

# Taunton Deane Borough Council

## Executive – 20 April 2017

### Taunton Deane Borough Council Corporate Plan 2017/2018

This matter is the responsibility of Councillor Richard Parrish, Member responsible for Corporate Services

Report Author: Richard Doyle, Corporate Strategy and Performance Officer

#### **1 Purpose of the Report**

- 1.1 The purpose of the report is to introduce the draft Corporate Plan for 2017/18 as it begins its path through the democratic process.

#### **2 Recommendations**

- 2.1 That Executive supports the adoption of the Corporate Plan for 2017/18.

#### **3 Background Information**

- 3.1 The Corporate Plan flows from our four year strategy which covers the period 1 April 2016 to 31 March 2020. The 2017/18 Corporate Plan will be the second year of this strategy.
- 3.2 The Plan describes the actions we will take during the year to ensure the Council's strategic objectives are achieved for the people and place of Taunton Deane and sets out how we will monitor and measure our progress.
- 3.3 The Corporate Plan does not cover everything that the Council does, but it focuses on a combination of those issues that matter most to local people and the unique challenges arising from the Borough's changing social, economic and environmental contexts.
- 3.4 The plan is a key component of our corporate planning and performance management framework. It links the strategic priorities of the Council directly to the activities of each individual employee as can be seen from the illustration below:



#### **4 Finance / Resource Implications**

The Plan contains *Key Theme 4 – An efficient and Modern Council* – which includes the aims to *Review how services are delivered, by whom and to what standard in order to best allocate our resources and Make better use of our land and property assets; transferring or selling assets where it makes sense to do so.*

#### **5 Legal Implications**

It is not a legal requirement to produce a Corporate plan; however, it is an essential business management tool and will provide a clear plan for officers and members to work within.

#### **6 Environmental Impact Implications**

The Plan contains *Key Theme 3 – Our Place* which seeks to keep Taunton Deane a place to be proud of and one which is well maintained and welcoming to residents, visitors and businesses alike.

#### **7 Safeguarding and/or Community Safety Implications**

There are no safeguarding or community safety issues

#### **8 Equality and Diversity Implications**

Members need to demonstrate that they have consciously thought about the three aims of the Public Sector Equality Duty as part of the decision making process.

The three aims the authority **must** have due regard for:-

- Eliminate discrimination, harassment, victimisation
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

## **9 Social Value Implications**

There are no social value implications.

## **10 Partnership Implications**

There are no partnership implications.

## **11 Health and Wellbeing Implications**

The Plan contains *Key Theme 1 – People* which seeks to deliver greater housing and employment provision as well as services which support the needs of an older population and our most vulnerable residents.

## **12 Asset Management Implications**

The Plan contains Key Theme 4 – An efficient and Modern Council – which includes the aim to “Make better use of our land and property assets; transferring or selling assets where it makes sense to do so”.

## **13 Consultation Implications**

Early drafts of the plan have been shared with the Joint Management Team.

### **Democratic Path:**

- **Scrutiny – No**
- **Executive – Yes**
- **Full Council – Yes**

**Reporting Frequency: Annually**

### **List of Appendices**

Appendix A	Draft TDBC Corporate Plan 2017/18
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## Contact Officers

Name	Richard Doyle
Direct Dial	01823 218743
Email	r.doyle@tauntondeane.gov.uk

**Taunton Deane Borough Council  
Corporate Plan 2017 - 18**

**People**



**Business & Enterprise**



**Our Place**

**An Efficient & Modern  
Council**

**“Working with our communities to keep Taunton Deane  
a great place in which to live, work, learn and enjoy”**



## Introduction



Cllr. John Williams  
Leader of the  
Council

### **Welcome to Taunton Deane Borough Council's Corporate Plan for 2017-18.**

Having agreed our Corporate Strategy for the next four years (2016-20) , setting out our vision, priorities, values and principles, we are committed to putting the Strategy into action and making a difference for local people and business.



Penny James  
Chief Executive

Our level of ambition remains undiminished despite the challenging financial circumstances in which we and other District Councils are operating and we will continue to work.

