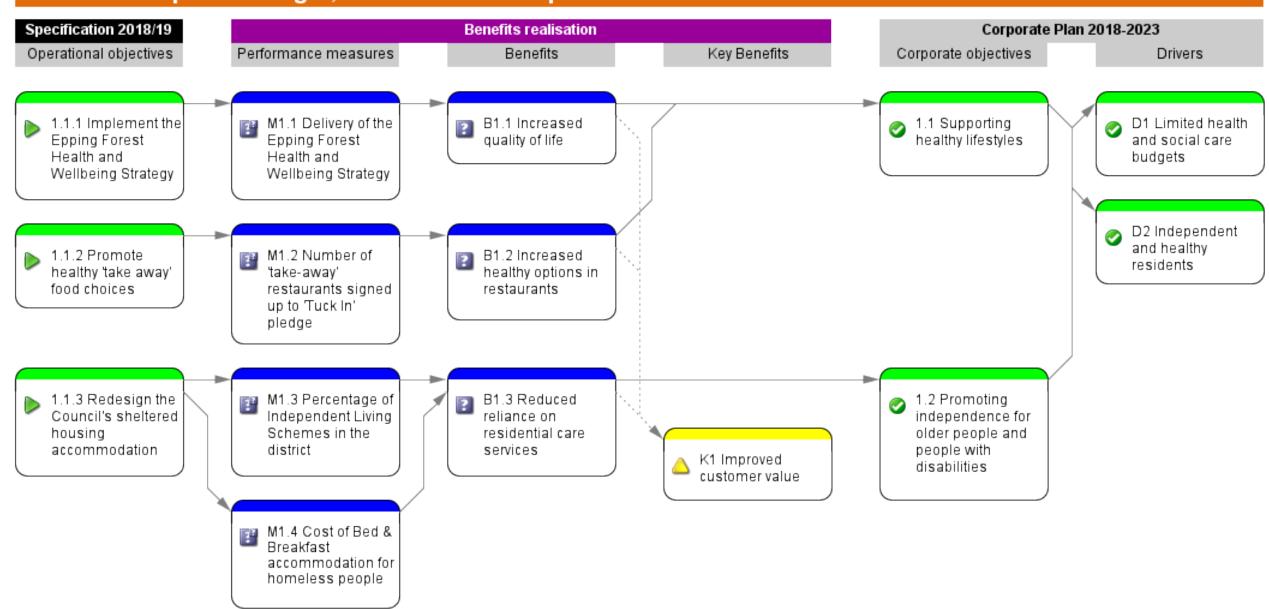
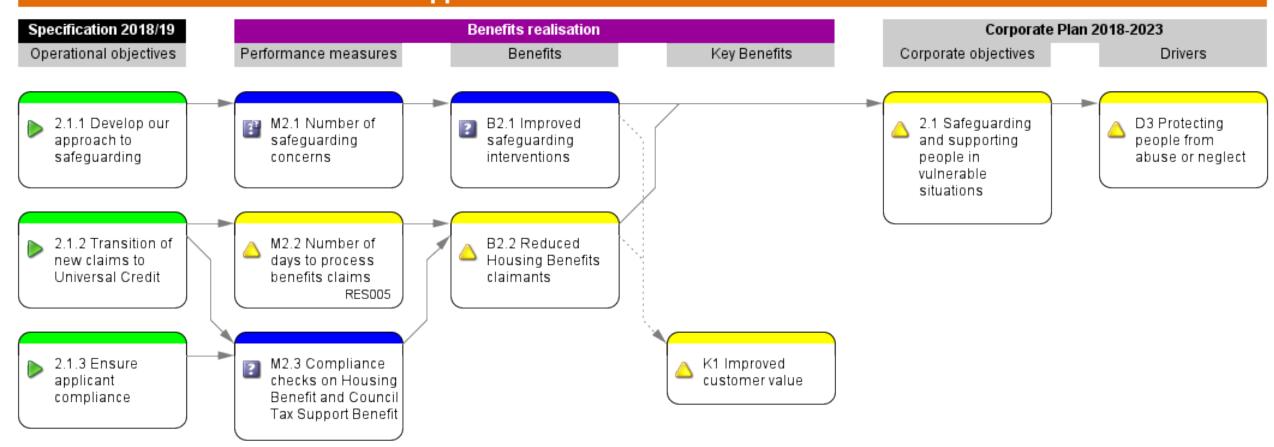
