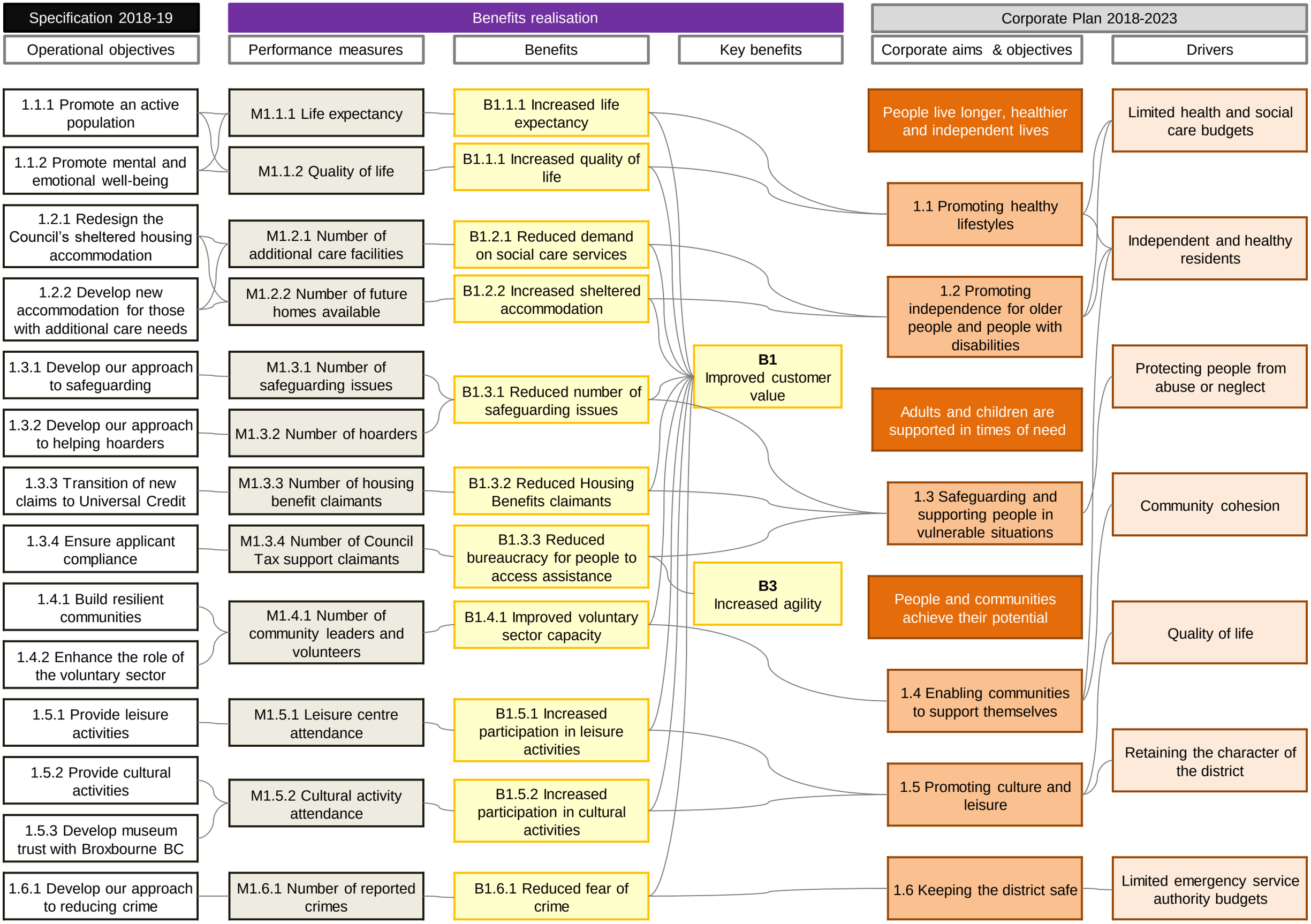
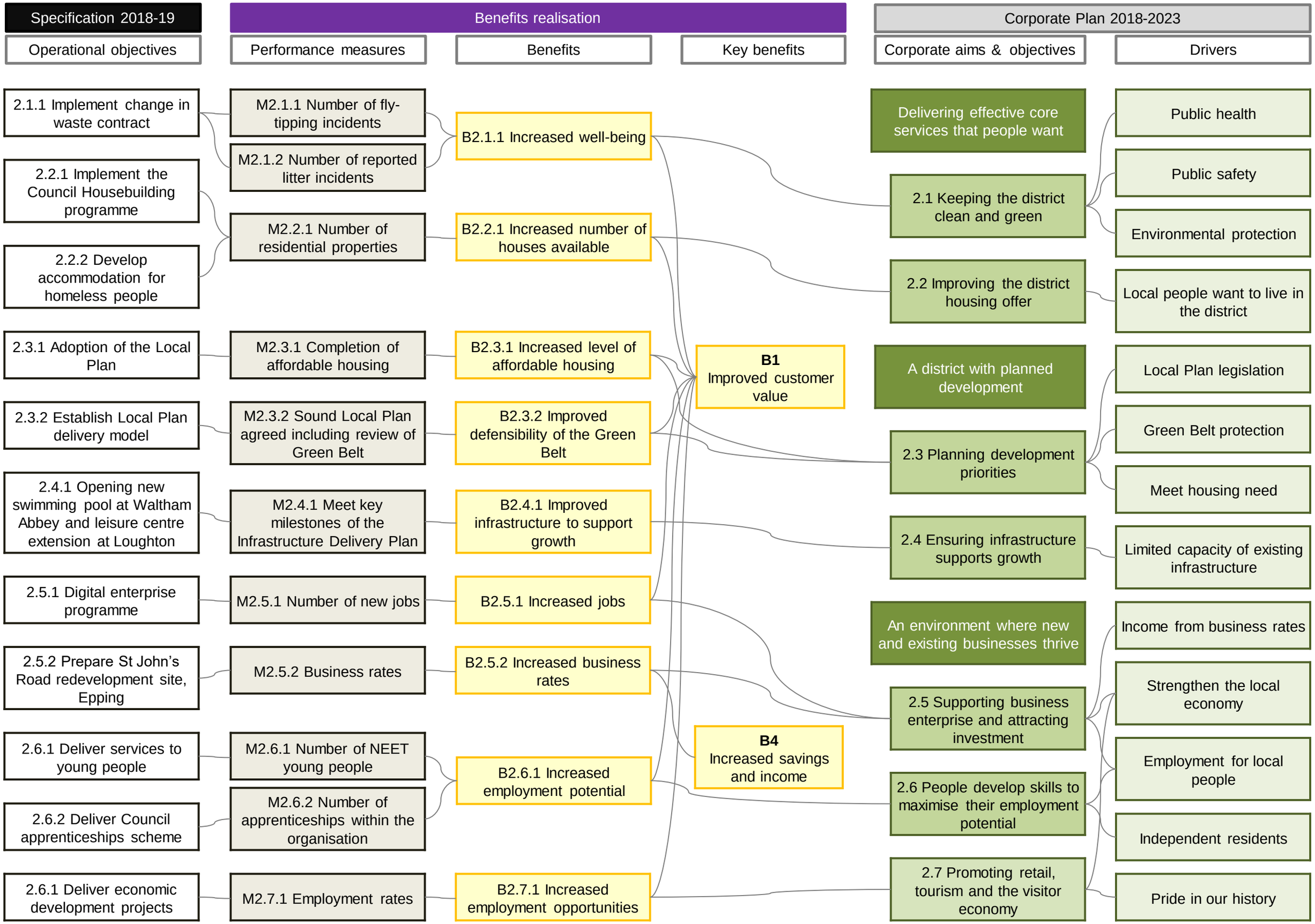
Stronger communities

