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<b>REPORT TO:</b>	<b>FINANCE &amp; MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>15<sup>th</sup> MARCH 2012</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>CHIEF EXECUTIVE</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>MARTIN GUEST (228705)</b> <a href="mailto:Martin.guest@south-derbys.gov.uk">Martin.guest@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>CORPORATE ACTION PLAN 2012/13</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendations**

- 1.1 That Members recommend the updated Corporate Action Plan for 2012/13, shown in Appendix A, to Council for approval.

## **2.0 Purpose of Report**

- 2.1 The Council has approved a five-year Corporate Plan covering the period 2009 to 2014. Quarterly performance reports are taken to Policy Committees to monitor progress against the plan. It is important to review and update this plan to take into account the progress made to date and any revisions to the targets agreed. This refreshed Action Plan is for 2012/13 and sets out the priorities for the year ahead along with the projects and the key measures of success that will be support the delivery of the plan.

## **3.0 Detail**

### **Background**

- 3.1 The Corporate Plan is an integral part of the Council's Performance Management framework. The annual action plan sets out how the Council will deliver on its main priorities together with the key measures of success. This also ensures that the Council's corporate objective and priorities for action are helping to achieve the Council's Vision and are contributing to district wide community priorities.
- 3.2 The development of the Corporate Plan then leads the development of the Medium Term Financial Strategy to ensure that the corporate priorities are resourced fully.
- 3.3 This Corporate Plan continues to identify the key strategic priorities for the Council over the next two years. As a reminder, the original development of the Corporate Plan followed extensive consultation with the community of South Derbyshire,

business, stakeholders and partners. This is supported by a robust process of quarterly monitoring of progress against these priorities.

#### **4.0 Process of refreshing the Corporate Action Plan**

4.1 The Council adopted the Corporate Plan in February 2009. The plan contains the Council's vision, values and priorities over the four Council themes of

- Sustainable Growth & Opportunity
- Safe and Secure
- Lifestyle Choices
- Value for Money

4.2 The Corporate Plan provides clear strategic direction in the delivery of the Council's vision of "Making South Derbyshire a better place to live, work and visit".

4.3 The Council will refresh its Corporate Action Plan on an annual basis. This action plan helps to maintain the Corporate Plan's relevance and ensure that any issues impacting on the district and the authority are responded to in a timely and appropriate manner.

4.4 During 2012 staff have been involved in a series of facilitated workshops to refresh the Corporate Action Plan. Priorities workshops have been held which have each addressed one of the Council's themes. These sessions have been challenging and focussed on improving service delivery within the resources available. Each workshop has included a review of the:

- past year performance against priorities.
- issues coming out of recent consultations and national policy.
- financial position and budgets available to deliver these priorities.

Each workshop has been used to update the priorities for each theme. As a result of these the measures and projects have been refreshed and these will form the basis of the Corporate Action Plan for 2012/13 shown in Appendix A.

4.5 The 2012/13 refreshed Corporate Action Plan continues the direction contained in the current Corporate Plan, including the four themes identified in paragraph 4.1.

4.6 This year a number of proxy measures have been included to illustrate information relevant to the Corporate Plan theme but which the Council has no overall control and thus cannot set targets. This information will be used to illustrate overall performance in a particular area, for example unemployment and may form part of the narrative explanation for other targets within the theme.

4.7 As with previous versions, the Corporate Action Plan details key measures and important projects under each theme. These will form the basis of the quarterly performance reporting to each Policy Committee. The changes made since last years Corporate Action Plan are detailed in paragraphs 4.8 and 4.9.

## Changes to the Corporate Action Plan

4.8 The following changes have been made to the key performance measures.

### Sustainable Growth & Opportunity

#### ***Additions or amendments to existing measures***

- Unemployment data (***proxy measure***).
- Total rateable value of business premises.
- Net additional commercial/employment floor space created.
- Speed of planning determinations.
- Number of quality (accredited) development schemes delivered.
- Satisfaction with the planning application process.

#### ***Measures that have been removed***

- Total number visitor enquiries.
- Processing of 'major' planning applications determined within 13 weeks.
- Processing of 'minor' planning applications determined within 8 weeks.
- Processing of 'other' planning applications determined within 8 weeks.

### Safe & Secure

#### ***Additions or amendments to existing measures***

- The percentage of repairs carried out 'first time' by the Housing DLO.
- Average length of stay (weeks) of households, which are unintentionally homeless and in priority need in Bed and Breakfast accommodation (***proxy measure***).
- Number of homeless presentations (***proxy measure***).
- Number of new completed applications to join the housing register (***proxy measure***).
- Number of households on the Housing Register (***proxy measure***).
- Number of enforcement actions taken against fly tipping.
- The number of Anti Social Behaviour calls to service.
- Proportion of food premises meeting the 5 Star '*Scores on the Doors*' rating for food safety.
- Improved street and environmental cleanliness.

#### ***Measures that have been removed***

- Number of households living in temporary accommodation.
- Number of developments achieving the 'Building for Life' Standard.
- Average time (in working days) to remove fly tips.

### Lifestyle Choices

#### ***Additions or amendments to existing measures***

- Number of participants in Leisure Centres.