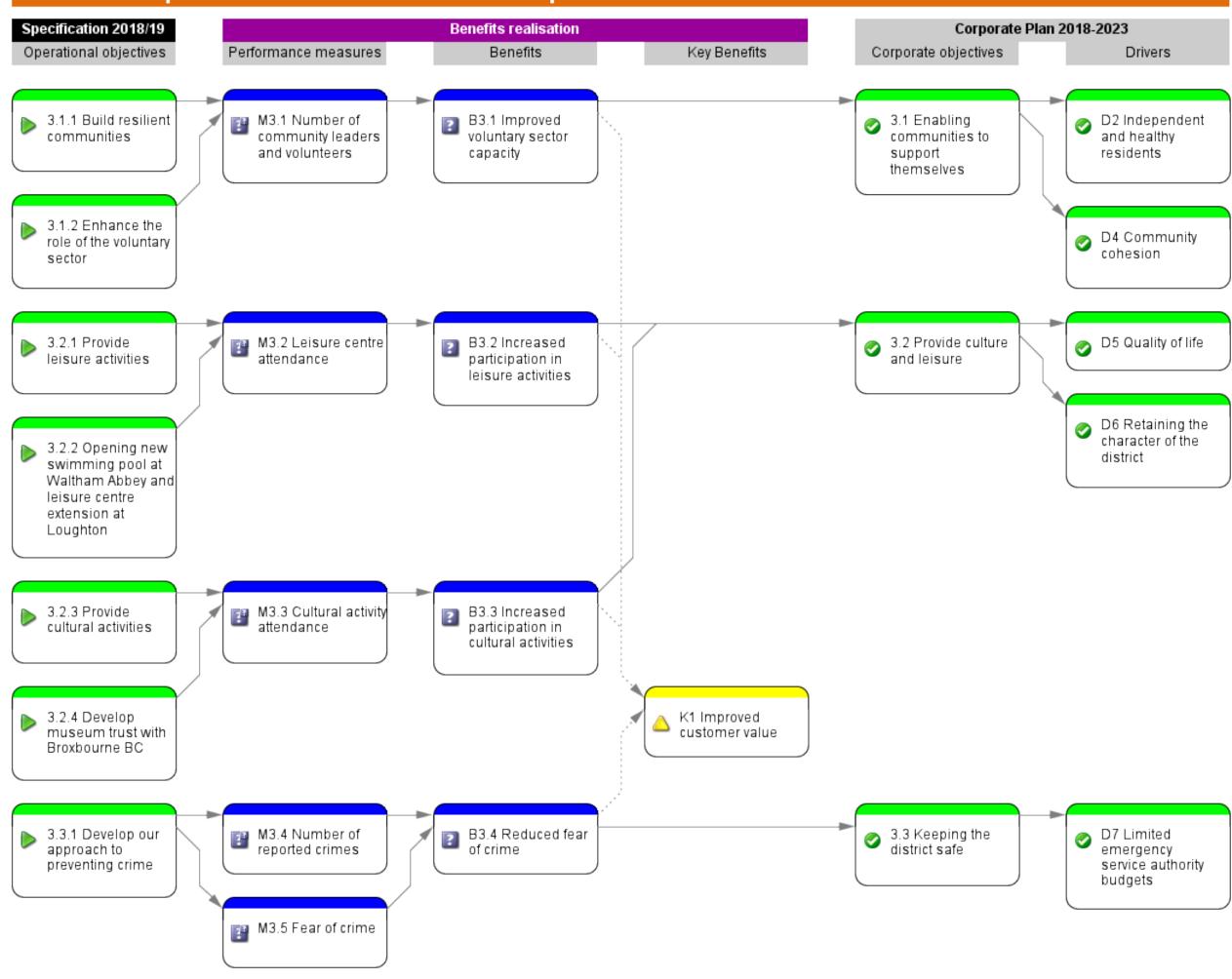
## Aim 1 - People live longer, healthier and independent lives