Corporate Plan 2018-2023



Stronger place

Corporate Plan 2018-2023



✓ 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)	M3.1.1 Customer satisfaction survey	B3.1.1 Improved customer satisfaction	B1 Improved customer value	Customer satisfaction	An ageing population
	M3.1.2 Number of customer complains upheld by Ombudsman	B3.1.2 Reduced duplicate customer contacts			
3.1.2 Engage customers through consultations	M3.1.3 Response rate to consultations	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	M3.1.4 Voter registrations	B3.1.4 Increased participation in the democratic process		Democratic engagement	Changing local, national and international politics
	M3.2.2 Cabinet structure				
3.2.1 Gain approval for governance review	M3.2.2 Council structure	B3.2.1 Improved local democracy		3.2 Robust local democracy and governance	
	M3.2.3 Number of governance meetings	B3.2.3 Increased responsiveness of decision-making	B2 Increased efficiency		Changing needs of the organisation to serve its customers
3.3.1 Implement the People Strategy Programme (year 2)	M3.2.4 Cost of governance meetings			A culture of innovation	
	M3.2.5 Delegated authorities for officers	B3.3.1 Reduced workforce pay bill			Save money
3.4.1 Implement the ICT strategy (year 1)	M3.3.1 Workforce pay bill	B3.3.2 Reduced service accommodation		3.3 Enhancing skills and flexibility of our workforce	
3.4.2 Implement new ways of working	M3.3.2 Staff workstation to head ratio	B3.3.3 Increased flexible and skilled workforce		3.4 Improving performance through innovation and new technology	Increasing costs
	M3.3.4 Staff satisfaction survey	B3.3.4 Job enrichment			
3.5.1 Review the Medium Term Financial Strategy	M3.3.5 Number of staff performance issues	B3.3.5 Reduced staff morale from disruption	B3 Increased agility	Financial independence with low Council Tax	Reductions in central government funding
3.5.2 Implement the Service Accommodation Programme (year 2)	M3.4.1 Performance management	B3.4.1 Increased performance	B4 Increased savings and income	3.5 Efficient use of our financial resources, buildings and assets	Financial independence
	M3.5.1 Funding gap	B3.5.1 Balanced budget			
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