

North East Derbyshire District Council

Council

13 July 2015

Corporate Plan 2015-2019

Report No GBXR/10/15-16/JF of Councillor G Baxter MBE, Leader and Portfolio Holder with Responsibility for Building a Better Council

This report is public

Purpose of the Report

- Following internal and external consultation to present to Council (in line with the Budget and Policy Framework within the Constitution) the key content of the Corporate Plan 2015 – 2019.

1 Report Details

- 1.1 As part of the Growth and Transformation Programme we agreed to produce new corporate plans to begin at the start of the civic year in 2015. In July 2014 a development programme was agreed and a document produced for consideration. This formed the basis of the new proposed corporate plan.
- 1.2 Since July 2014 the draft corporate plan has gone through a programme of consultation which included the following groups:
 - Strategic Alliance Management Team
 - Senior Officers (workshop and individual contributions)
 - Members (through a variety of workshops and committee meetings)
 - Employees (team meetings and individual contributions)
 - Trade union representatives (workshops)
 - Rykneld Homes (workshop attendance and individual contributions)
 - Joint Investors in People Group ('values' discussions)
 - Citizens' Panel and Ask Derbyshire (external public consultation)
 - Partners (circulated and individual contributions)
 - Parish and Town Councils (circulated and individual contributions).
- 1.3 The main public consultation was through the Citizen's Panel survey (November 2014) and Ask Derbyshire website. Some 1,000 surveys were distributed and a response rate of 48% achieved. The consultation focused on three aims excluding 'Unlocking our Growth Potential' as consultation on this had already taken place as part of the Growth Strategy in 2014. In general there was overall support for the aims and priorities within the proposed plan. Many respondents provided written

feedback on the proposals. This has been disseminated back to departments for consideration as part of day to day work and service planning.

- 1.4 Throughout the consultation period the proposed plan has been amended to take on board (where possible) the feedback and suggestions received. The key content of the proposed Corporate Plan 2015 – 2019 is attached as **Appendix 1**. The Corporate Plan is currently being designed in full for electronic publication.
- 1.5 Since the report to Cabinet in June a minor amendment has been made to the Planning targets following discussion with the CEO and members. This amendment is reflected in the attachment.
- 1.6 Once the Corporate Plan is approved monitoring of the new targets will begin and will be reported after the second quarter in October 2015. All data relating to the targets will be included in the Councils performance management system (PERFORM) which can be viewed by officers and members. The Council will issue an Annual Report on progress against the targets. Departments are currently producing Service Plans to complement the Corporate Plan once approved.

2 Conclusions and Reasons for Recommendation

- 2.1 Following an extensive period of consultation the key content of the Corporate Plan 2015-2019 is presented to Council for approval prior to electronic publication.

3 Consultation and Equality Impact

- 3.1 An Equality Impact Assessment was started at the beginning of the process and was updated in March 2015 following the consultation. Within the corporate plan specific priorities have been included to ensure equality and diversity is embedded into the work of the Council. In addition there is a specific target on the delivery of equality objectives within the Single Equality Scheme. Other targets will also contribute to supporting disadvantage groups within society. As a result of the EIA Additional work is being undertaken to map the overall contribution of the plan to tackling disadvantage and discrimination, whilst also identifying which targets will require EIAs.
- 3.2 The timetable of internal and external consultation was produced at the start of the process in June 2014. This has been followed and additional opportunities for consultation have been taken as they have arisen. Consultation has been a key factor in the development of the corporate plan as detailed in the sections above.

4 Alternative Options and Reasons for Rejection

Throughout the consultation period different options have been put forward. All options have been considered. Wherever possible amendments have been made following feedback. Some options may not have been viable due to cost or resource implications. Some proposals put forward as part of the public consultation fell outside the Councils remit and have been rejected for this reason.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 There is a governance risk if the Council does not have a valid corporate plan. The proposed plan will ensure that we meet good governance requirements for the next four years.
- 5.1.2 No detail in respect to finance is included within the new targets. These will either be funded through existing budgets or business cases which will be presented to Officers/Members as appropriate. The Annual Report will summarise the Council's budget position for the year.

5.2 Legal Implications including Data Protection

- 5.2.1 There are no legal or data protection implications in the development of the corporate plan.