## ▲ Aim 2 - Adults and children are supported in times of need

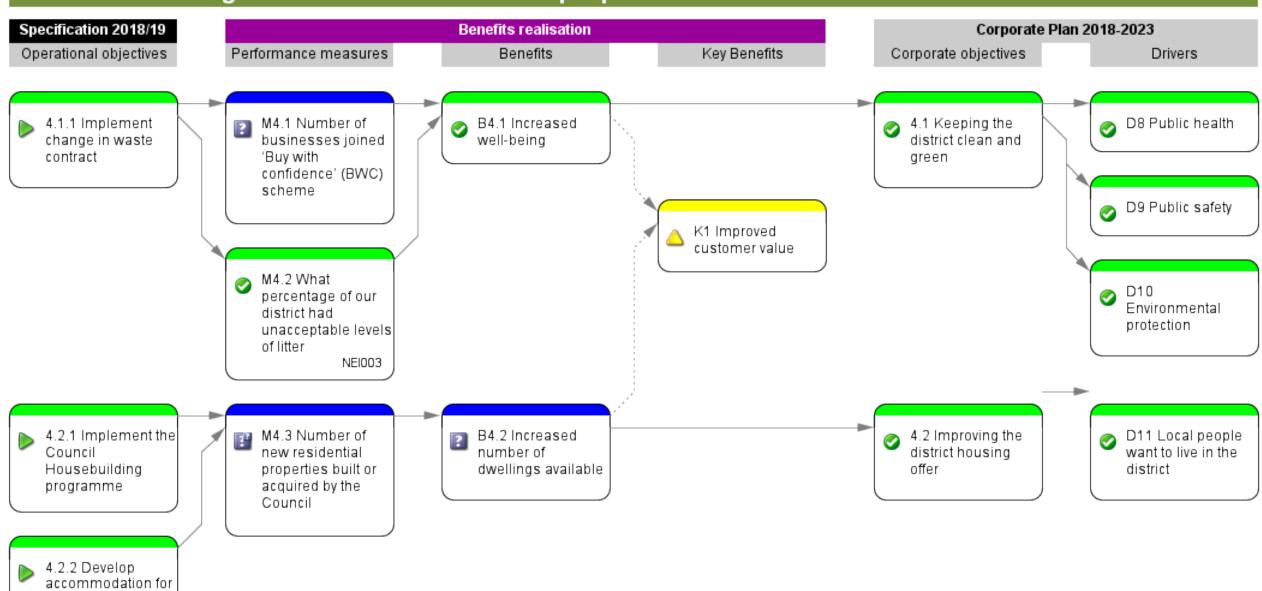


## Aim 3 - People and communities achieve their potential



# Aim 4 - Delivering effective core services that people want

homeless people



#### **②** Aim 5 - A district with planned development Specification 2018/19 Benefits realisation Corporate Plan 2018-2023 Operational objectives Performance measures Benefits Key Benefits Corporate objectives Drivers 5.1.1 Adoption of the M5.1 Number of B5.1 Increased level D12 Local Plan legislation 5.1 Planning development new dwellings Local Plan of affordable completed in the housing priorities district D13 Green Belt M5.2 Local Plan protection B5.2 Improved defensibility of the 5.1.2 Establish K1 Improved customer value Local Plan delivery progressed in Green Belt model accordance with Local Development Scheme D14 Housing K4 Increased need savings and income M5.3 Meet key 5.2.1 Implement 5.2 Ensuring D15 Capacity of B5.3 Imroved Infrastructure milestones of the infrastructure infrastructure to existing