We will build upon our good relationships with partners and make sure public money continues to be spent well and to deliver projects that improve the quality of life of our residents.

The Corporate Plan identifies the key actions we will take during the year to ensure the Council's strategic objectives are achieved and should be read alongside, and in the context of, other key plans and strategies that guide the Council's business and the way it works, including in particular:

### **The Taunton Growth Prospectus**

- provides a clear economic vision for our County Town. Our vision is supported by key projects that will enable Taunton to achieve it's full economic growth potential.

### **The Housing Revenue Account Business Plan 2012-2042**

- TDBC is the only district council in Somerset still to own and manage its own housing stock. The Plan sets out the Council's overall aims and objectives for the housing service, as a landlord for approximately 6,000 homes.

### **The Core Strategy**

- TDBC is the local planning authority for the Borough. The Core Strategy sets out a vision for Taunton Deane and strategic objectives, spatial strategy and policies for meeting that vision. It also reflects the strategic objectives of the 'Sustainable Community Strategy' as well as national planning policy. The Plan specifies the locations and quantity of growth to be accommodated within the Borough up to 2028 and identifies strategic site allocations, including mixed-use urban extensions.

### **The Priority Areas Strategy**

- The PAS seeks to tackle disadvantage and deprivation in some of Taunton Deane's most deprived communities.

**Transformation** - Transforming the way we work to deliver an organisation centred on customers, services and communities

**“Working with our communities to keep Taunton Deane a great place in which to live, work, learn and enjoy”**

## Elected Members of the Borough Council - Portfolio Holders

**The Executive are responsible for decisions affecting the day-to-day running of the Council, linking the necessary action to implement the Council's policies. The Executive are the policy forming team for the Council.**



**Leader of the Council:  
Cllr John Williams**



**Deputy Leader: Cllr Mark Edwards**  
Areas Covered: Business Development, Asset Management and Communications.



**Cllr Jane Warmington**  
Areas Covered: Community Leadership.



**Cllr Richard Parrish**  
Areas Covered: Corporate Resources.



**Cllr Patrick Berry**  
Areas Covered: Environmental Services & Climate Change.



**Cllr Terry Beale**  
Areas Covered: Housing Services.



**Cllr Robert Habgood**  
Areas Covered: Planning Policy & Transportation.



**Cllr Catherine Herbert**  
Areas Covered: Sports, Parks & Leisure.



## Joint Management Team

**Taunton Deane Borough Council shares a Management Team with West Somerset Council.**

**The Joint Management Team works closely with the Council Leaders, elected Members and with our partners to deliver the corporate priorities for both Councils**



**Penny James**, Chief Executive for Taunton Deane Borough Council and West Somerset Council

The Chief Executive leads delivery of the corporate management and operational responsibilities of the Councils, and statutory obligations are Head of Paid Service, Returning Officer and Electoral Registration Officer.



**Shirlene Adam**, Director - Operations

The Director of Operations main role during 2017/18 will be to focus on the Transformation agenda and the potential creation of a new council.



**James Barrah**, Director - Housing & Communities

The Director of Housing and Communities is responsible for all of both Councils' assets with responsibility for a wide ranging property and development service including new build housing developments and housing enabling.



**Brendan Cleere**, Director - Growth & Development

The Director of Growth & Development has overall responsibility for planning, regeneration, delivery of community infrastructure, inward investment and economic development. Key priorities include the Hinkley Point nuclear new build.



**Bruce Lang**, Assistant Chief Executive & Monitoring Officer

The Assistant Chief Executive & Monitoring Officer is responsible for Elections.

## The Purpose of the Corporate Plan

The Corporate Plan for 2017/18 flows from our four-year Corporate Strategy, which covers the period 1st April 2016 through to 31st March 2020. We are now in the second year of the strategy.

The Plan describes the actions we will take during the year to ensure the Council's strategic objectives are achieved for the people and place of Taunton Deane and sets out how we will monitor and measure our progress.

The Corporate Plan does not cover everything that the Council does, but it focuses on a combination of those issues that matter most to local people and the unique challenges arising from the Borough's changing social, economic and environmental contexts.