5.3 Human Resources Implications

- 5.3.1 Both employees and the trade unions have been involved in the development of the plan.
- 5.3.2 There are no direct human resource implications in the development of the corporate plan. Specific targets have been included that support employees within the workplace.

6 Recommendations

- 6.1 That Council approves the key content of the Corporate Plan 2015 – 2019 prior to electronic publication.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	
Links to Corporate Plan priorities or Policy Framework	Corporate Plan

8 Document Information

Appendix No	Title
1	Corporate Plan 2015 - 2019
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Various consultation summary documents. Citizens' Panel Survey Report (November 2014). Equality Impact Assessment.	
Report Author	Contact Number
Assistant Director- Customer Service and Improvement	BDC – 2343 NE - 7029

AGIN 11(b) (COUNCIL 0713) Corporate Plan/AJD

North East Derbyshire District Council Corporate Plan 2015-2019

Our Vision
North East Derbyshire will be a place that is clean and attractive, a place where people are proud to live and work, where they will prosper and are safe, happy and healthy
Our Corporate Aims
<p>We will focus on:</p> <ul style="list-style-type: none">○ Unlocking our Growth Potential○ Providing our Customers with Excellent Service○ Supporting our Communities to be Healthier, Safer, Cleaner and Greener○ Transforming our Organisation
Our Values
<p>North East Derbyshire District Council values are that we:</p> <ul style="list-style-type: none">• Are honest, open and accountable• Value peoples differences and we will treat everyone fairly and with respect• Listen, involve and respond• Embrace change and innovation.

Our Key Aim - Unlocking Our **Growth** Potential

Our Priorities

We are committed to:

- **Supporting Enterprise: maintaining and growing the business base**
- **Unlocking Development Potential: unlocking the capacity of major employment sites**
- **Enabling Housing Growth: increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth**

To deliver these priorities we will:

- Through the use of Key Account Management develop a relationship with a minimum of 50 local businesses by March 2019.
- Establish business support programme by engaging with D2N2 (Local Enterprise Partnership for Derby, Derbyshire, Nottingham and Nottinghamshire) and SCR (Sheffield City Region) Growth Hub by March 2016.
- Optimise business growth (as measured by gross NNDR) by £1.0m by March 2019.
- Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 65 sustainable jobs in the combined programme area by December 2020.
- Support at least 50 young people aged 18 to 24 years living in North East Derbyshire to raise their employability skills and 20 to be in employment by June 2017.
- Provide pre-employment activities to at least 60 unemployed residents per year.
- Support at least 20 unemployed residents into employment per year.
- Produce a Local Development Scheme that seeks to publish the local plan at the earliest deliverable date and before March 2018.
- Ensure preparation of the Local Plan is in line with the adopted timetable and report annually in December through the statutory Authority Monitoring Report.
- Process all major planning applications 10% better than the minimum for special measures per annum.
- Enable the development of at least 1,000 new properties within the district by March 2019.
- Through a programme of targeted refurbishment bring 20 empty properties per year back into use by March 2019.
- Work with partners to deliver an average of 100 affordable homes each year.
- Through the Private Rented Sector Leasing Scheme deliver 5 additional units of affordable housing each year.
- Achieve an increase of at least £950,000 in additional New Homes Bonus by March 2019.
- Identify with partners an enabling plan by March 2016 to bring forward site development at principal employment growth locations at The Avenue, Wingerworth, former Coalite site, Callywhite Lane, Dronfield and former Biwaters site, Clay Cross.

