

## Epping Forest District - Council and Community Plan

“Together making Epping Forest a great place to live, work, study and do business”

To deliver our vision we are focussing on three outcomes: **Stronger Council, Stronger Communities & Stronger Place**....Over 2020 We will.....

### STRONGER COUNCIL

- **Ensure we have the right staff, equipped with the right skills to deliver our ambitious change and modernisation programme**, through the completion of our ‘people strategy’
- **Deliver new technology as an enabler to achieve effectiveness and efficiency** through the delivery of our Digital First Strategy
- **Deliver modern and efficient working environments in partnership with other local public services** through delivery of our ‘accommodation review’
- **Maximise the return to local taxpayers on the assets of the council; minimise the need for Council Tax rises, and enhance our ability to trade and grow our offer** through the development of our new Qualis companies and approaches
- **Evolve the councils culture driving through the Councils values and focus on Trust, One Team, Performance, Innovation and Customer** into all our work through organisation development and customer service strategy
- **Continuously Improve the capabilities of the Council** through implementation of Local Government Association Peer Review recommendations and improving Council processes

**The impact of this work will contribute towards the strategic critical success factors:**

Production of our internal People and Digital First strategies; driving down operational costs year on year through income generated, and reducing expenditure

### STRONGER COMMUNITIES

- **Transform our services to residents** through the use of the latest technology, 3<sup>rd</sup> party partnerships and approaches by delivering our new Customer Service Strategy and Digital First strategy
- **Ensure all residents have the opportunity to lead healthy and fulfilling lives** by delivering the objectives of the joint Health and Wellbeing Strategy and working with our colleagues in the NHS
- **Support the provision of improved health services** through the relocation of Princess Alexandra Hospital enabling the building of a new Hospital in Epping Forest on junction 7a of the M11
- **Sustain our investment in safe communities, through the maintenance and expansion of our community safety hub** and council funded police officers
- **Tackle social isolation and help people live independently for longer** through investment in our sheltered housing stock, digital infrastructure, support initiatives and Community Champions programme
- **Enhance wellbeing and social cohesion across all ages** by providing opportunities for residents to enjoy local heritage, cultural and leisure activity in the district
- **Improve our services through better customer engagement and understanding** by investing in market research, customer satisfaction baselining and focus groups

**The impact of this work will contribute towards the strategic critical success factors:**

The continued reduction of Domestic Burglary (within the top 3 in Essex); yearly targets for reducing avoidable admissions to social care facilities; residents’ views on quality of life in the district and customer satisfaction in services, progress towards achieving carbon neutrality in council business by 2030

### STRONGER PLACE

- **Develop shared prosperity through growing our local economy** by implementing the districts economic plan ‘Nurturing growth’
- **Future proof our district through enhanced digital infrastructure investment** by delivering the priorities of the Digital Innovation Zone Strategy
- **Keep the district moving sustainably and enable our residents to access new opportunities for employment** through an integrated cross border transport Plan with our partners
- **Expand the provision of new housing and increase job opportunities for district residents** at the key development sites including St John’s Road, Epping, Roundhills, Waltham Abbey and North Weald.
- **Support the growth of our partnering districts and increase job opportunities** by achieving agreement on the Local Plan and implementing its core policies and actions including housing development at Latton Priory as part of Harlow Gilston Garden Town
- **Reduce our carbon footprint across the district and within our council** by working to reduce emissions, offsetting pollution by increasing tree planting including through new housing developments and community initiatives.

**The impact of this work will contribute towards the strategic critical success factors:**

Progress contribution on the delivery of 12,000 new homes and 10,800 new jobs by 2025, phased Tree Planting targets on Public and Private Land, ensuring the District is always in the top three places in Essex for digital connectivity and delivering our new leisure facilities in Epping and Housing developments across the District.

Look overleaf for what we have achieved over the last 18 months....

## What we said we would do in 2018/19.....

## What we have done.....

### STRONGER COUNCIL

- Implement year two of our Customer Service programme to ensure we have improved, cost effective and faster services for customers.
- Review the structure of the Council's Cabinet and committees, to increase the efficiency of decision making
- Implement year two of the People Strategy to upskill and train our staff to improve flexibility to meet the evolving needs of our customers
- Implement year one of our Technology Strategy programme (2018-2023) to ensure technology supports the Council to serve our customers
- Implement year two of the Service Accommodation review by relocating services to enable the sale of land and commence work on the civic office refurbishment to reduce our operating costs

- We're launching a new customer strategy fixing the basics, putting ourselves in customer shoes and embracing new technology to deliver the service our customers need from us
- We've implemented our new Scrutiny Committee Structure and have improved our quarterly performance and reporting
- We've re-structured across the Council and have appointed new managers to drive improved performance, as well as training and developing our teams to meet customer needs
- We now have a new structure for scrutiny of Council decisions is now in place, with improved reporting and challenge.
- We are rolling out our technology strategy and resolving high priority issues, such as improving our flexible working and using Office 365.
- We will now be retaining our Council in Epping and by redeveloping the Civic Offices, half of the site will be available for redevelopment

### STRONGER COMMUNITIES

- Ensure all year 6 children at primary schools receive the 'Milife' emotional, mental, health and well-being 'Startwell' programme
- Provide our 'Active Living' initiative for people who are inactive or who have underlying health issues across four areas of the district
- Sign-up local take away food businesses to promote healthy choices, in partnership with Essex County Council
- Deliver Dementia Friends training to communities
- Enhance our Leisure Facilities throughout the district through our leisure contractor, Places for People
- Deliver new, bespoke safeguarding training to our staff across the Council

- We have delivered MiLife across all year groups in every primary school (age 5-11) in the Epping Forest district.
- Over 250 people have taken part in our Active Living programme already
- We have 16 businesses signed up to the TUCK IN pledge to promote healthy choices in partnership with Essex Council.
- We have delivered 16 Dementia Friends training sessions and have 114 Dementia Friends officially registered in the district.
- We have designed a tailored safeguarding Training package for our staff and it has been delivered to over 150 people

### STRONGER PLACE

- Provide 6 homelessness pods that will provide an alternative to accommodating single vulnerable homeless people in expensive bed and breakfast accommodation
- Open a brand-new leisure centre in Waltham Abbey offering a range of high quality sports and physical activities
- Open the extension to Loughton leisure centre
- Commence work on our key redevelopment site, St John's Road, Epping, which will stimulate economic growth, expand the range of services and facilities available and encourage local investment
- Improve levels of digital connectivity and engagement to deliver services through our digital innovation programme and establish a digital innovation zone covering West Essex and Eastern Hertfordshire
- Continue with the Council's apprenticeship scheme offering structured work placements to young people from the district and assisting them in finding suitable employment

- Our 6 new Housing Pods are providing excellent temporary homes for homeless people and reducing our costs of B&B
- Our new leisure centre in Ninefield's Waltham Abbey is attracting over 600 people to exercise each day
- Our new gym facilities at Loughton leisure centre are attracting nearly 500 people per Day
- The St John's Rd development will now form part of the portfolio of sites transferred to the Councils development company Qualis.
- We are leading a Digital Innovation Zone on behalf of West Essex and East Herts and have secured £24m funding towards Superfast Broadband for local Residents
- Our Apprenticeship has seen many successes with 13 young people securing permanent employment with the Council