## How do we use it?

The plan is a key component of our corporate planning and performance management framework. It links the strategic priorities of the Council directly to the activities of each individual employee as can be seen from the illustration below.



## Key Theme 1

## People

### Why is this important?

**Taunton Deane is growing and will have an increasing older population. These changes will require greater housing and employment provision as well as services which support the needs of an older population and our most vulnerable residents.**



### The key issues we aim to influence and improve:

#### Key Issue

Facilitate an increase in the availability of affordable homes and Council homes for local people – to both buy and to rent;

#### What we will do in 2017/18

- Facilitate the delivery of the affordable housing development pipeline to achieve the target of 200 new affordable homes completed during 2017/18 with at least 10% being new build council housing.

#### Key Issue

Work with partners in both the private and public sector to develop a range of additional housing types suitable in particular for single person households, young people in rural communities and elderly people;

#### What we will do in 2017/18

- Refocus Hinkley Housing Plan to get approval for and deliver a range of private sector housing projects to help mitigate impact of Hinkley workers on housing supply.
- Continue Somerset West Private Sector Housing Partnership (SWPSHP) focus on landlord accreditation enforcement, empty homes etc to ensure suitability and supply of private rented accommodation.
- Through close partnership working secure the delivery of new build affordable homes with at least 10% secured suitable for single persons households, rural housing and for elderly people during 2017/18.

## **Key Issue**

Work with others to support the wellbeing of an older population and our most vulnerable residents;

## **What we will do in 2017/18**

- Put in place appropriate support for housing tenants to transition across to Universal Credit from October 2016; liaising with Revenues and Benefits, Department for Work & Pensions, Citizens Advice Bureau etc.
- Continue working with 'Inspired to Achieve' project within the Housing Service to support unemployed tenants into sustainable employment.
- Support One Teams to continue working in our high demand communities.
- Deliver or enable health promotion work in the community targeted at vulnerable residents, such as disabled facilities grants, the Wellington Isolation event, Archie dementia awareness, flu jab clinics and legal high awareness raising at schools.
- Implement new local lottery to raise money for local and community sector organisations to offer additional support to vulnerable local residents.
- Increase the defibrillator network in Taunton Deane through grant funding to rural parish councils/community groups to improve community resilience."
- We will work with DWP to explore affordable and sustainable local support for Universal Credit for more vulnerable residents, where personal budgeting support and claims assistance may be required (subject to external funding).

### **Key Issue**

Facilitate the creation a broad range of high quality employment opportunities that recognises the different needs of rural and town communities in order to provide local people with more rewarding futures.

### **What we will do in 2017/18**

- Aim to adopt the Taunton Deane Site Allocations and Development Management Plan.
- Undertake a review of the Core Strategy (sets out a vision for Taunton Deane and strategic objectives, spatial strategy and policies for meeting that vision) and is an enabler to growth.

### Employment Site –

- Junction 25 Strategic Employment Site – Adopt Local Development Order (LDO) in place by Autumn 2017.

**“Working with our communities to keep Taunton Deane a great place in which to live, work, learn and enjoy”**

## Key Theme 2

## Business & Enterprise

### Why is this important?

**An increasing local working-age population and the desire to keep our town centres vibrant means that sustaining our local economy must be central to the Council's priorities and planning.**



### The key issues we aim to influence and improve:

#### Key Issue

Encourage inward investment and the promotion of the district as a place in which to visit and do business;

#### What we will do in 2017/18

- Work with and support Nuclear South West to deliver a sector focused campaign throughout the year.
- Work with and support into Somerset to deliver a targeted marketing campaign by December 2017.
- Work with Coast Communications to develop a marketing campaign to promote sector specific inward investment by December 2017.

#### Key Issue

Further develop the offering of the Deane in terms of social, leisure and culture in order to make the area an even more attractive proposition for investment;

#### What we will do in 2017/18

- Work with Arts Taunton to develop a cultural strategy for Taunton Deane to inform the emerging Somerset Cultural strategy by October 2017.
- Apply a strategic approach to the financial support provided to key arts and cultural organisations by May 2017.
- Deliver an events portal for events organisers to encourage additional events in the area by July 2017.