Our Supporting Aims		
Our Aim	Our Aim	Our Aim
<i>Providing Our Customers with Excellent Service</i>	<i>Supporting Our Communities to be Healthier, Safer, Cleaner and Greener</i>	<i>Transforming Our Organisation</i>
Our Priorities	Our Priorities	Our Priorities
<i>We are committed to:</i>	<i>We are committed to:</i>	<i>We are committed to:</i>
<ul style="list-style-type: none"> ○ Increasing customer confidence and satisfaction with our services ○ Improving customer contact and access to information ○ Championing equality and diversity ○ Supporting vulnerable and disadvantaged people ○ Working with partners to address poverty ○ Providing good quality social housing 	<ul style="list-style-type: none"> ○ Contributing to improving health and well-being ○ Increasing participation in sport and leisure activities ○ Working with partners to reduce crime and anti-social behaviour ○ Increasing recycling ○ Ensuring a high standard of environmental maintenance and cleanliness ○ Developing attractive neighbourhoods 	<ul style="list-style-type: none"> ○ Supporting and engaging with our employees ○ Making the best use of our assets ○ Demonstrating good governance ○ Ensuring financial sustainability and increasing revenue streams ○ Transforming services through the use of technology ○ Actively engaging with partners to benefit our communities ○ Maximising opportunities with Bolsover District Council through the Strategic Alliance
<i>To deliver these priorities we will:</i>	<i>To deliver these priorities we will:</i>	<i>To deliver these priorities we will:</i>
<ul style="list-style-type: none"> ○ Achieve Customer Service Excellence accreditation for the Contact Centre service by March 2017 (and/or) corporately by March 2018. ○ Achieve an overall biennial external satisfaction rate of 80% or above for services provided by the Contact Centre. ○ Achieve a consistent quarterly satisfaction rate of 80% or above for leisure, recreation and cultural 	<ul style="list-style-type: none"> ○ Review partnership arrangements to enable the development of Healthy Communities Action Plan by March 2016, with delivery milestones by March 2019. ○ Increase participation/attendances in leisure, sport, recreational, health, physical and cultural activity by 5,000 per year. ○ Deliver a health intervention programme which provides 600 adults per year with a personal exercise plan via the exercise referral scheme. ○ Tackle childhood obesity through the delivery of a child focused health intervention programme 	<ul style="list-style-type: none"> ○ Retain accreditation against the Investors in People (IiP) extended framework by July 2015 and full external assessment in 2018. ○ Produce a Strategic Alliance People Strategy and action plan for 2016-2019 by December 2015 with Council specific objectives/milestones as necessary. ○ Establish interest from the market to work in partnership to develop a delivery method for the development

<p>activities and services.</p> <ul style="list-style-type: none"> ○ Achieve an overall tenant annual satisfaction rate of 86% or above for services provided by Rykneld Homes. ○ Reduce the average time to relet standard voids of Council properties to 26 days by March 2016. ○ Complete to target 98.9% of all responsive repairs on Council properties each year. ○ Replace the corporate website and refresh content by April 2017 ○ Increase (unique) visitor numbers to the Council website by 7% year on year. ○ Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office. ○ Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019. ○ Achieve an overall annual success rate of 80% for households who considered themselves homeless for whom casework resolved the situation. ○ Invest in voluntary and community organisations to assist over 13,000 vulnerable and disadvantaged households year on year. ○ Support the growth in membership of the Chesterfield and North East Derbyshire Credit Union by 230 new North East Derbyshire residents per year. ○ Process all new Housing Benefit 	<p>to all Key Stage 2 year groups by the end of each academic year.</p> <ul style="list-style-type: none"> ○ Support 492 inactive 16+ individuals per year increase their activity levels to more than 30 minutes of moderate intensity physical activity per week. ○ Assist partners in reducing crime and antisocial behaviour by delivering 10 targeted crime reduction campaigns with a minimum of 200 people attending each year. ○ Achieve a combined recycling and composting rate of 49% by March 2019. ○ Sustain standards of litter cleanliness to achieve 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS). ○ Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS). ○ Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping. ○ Develop an action plan for the improvement of two town centres by March 2019. ○ Support the development and delivery of projects as part of the £1 million 'Grassland Hasmoor...' Big Local scheme by March 2019. 	<p>and or refurbishment of key council-owned assets and report findings back to Members by October 2015.</p> <ul style="list-style-type: none"> ○ Assess the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018. ○ Develop a Procurement Strategy by March 2016. ○ Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1 December 2018. ○ Collect a minimum of 98% rent on Council properties each year. ○ Reduce former Council tenants arrears by £65,000 by March 2016. ○ Through successful delivery of projects within the Transformation programme achieve total savings/income of £600,000 by March 2019. ○ Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2016. ○ Increase on-line self service transactions dealt with by the Contact Centre by 20% per year. ○ Develop an action plan to enable the delivery of the Derbyshire Thriving Families initiative by December 2015 and thereafter commence implementation.
--	---	--

<p>and Council Tax Support claims within an average of 21 days.</p> <ul style="list-style-type: none"> ○ Process changes to Housing Benefit and Council Tax Support within an average of 9 days. 		
---	--	--

Assistant Director – Customer Service and Improvement 23/06/15 NEDDC

AGIN 11(b) (COUNCIL 0713) Corporate Plan(Appendix 1)AJD