Stronger Council

Corporate 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) X	M3.1.1 Customer satisfaction survey X	B3.1.1 Improved customer satisfaction X	B1 Improved customer value	7. Customer satisfaction	D3.1 Ageing population
	M3.1.2 Number of customer complains upheld by Ombudsman X	B3.1.2 Reduced duplicate customer contacts X		3.1 Engaging with the changing needs of our customers X	D3.2 Changing and increasing customer expectations
3.1.2 Engage customers through consultations X	M3.1.3 Response rate to consultations X	B3.2.1 Increased participation in the democratic process G		8. Democratic engagement	D3.3 Changing local, national and international politics
3.1.3 Promote voter registration G	M3.2.1 Voter registration G				
3.2.1 Gain approval for electoral review G	M3.2.2 Cabinet structure G	B3.2.2 Improved local democracy G		3.2 Robust local democracy and governance G	D3.4 Changing needs of the organisation to Serve its customers
	M3.2.3 Council structure G				
3.3.1 Implement the People Strategy Programme (year 2) R	M3.2.4 Number of governance meetings G	B3.2.3 Increased responsiveness of decision-making G	B2 Increased efficiency	9. A culture of innovation	D3.5 Save money
	M3.2.5 Cost of governance meetings G				
3.4.1 Implement the Technology Strategy Programme (year 1) R	M3.2.6 Delegated authorities for officers G	B3.3.1 Reduced workforce pay bill R		3.3 Enhancing skills and flexibility of our workforce R	D3.6 Increasing costs
	M3.3.1 Workforce pay bill R	B3.3.2 Reduced service accommodation R			
3.4.2 Implement new ways of working X	M3.3.2 Staff workstation to head ratio R	B3.3.3 Increased flexible and skilled workforce R		3.4 Improving performance through innovation and new technology R	D3.7 Reductions in central government funding
	M3.3.4 Staff satisfaction survey R				
3.5.1 Review the Medium Term Financial Strategy R	M3.3.5 Number of employee relations cases R	B3.3.4 Job enrichment R	B3 Increased agility	10. Financial independence with low Council Tax	
3.5.2 Implement the Service Accommodation Programme (year 2) R	M3.4.1 Performance management X	B3.4.1 Increased performance R	B4 Increased savings and income	3.5 Efficient use of our financial resources, buildings and assets R	D3.8 Financial independence
	M3.5.1 Funding gap R	B3.5.1 Balanced budget R			
3.6.1 Receive income from commercial contracts R	M3.6.1 Income from commercial contracts R	B3.6.1 Increased commercial income R		3.6 Working with commercial partners to add value for our customers R	D3.9 Robust and resilient services