- Develop an annual programme of events in partnership with the Taunton Events Group by March 2018.

#### Coal Orchard (Phase 2)

- Secure detailed planning consent by 30th November 2017.
- Decommission St James St Pool by 31st December 2017.
- Evaluate in partnership with TTA the detailed investment case for the Brewhouse by summer 2017.

#### Firepool - Taunton Town Centre Regeneration

- Secure Outline Planning consent by Summer 2017.
- Assemble all necessary land (North site) by 31st March 2018.

#### **Key Issue**

Ensure the Council is perceived as being 'business friendly', ensuring rules are applied appropriately and are not excessive;

#### **What we will do in 2017/18**

- Deliver the Taunton Deane business conference to by 30th September 2017.
- Work with Key Taunton town centre businesses and organisations to create a refreshed approach to co-ordination of activity in the town centre by 31st March 2018.
- We will work with our new street and public toilet cleaning contractor to provide a seamless transition protecting the service within the town centre.

#### **Key Issue**

Promote the Taunton town centre and the existing 'gems' such as the Museum of Somerset and Castle Green;

#### **What we will do in 2017/18**

- Work with key visitor businesses and groups to develop a clear offer for day visitors to the area by March 2018.
- Develop a new approach to marketing the town centre by March 2018.

### **Key Issue**

Identify suitable affordable employment sites, particularly in rural areas;

### **What we will do in 2017/18**

- Will be considered as part of the review of the Core Strategy (sets out a vision for Taunton Deane and strategic objectives, spatial strategy and policies for meeting that vision) and is an enabler to growth.

### **Key Issue**

Push for the rollout of fibre broadband and better mobile phone signal coverage across the Deane;

### **What we will do in 2017/18**

- Provide financial contribution to support the implementation of the Connecting Devon and Somerset (CDS) phase 2 Superfast Broadband rollout by 30th March 2018.

### **Key Issue**

Continue to work with partners to remove barriers to jobs and housing growth by addressing infrastructure constraints and securing funding for that infrastructure.

### **What we will do in 2017/18**

- Commence work on the development of an Infrastructure Delivery Strategy.
- Refresh Taunton Growth Prospectus (relaunch early 2017).
- Use the new Garden Town's Programme funding to support the delivery of the infrastructure necessary to deliver sustainable new communities.

### **New Garden Communities**

#### Monkton Heathfield

WRR construction to start (May 2017)

#### Comeytrove/Trull/Staplegrove

We will continue to work with the developers and site promoters to overcome the viability challenges of the schemes.



### **Key Issue**

Support business start-ups and expansion within the Deane.

#### **What we will do in 2017/18**

- Work in partnership with Somerset County Council and the Local Enterprise Partnership to enable the delivery of Wiveliscombe Enterprise Centre by 31st March 2018.
- Work in partnership with Cosmic to support 40 businesses to develop their digital skills and expertise by 31st March 2018.
- Work with the Taunton Digital group to deliver their agreed action plan by 31st March 2018.
- Evaluate the council's approach to financial support for businesses and create new policy by 31st March 2018.

## Key Theme 3

## Our Place

### Why is this important?

**We want to keep Taunton Deane a place to be proud of and one which is well-maintained, welcoming to residents, visitors and businesses and is easy to get around.**



### The key issues we aim to influence and improve:

#### Key Issue

Work with, lobby and influence others to further improve the Deane's transport links including additional cycle paths, measures that tackle congestion as well as a new railway station for Wellington.

#### What we will do in 2017/18

- Taunton Town Centre Public Space improvements – to identify preferred options by end of 2017 and prepare to implement a trial by 2018.
- 20 year Transport Strategy for Taunton - Fully evidenced work complete by Spring 2017.
- Improve access to 4km of Public Rights of Way between the built up areas of north-east Taunton and Monkton Heathfield to Hestercombe Gardens and the Quantock Hills AONB.

#### Major Transport Schemes

- Junction 25 capacity improvements.
- Transport Infrastructure improvements for A358 – preferred route announced by Summer 2017.

