produced events toolkit for use by community groups and events organisers. Agreed sponsorship benefits and marketing material. Application to Arts Council England for Grants for the Arts initiative submitted.		3.1 Smaller component of 'Insects Galore' project proposed for inclusion in Festival of the Arts. Original larger scale partnership project not developed as planned due to uncertainties around 2009/10 budget.	4.1 12 village screenings attended by audiences of 393. 5 live performances with a further 7 planned. Awaiting results of service partnerships review and decision from Grants and Loans Review Panel before developing new programme.
1.2 Festival Network Plan agreed by Festival Network Group. Main activities to be implemented between 2010 - 2012.		3.2 Packaged and promoted Christmas activities across the district. 10,000 Festive Fusion brochures distributed. Over 8000 people attended 3 light switch on events including performances of music/street theatre/ice sculpture. Local producers promoted and £300 advertising income generated.	
1.3 Working towards implementing on-line gallery.			

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