Stronger communities Corporate Plan 2018-2023

Stronger communi	ities		Corporate Plan 2018-2023		
Specification 2018-19	Benefits realisation		Corporate Plan 2018-2023		
Operational objectives	Performance measures Benefits	Key benefits	Corporate aims & objectives Drivers		
1.1.1 Promote an active population	M1.1.1 Life expectancy B1.1.1 Increased life expectancy		People live longer, healthier and independent lives Limited health and social care budgets		
1.1.2 Promote mental and emotional well-being	M1.1.2 Quality of life B1.1.2 Increased quality of life				
1.1.3 Promote healthy 'take-away' food choices	M1.1.3 Number of 'take away' restaurants signed up		1.1 Supporting healthy lifestyles Independent and healthy residents		
1.2.1 Redesign the Council's sheltered housing accommodation	M1.2.1 Number of additional care facilities B1.2.1 Reduced demand on social care services		1.2 Promoting independence for older people and people with disabilities		
1.3.1 Develop our approach to safeguarding	M1.2.2 Number of future homes available B1.2.2 Increased sheltered accommodation	B1	Protecting people from abuse or neglect		
1.3.2 Develop our approach to helping hoarders	M1.3.1 Number of safeguarding issues B1.3.1 Reduced number of safeguarding issues	Improved customer value	Adults and children are supported in times of need		
1.3.3 Transition of new claims to Universal Credit	M1.3.2 Number of hoarders		1.3 Safeguarding and supporting people in Community cohesion		
1.3.4 Ensure applicant compliance	M1.3.3 Number of housing benefit claimants B1.3.2 Reduced Housing Benefits claimants		vulnerable situations		
1.4.1 Build resilient communities	M1.3.4 Number of Council Tax support claimants B1.3.3 Reduced bureaucracy for people to access assistance	В3	People and communities achieve their potential Quality of life		
1.4.2 Enhance the role of the voluntary sector	M1.4.1 Number of community leaders and	Increased agility	1.4 Enabling communities		
1.5.1 Provide leisure activities	volunteers B1.5.1 Increased		to support themselves Retaining the character of		
1.5.2 Provide cultural activities	M1.5.1 Leisure centre attendance participation in leisure activities B1.5.2 Increased		1.5 Providing culture and leisure		
1.5.3 Develop museum trust with Broxbourne BC	M1.5.2 Cultural activity attendance participation in cultural activities				
1.6.1 Develop our approach to preventing crime	M1.6.1 Number of reported B1.6.1 Reduced fear of crime		1.6 Keeping the district safe authority budgets		

Stronger place				C	orporate Plan 2018-2023	
Specification 2018-19		Benefits realisation		Corporate Plan	2018-2023	
Operational objectives	Performance measures	Benefits	Key benefits	Corporate aims & objectives	Drivers	
2.1.1 Implement change in waste contract	M2.1.1 Number of fly- tipping incidents M2.1.2 Number of reported	B2.1.1 Increased well-being		Delivering effective core services that people want	Public health	
2.2.1 Implement the Council Housebuilding programme	M2.2.1 Number of residential properties	B2.2.1 Increased number of houses available		2.1 Keeping the district clean and green	Public safety Environmental protection	
2.2.2 Develop accommodation for homeless people	residential properties	Tiouses available		2.2 Improving the district housing offer	Local people want to live in the district	
2.3.1 Adoption of the Local Plan	M2.3.1 Completion of affordable housing	B2.3.1 Increased level of affordable housing	B1 Improved customer value	A district with planned development	Local Plan legislation	
2.3.2 Establish Local Plan delivery model	M2.3.2 Sound Local Plan agreed including review of Green Belt	B2.3.2 Improved defensibility of the Green Belt		2.3 Planning development priorities	Green Belt protection	
2.4.1 Opening new swimming pool at Waltham Abbey and leisure centre extension at Loughton	M2.4.1 Meet key milestones of the Infrastructure Delivery Plan	B2.4.1 Improved infrastructure to support growth		2.4 Ensuring infrastructure supports growth	Housing need Capacity of existing infrastructure	
2.5.1 Digital enterprise programme	M2.5.1 Number of new jobs	B2.5.1 Increased jobs		An environment where new and existing businesses thrive	Income from business rates	
2.5.2 Prepare St John's Road redevelopment site, Epping	M2.5.2 Business rates	B2.5.2 Increased business rates		2.5 Supporting business enterprise and attracting	Strengthen the local economy	
2.6.1 Deliver services to young people	M2.6.1 Number of NEET young people M2.6.2 Number of	B2.6.1 Increased employment potential	B4 Increased savings and income	2.6 People develop skills to	Employment for local people	
2.6.2 Deliver Council apprenticeships scheme	apprenticeships within the organisation			maximise their employment potential	Independent residents	
2.6.1 Deliver economic development projects	M2.7.1 Employment rates	B2.7.1 Increased employment opportunities		2.7 Promoting retail, tourism and the visitor economy	Pride in our history	

Stronger Council								Cor	porate Plan 2018-2023
Specification 2018-19	Benefits realisation					Corporate Plan 2018-2023			
Operational objectives	Performance measures		Benefits		Key benefits	[Corporate aims & objectives		Drivers
3.1.1 Implement the Customer Service Programme (year 2)	M3.1.1 Customer satisfaction survey M3.1.2 Number of customer		B3.1.1 Improved customer satisfaction				Customer satisfaction		Ageing population
3.1.2 Engage customers through consultations	complains upheld by Ombudsman M3.1.3 Response rate to consultations		B3.1.2 Reduced duplicate customer contacts B3.1.3 Reduced customer complaints upheld by Ombudsman				3.1 Engaging with the changing needs of our customers		Changing and increasing customer expectations
3.1.3 Promote voter registration	M3.2.1 Voter registrations M3.2.2 Cabinet structure		B3.2.1 Increased participation in the		B1 Improved customer value		Democratic engagement		Changing local, national and international politics
3.2.1 Gain approval for electoral review	M3.2.3 Council structure M3.2.4 Number of governance meetings		B3.2.2 Improved local democracy				3.2 Robust local democracy and governance		Changing needs of the organisation to serve its
3.3.1 Implement the People Strategy Programme (year 2)	M3.2.5 Cost of governance meetings		B3.2.3 Increased responsiveness of decision-making		B2 Increased efficiency		A culture of innovation		customers
3.4.1 Implement the Technology Strategy Programme (year 1)	M3.2.6 Delegated authorities for officers M3.3.1 Workforce pay bill		B3.3.1 Reduced workforce pay bill				3.3 Enhancing skills and flexibility of our workforce		Save money
3.4.2 Implement new ways	M3.3.2 Staff workstation to head ratio		B3.3.2 Reduced service accommodation B3.3.3 Increased flexible				3.4 Improving performance through innovation and new		Increasing costs
of working 3.5.1 Review the Medium	M3.3.4 Staff satisfaction survey		and skilled workforce B3.3.4 Job enrichment		B3	Γ	technology Financial independence with		Reductions in central government funding
Term Financial Strategy	M3.3.5 Number of staff performance issues M3.4.1 Performance		B3.4.1 Increased		Increased agility B4		low Council Tax		
3.5.2 Implement the Service Accommodation Programme (year 2)	management M3.5.1 Funding gap		performance B3.5.1 Balanced budget		Increased savings and income		3.5 Efficient use of our financial resources, buildings and assets		Financial independence
3.6.1 Receive income from commercial contracts	M3.6.1 Income from commercial contracts		B3.6.1 Increased commercial income				3.6 Working with commercial partners to add value for our customers		Robust and resilient services