#### Toneway Corridor

- Develop Outline Business Case for Toneway Corridor Improvements.

**Key Issue**

Work with others to improve way finding within the Deane through improved signage and support improved signage at the entry points from the motorway into the Deane which promotes the area as a place to visit;

**What we will do in 2017/18**

- Install additional pedestrian way finding system in Taunton by 30th June 2017.
- Lobby partners to improve signage packages at motorway entry points by 31st March 2018.

**Key Issue**

Make finding a car parking space in Taunton quicker and easier through the provision of electronic parking signs;

**What we will do in 2017/18**

- Install Variable Message Signage for car parking onto the highways network Taunton Town Centre by 31st December 2017.
- Provide pay on foot car parking systems for seven town centre car parks by 31st November 2017.

**Key Issue**

Ensuring our environment remains attractive including through street cleaning and grass cutting;

**What we will do in 2017/18**

- Conclude grounds maintenance review as part of the tenant and leaseholds satisfaction project in Housing and identify recommendations for improvement;
- Support community clean up days and litter picks in One Team areas, working with partners.
- We will hold our cleaning contractors to account should standards drop below that expected.
- We will prosecute those caught fly tipping waste and crackdown on commercial abuse of domestic waste collections.
- Help facilitate green infrastructure related grant application by working with local communities.
- Ensure that landscape proposals for the major development sites, approved at the planning stage, have been implemented as agreed.

- Help prepare the outline masterplan for the major extension at Monkton Heathfield in collaboration with the developers and local stakeholders to ensure green infrastructure (including paths /play areas) are co-ordinated and complementary.

### **Key Issue**

Work with others to introduce measures that reduce the risk of flooding within our communities.

### **What we will do in 2017/18**

#### Strategic Flood Alleviation Improvements

Upstream flood water storage scheme (Bradford On Tone)

- Phase 2 – Combined option assessment and preferred option by Autumn 2017
- Completion of Phase 2 Options Appraisals by end of 2017.

## Key Theme 4

### An Efficient & Modern Council

#### Why is this important?

**Like all Councils, we continue to be challenged by significant budget cuts and pressure on services. We need to continue to collaborate with a range of organisations to deliver and enable outcomes that are important to our communities and find new ways of working that ensure we continue to get the best possible value out of the funds available to us.**



#### The key issues we aim to influence and improve:

##### Key Issue

Review how services are delivered, by whom and to what standard in order to best allocate our resources;

#### What we will do in 2017/18

##### The Transformation Programme

The Transformation High Level Business Case approved by both TDBC and WSC in July and Sept 2016 respectively, details the ambition for change and explains what this will mean for our staff, our customers, our systems and processes, and our councillors

The Design Principles and New Operating Model that underpin our transformation approach reflect that the customer is at the heart of everything we do, be it public, colleague, councillor, business, potential investor etc. To achieve our transformation vision, we recognise we need to completely review what we do, how we do it and who will do it.

The desired outcome for our communities, our organisation, our members and staff can only be achieved by radical changes to how we operate to deliver services.

This programme of change is significant and will take 18-24 months to complete.

The key activities (which will be included within a detailed Programme Plan) planned for the next 12 months (2017-18) include:

- Finalising the organisational design and the staffing structure required to support the transformed delivery model. Appointing staff into the new structure.
- Developing and delivering an organisational development programme to deliver the people change fundamental to the successful delivery of the transformation outcome and benefits.

- Undertake service and business process reviews to ensure that our processes reflect the corporate design principles.
- Specify, procure and implement the core technology platform that is fundamental to achieve the required transformational change.
- Deliver key supporting technology solutions to enable the new ways of working.
- Refurbishment of Deane House and West Somerset House to provide fit-for-purpose offices and the opportunity to provide rental space.
- During 2017/18, should the Secretary of State approve a proposal to create a new council covering the existing TDBC and WSC areas then work will be undertaken in line with the relevant legislation to determine the governance arrangements of a new authority. If the Secretary of State does not agree to create a new council then the electoral review of the existing TDBC areas will be recommenced with the Boundary Commission to agree a new wording pattern in time for the 2019 local elections based on the agreed principle that the future size of the council will be 43.
- To ensure that proper and transparent procedures are in place to effectively manage and distribute the unparished area funds’.
- Seek approval for and deliver the Housing Revenue Account (HRA) programme of projects to transform and improve the service to our tenants.
- During the year 2016/17 the contract with Southwest One ended. This resulted in some services returning to Taunton Deane Borough Council and the implementation of systems to replace SAP. Throughout 2017/18 we will embed those systems and consider the optional way of delivering back office services in line with our design principles.