#### ***Measures that have been removed***

- Reduction in energy consumption from LA own estate and operations.

## **Value for Money**

### ***Additions or amendments to existing measures***

- Maximising the take up of grant income for the Council.
- Respond to 95% of all official complaints within 10 working days.

### ***Measures that have been removed***

- None

4.9 The following changes have been made to the key projects.

## **Sustainable Growth & Opportunity**

### ***Additions or amendments to existing projects***

- Enhance the vitality of the district town centres.
- Develop the opportunities for increasing the range of materials recycled through the re-tendering exercise.
- Progress the Core Strategy as part of the Local Development Framework (LDF), and as part of the Localism agenda support parishes and neighbourhood groups in Neighbourhood planning.

### ***Projects that have been removed***

- Develop the use of the 'Delph' in conjunction with the Chamber of Trade.
- Refresh the 'vision' for Swadlincote town centre & implement the Hepworth site links.

## **Safe and Secure**

### ***Additions or amendments to existing projects***

- Review, consider and implement the applicable requirements of the Localism Act as it relates to the Housing service.
- Refocus the Safer Neighbourhood Wardens on the prevention of anti-social behaviour and enviro-crime.
- Work with partners to ensure diversionary activities are being delivered in 'target' locations.
- Ensure 'Safer Neighbourhood' funding is used effectively to combat local crime and disorder issues.
- Develop a protocol with relevant partners with a view to resolving neighbourhood disputes quickly and effectively.

### ***Projects that have been removed***

- Develop and implement an 'Empty Homes' Strategy.
- Deliver local area 'Safer Neighbourhood' projects.
- Deliver the HRA Self-funding proposals by April 2012.

## **Lifestyle Choices**

### ***Additions or amendments to existing projects***

- Engage people in reducing their 'environmental impact' through Environmental Education / Open Spaces project.

- Maintain a high level of environmental performance through the validation of ISO 14001 for the Council.

### ***Projects that have been removed***

- Promote and deliver a reduction in housing based carbon emissions.

### **Value for Money**

#### ***Additions or amendments to existing projects***

- Develop the Housing and Council Tax benefit schemes, with Universal Credits administered centrally by the Department of Work and Pensions, alongside a locally determined and managed Council Tax support system.
- Upgrade the IT Server infrastructure to increase capacity and improve the IT capability across the Council.
- Adopt a Code of Practice for Elected Members and review the Overview & Scrutiny function in light of new statutory guidance contained in the Localism Act.
- Develop and adopt a Customer Access Strategy.

#### ***Projects that have been removed***

- Undertake an accommodation review of the Civic Offices to rationalise usage and create opportunities for income generation.

4.10 As noted earlier in this report priorities will continue to be monitored and reported to Policy Committees through the refreshed measures and projects contained in Appendix A.

### **Communications campaigns**

4.11 The priorities contained within the refreshed Corporate Plan will be supported by a series of campaigns co-ordinated by the Communications Team. These campaigns are those presented to this committee on the 9<sup>th</sup> September 2011. It should be noted that these campaigns will continue to support the delivery of the four key themes as identified above.

### **Risk Management**

4.12 The Council's Risk Management Strategy also supports the delivery of the Corporate Plan. This strategy commits the Council to minimise liabilities and costs while protecting the Council's reputation through effective and efficient risk management. The progress with the actions against high risks is monitored as part of the Council's combined performance and financial management reporting framework.

4.13 As part of the refresh process the Council has addressed the corporate risks through the delivery of these key projects and monitoring of the revised measures contained within this plan. The risks identified are listed below and are explained in more detail in Appendix B.

- Further reductions in Government Grant
- Continuing effects of the Economic Downturn
- Keeping pace with Technology
- Business Continuity and in particular the loss of the main Civic Offices
- Capacity and Resilience in Service Provision

- Partners and Voluntary Sector

## **5.0 Financial Implications**

- 5.1 As part of the development of the refreshed Corporate Action Plan officers have considered the Council's current financial position and the agreed commitments and budget available for delivering these priorities in 2012/13.

## **6.0 Corporate Implications**

- 6.1 The Corporate Plan is the vital element of the Council's performance management framework. It is the delivery mechanism that links the Vision of the Council with the needs of the community and overall good governance.

## **7.0 Community Implications**

- 7.1 The plan affects all aspects of community life in South Derbyshire and is built upon their needs and expectations. The Council is proud of its role as a leader in the community and will continue to provide high quality services. It is important to recognise the diverse range and needs of the community and continue to work with key groups, stakeholders and business to make the district a better place to live, work and visit.

## **8.0 Conclusions**

- 8.1 This refreshed Corporate Action Plan reflects the needs and aspirations of the community, including the staff and Members, and will ensure that the Council remains fit for the future. It will shape the delivery of Council services over the next year and ensure that resources are aligned to priorities and away from non-priority areas.
- 8.2 It is important that Elected Members, staff and members of the public are provided with continued information on how the plan is impacting on the community. This will be provided through regular reports to Policy Committees, information on the website, campaigns that are put in place and ongoing communication through a number of different channels and media. In addition, the Council will continue to produce its Annual Report each year to highlight performance against the delivery of the Corporate Plan.