support growth

supports growth

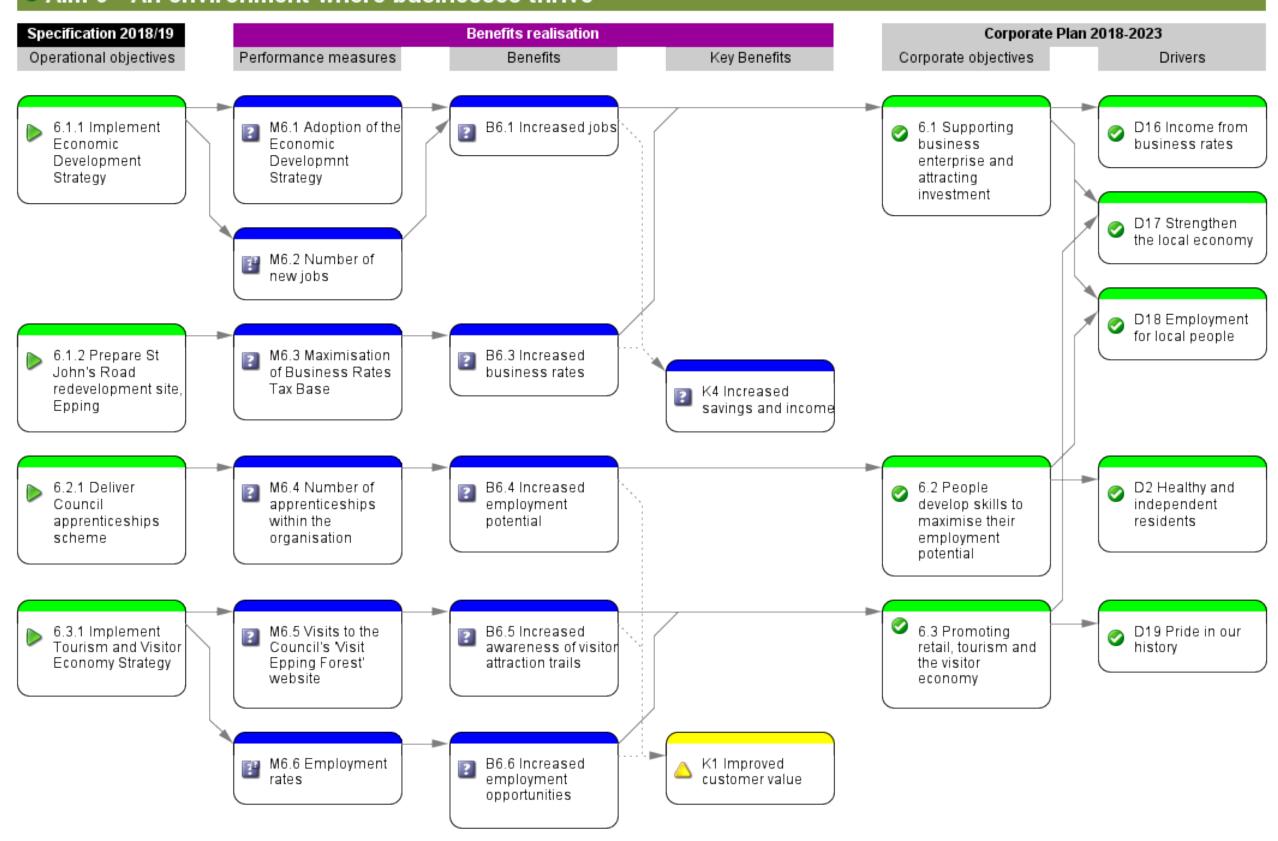
infrastructure

Delivery Plan

Infrastructure

Delivery Plan

### Aim 6 - An environment where businesses thrive



#### Aim 7 - Customer satisfaction Specification 2018/19 Benefits realisation Corporate Plan 2018-2023 Performance measures Benefits Key Benefits Corporate objectives Drivers Operational objectives 7.1.1 Implement the M7.1 Customer B7.1 Improved 7.1 Engaging with the changing D20 Ageing population Customer Service satisfaction survey customer Programme (year 2) satisfaction needs of our K1 Improved customers customer value M7.2 Customer first D21 Changing and increasing contact resolution From 2019 K2 Increased efficiency customer expectations M7.3 Customer complaints K3 Increased agility resolved K4 Increased

savings and income

### Aim 8 - Democratic engagement Specification 2018/19 Benefits realisation Corporate Plan 2018-2023 Benefits Key Benefits Corporate objectives Drivers Operational objectives Performance measures M8.1 Cabinet B8.1 Improved local 8.1 Robust local 8.1.1 Gain approval D22 Changing democracy and for electoral review structure democracy local, national and governance international politics M8.2 Council structure D23 Changing needs of the organisation to service its M8.3 Number of customers governance meetings K1 Improved From 2019 customer value M8.4 Cost of governance K3 Increased agility meetings From 2019 8.1.2 Youth Council M8.5 Turnout for Youth Council maintained elections M8.6 Delegated authorities for

B8.6 Increased responsiveness to

decision-making

8.1.3 Delegated

Working Group

authorities review within Constitution

officers

#### Aim 9 - A culture of innovation Specification 2018/19 Benefits realisation Corporate Plan 2018-2023 Drivers Operational objectives Performance measures Benefits Key Benefits Corporate objectives M9.1 Workforce B9.1 Reduced 9.1 Enhancing D21 Changing 9.1.1 Implement the skills and flexibility People Strategy operational costs