**Key Issue**

Make better use of our land and property assets; investing in, transferring or selling assets where it makes sense to do so;

**What we will do in 2017/18**

- Approval of the detailed organisational design and implementation of the design commenced.
- Progress the transfer of the public conveniences to the Parish and Town Council.
- Development and implementation of the Council's 2017-2020 General Fund Asset Strategy and Asset Management Plan.
- Delivery of the Compliance Action Plan.

**The Accommodation Programme**

The Accommodation Programme is being delivered as part of the Transformation programme which will deliver new ways of working. This will include new office furniture and telephone systems, better IT enablement, agile and more SMART office style working. The programme will also deliver reductions in overall operating costs and have the potential to generate income through the renting of space to other organisations that will reduce overall costs and repayment periods.

**Deane House Accommodation**

Fully refurbish Deane House and create modern office facilities

**Moorland House**

New build of Location Offices based within the Halcon area to better enable service delivery and partnership working.

**Key Issue**

Support members to undertake their roles within their communities through improved access to information;

**What we will do in 2017/18**

- Continuing to hold 'Making a Difference' Workshops to support and prepare members to be actively engaged in shaping the transformation programme for the council going forward; reviewing the decision making processes (timetable of meetings, constitution etc) to provide members with additional capacity to focus on the community engagement element of their role.
- Member working groups (New Council and IT) will explore possibilities relating to digital agenda management.

## Key Issue

Improve access to service information and the ability for staff, customers and members to self-serve through efficient and modern ICT systems.

## What we will do in 2017/18

- In April 2017 we will go live with a new website to improve customer self-service and our aims for channel shift.

## ICT Strategy

- Implement the recently approved ICT Strategy to support Transformation for both Councils, in particular to move to a single ICT platform, and enabling "smart" working for staff.
- Procuring and commencing the implementation of the software to support the delivery of our transformation objectives and Corporate Design Principles.

## New Systems

- Make the move away from the SAP system and go live with new systems for Finance and Procurement, HR and Case Management.
- Go live with a new website for TDBC, enabling the public to access TDBC services via a revamped and up to date website, accessible through a variety of devices.
- Consider the implementation of the modern.gov system for producing electronic committee minutes and agendas.

## Service Delivery Models

- Monitoring of our 1 year contract with SCC for the management of Customer Services function and during that time working up detailed plans of how TDBC will run that service from 1st December 2018 in line with transformation vision and One Team strategies.
- Work with our new Payroll services provider and implement the changes necessary to comply with Government legislation on working with intermediaries and the requirement to make such payments subject to Income Tax and National Insurance deductions.
- We will go live with a new Finance, HR and Customer Relationship Management systems and develop their use throughout the year.



## Measuring our Progress

**Performance measures are set at a corporate, team and individual level within the Council in order that we can track progress, take remedial action where necessary and know when and whether the desired outcome has happened.**

We have established a 'basket' of corporate measures, which are summarised below, which will be reported to our Councillors and published on our website, which relate to our strategic aims.

### Key Theme 1 – People

- Homelessness - number of households making a homeless application.
- Number of households in Council provided temporary accommodation.
- Disabled Facilities Grants - Average time to complete DFG process once allocated by Somerset West Private Sector Housing Partnership.
- Disabled Facilities Grants - Average overall waiting time for high priority DFGs (once recommendation made by OT)
- Affordable Homes - Number of units delivered within the Borough
- Affordable Homes - Number of units suitable for single person households, rural housing or elderly persons
- Total net increase in the number of homes within the Borough.

