



	What will we do?	How will we measure this?
<p><b>A digitally-enabled borough</b></p> <ul style="list-style-type: none"> <li>- We will work with businesses and partners to improve Broadband and Wi-Fi connectivity across the borough, benefiting those who live, work and visit Havering.</li> <li>- We will be more connected to our residents and businesses through an accessible and easy-to-use new website and will support residents to become more confident in accessing council services online.</li> </ul>	<ul style="list-style-type: none"> <li>-Provide broadband and Wi-Fi connectivity in Romford, Hornchurch and Upminster Town Centres to support businesses to thrive; enable contactless payments and improve the experience of visitors to the borough.</li> <li>-Continue to review the Council website, streamlining online processes to improve our customer’s experience, making online the preferred way to access council services.</li> <li>-Support our vulnerable customers to trust and confidently use online services where possible.</li> </ul>	<ul style="list-style-type: none"> <li>- Improved Socitm<sup>1</sup> score for the www.havering.gov.uk website</li> <li>- Avoidable customer contact for Customer Services</li> </ul>
<p><b>Capitalising on our location and connectivity</b></p> <ul style="list-style-type: none"> <li>- We will promote Havering’s key connections to central London, as well as its national and international links.</li> <li>- We will enable residents to capitalise on Havering’s location with the opening of the borough’s three Crossrail stations by 2019 and Beam Park station by 2020.</li> </ul>	<ul style="list-style-type: none"> <li>-Promote better transport infrastructure connections to support the Romford and Beam Park Housing Zones.</li> <li>-Develop an updated webpage that provides information and advice about transport connectivity and important transport projects in Havering.</li> <li>-Improve the immediate areas around the new Crossrail projects at Gidea Park, Harold Wood and Romford which will enhance the immediate surroundings of the stations, ensuring they are accessible, high quality and easy to use for interchanges.</li> <li>-Complete the design, feasibility, budget and costs for Beam Park Station.</li> </ul>	<ul style="list-style-type: none"> <li>- Delivery of public realm improvements at the borough’s three Crossrail stations by March 2018</li> <li>- Completion of Governance for Railway Investment Projects (GRIP) stage 3 at Beam Park station by November 2017</li> </ul>
<p><b>Fast and accessible transport links</b></p> <ul style="list-style-type: none"> <li>- We will enhance our transport network to ease congestion within the borough.</li> <li>- We will continue to negotiate for improved transport infrastructure to support regeneration and creating public spaces that promote health, happiness, and well-being.</li> </ul>	<ul style="list-style-type: none"> <li>-Bid for funding through the TfL ‘Liveable Neighbourhoods’ programme which aims to improve the connection for pedestrians and cyclists connectivity to the Romford Ring Road encouraging sustainable travel and improved air quality.</li> <li>-Highlight the Air Quality publicity campaign which raises awareness of air quality issues and explains to residents about what they can do to reduce the harmful impacts.</li> <li>-Working with partners, including TfL and Crossrail, start studies to support important projects such as a north to south link by light rail or tram and redesign Gallows Corner junction to improve transport links in the borough.</li> </ul>	<ul style="list-style-type: none"> <li>- Improve air quality in the borough by reducing the level of NO<sup>2</sup></li> </ul>
<p><b>Access to jobs and opportunities</b></p> <ul style="list-style-type: none"> <li>- We will ensure that residents are able to access employment and training opportunities locally.</li> <li>- Through investment in business development and the improving transport network, we will ensure that the borough maximises employment, high quality skills and career opportunities</li> </ul>	<ul style="list-style-type: none"> <li>- Match employment opportunities to skill needs by developing a pilot employer brokerage service, using European funding.</li> <li>-Start a new Employment and Skills Plan for 2017 to 2020 which will help residents into work and support businesses with a better skills and employment offer.</li> <li>-Use software to monitor individual and business travel plans in the borough to encourage the move away from cars as a method of transport.</li> </ul>	<ul style="list-style-type: none"> <li>- Proportion of adults with learning disabilities in paid employment</li> <li>- Proportion of adults in contact with secondary mental health services in paid employment</li> </ul>

<sup>1</sup> Society of IT Managers