workforce pay bill and increasing Programme (year 2) of our workforce customer expectations M9.2 Flexible B9.2 Increased K1 Improved workforce flexible and skilled customer value workforce D22 Changing local, national and international M9.3 Skilled politics K2 Increased workforce efficiency From 2019 D23 Changing M9.4 Staff **₽** B9.4 Job needs of the K3 Increased agility satisfaction survey organisation to enrichment serve its From 2019 customers M9.5 Employee K4 Increased relations cases savings and income D24 Save money From 2019 M9.6 Delivery of the B9.5 Increased 9.2.1 Implement the Technology Strategy 9.2 Improving Technology Strategy performance performance D25 Increasing Programme (year 1) through innovation costs and new technology 9.2.2 Implement M9.7 Successfully D28 Robust and delivered projects resilient services new ways of working M9.8 Transformation Programme

savings

#### **⊘** Aim 10 - Financial independence with low Council Tax Specification 2018/19 Benefits realisation Corporate Plan 2018-2023 Key Benefits Drivers Operational objectives Performance measures Benefits Corporate objectives M10.1 Funding gap B10.1 Balanced 10.1.1 Review the 10.1 Efficient use D25 Increasing costs budget of our financial Medium Term Financial Strategy resources, buildings and assets M10.2 Annual Council Tax D26 Reductions K2 Increased in central collection efficiency government RES003 funding B10.3 Reduced 10.1.2 Implement M10.3 Staff K4 Increased the Service workstation to head office savings and D27 Financial independence Accommodation ratio income accommodation Programme (year 2) M10.4 Income from commercial leases 10.2.1 Receive B10.4 Increased 10.2 Working with D28 Robust and commercial income resilient services income from commercial partners to add commercial leases value for our customers M10.5 Income from 10.2.2 Deliver service contracts service contracts

10.2.3 Implement Commercial

(Estates) Strategy

M10.6 Income from

(Estates) Strategy

From 2019

Commercial