### Key Theme 2 – Business & Enterprise

- Births of new enterprises (Business 'birth' rates as a % of business stock)
- Skill level within the workforce (NVQ Level 2, 3 & 4)
- Benefit claimant count as % of resident Taunton Deane population
- Employment Rate within the Borough.
- Unemployment Rate within the Borough
- Long term unemployed (more than 12 months)
- Youth unemployment (18-24 year olds)
- Wage levels within the Borough
- Business survival rate (5 year survival %)

### Key Theme 3 – Our Place

- Fly-Tipping; Number of reported incidents
  - Fly-Tipping - reported fly-tipping removed with 5 days of report
  - Number of Street Cleansing reports (overflowing litter bins, overflowing dog bins and general litter detritus).
  - Street Cleansing - % service requests actioned within 5 working days.
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### Key Theme 4 – An Efficient & Modern Council

- % MAJOR planning applications determined within 13 weeks (or within agreed extension of time) Majors' are defined as residential developments of 10 or more units, or retail/commercial developments of more than 1000 square metres of additional floor space
- % MINOR planning applications determined within 8 weeks. Minor's are defined as residential developments of less than 10 units, or retail/commercial developments of 1000 square metres or less of additional floor space.
- % of OTHER planning applications determined within 8 weeks – Other's are defined as applications for advertisement consent, changes of use, listed building and conservation area consents and all householder applications.
- Freedom of Information Requests - percentage processed within the statutory 20 working day deadline
- Staff Sickness Absence – Average number of days per full-time equivalent members of staff.
- Abandoned telephone call rate to main Council Switchboard number - as a % of total calls received.
- Corporate Complaints - Percentage of recorded complaints receiving a full response within 20 working days.
- Ombudsman -Number of complaints investigated by the Ombudsman requiring a remedy (excludes minor injustices)
- Invoice payment - % of undisputed invoices for commercial goods and services paid within 30days of receipt
- Average processing times for new Housing Benefit claims
- Average processing times for change in circumstances to Housing Benefit claims
- Environmental health requests completed within 60 days
- % Council Tax collected
- % Non-domestic Rates collected

- TDBC Housing rents - % Income collected as a percentage of rent owed
  - Housing Repairs & Maintenance Completion of repairs within priority target times: Urgent (Emergency)
  - Housing Repairs & Maintenance Completion of repairs within priority target times: Non Urgent
  - Timeliness of draft minutes of Committee meetings being provided to Committee chair.
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## For more information contact

Corporate Strategy & Performance Manager  
 Taunton Deane Borough Council  
 The Deane House  
 Belvedere Road  
 Taunton TA1 1HE

Email: [enquiries@tauntondeane.gov.uk](mailto:enquiries@tauntondeane.gov.uk)



### English

If you would like this document translated into other languages or in Braille, large print, audio tape, or CD please telephone us on 01823 356356 or e-mail us at [enquiries@tauntondeane.gov.uk](mailto:enquiries@tauntondeane.gov.uk)

### Bengali

অপনি যদি এই দলিলপত্র অন্য কোন ভাষায় অনুবাদ করে চান, বা ব্রেল, বড়ো ছাপার অক্ষর, অডিও-টেপ বা সিডিতে চান, তাহলে আমাদের টেলিফোন করুন এই নম্বরে 01823 356356 বা অথবা ই-মেল করুন [enquiries@tauntondeane.gov.uk](mailto:enquiries@tauntondeane.gov.uk)

### Chinese

如果你要這文件翻譯成其他語言或盲人凸字、大號字、聲帶、或光碟，請致電我們，電話 01823 356356 或電郵 [enquiries@tauntondeane.gov.uk](mailto:enquiries@tauntondeane.gov.uk)

### Hindi

अगर आप इस दस्तावेज़ का अनुवाद दूसरी भाषाओं या ब्रेल, बड़े अक्षरों वाली छपाई, ऑडियो टेप, या सीडी में चाहते हैं, तो कृपया हमें इस नंबर पर फ़ोन कीजिये 01823 356356 या यहाँ ईमेल कीजिये [enquiries@tauntondeane.gov.uk](mailto:enquiries@tauntondeane.gov.uk)

### Portuguese

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### Polish

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