

REPORT TO:	ANNUAL COUNCIL	AGENDA ITEM: 10
DATE OF MEETING:	18th MAY 2017	CATEGORY: DELEGATED
REPORT FROM:	CORPORATE MANAGEMENT TEAM	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (EXT. 5811)	DOC:
SUBJECT:	CORPORATE ACTION PLAN 2017/18	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the updated Corporate Action Plan for 2017/18, attached at **Appendix A**, is approved.

2.0 Purpose of Report

2.1 The Corporate Plan sets out the way in which we intend to further develop and improve our services between 2016 and 2021. Quarterly reports are taken to policy committees to monitor performance. It is important to review and update the Plan to take into account the progress made to date and ensure continuous improvement. This refreshed action plan sets out the priorities for 2017/18 along with the measures and projects to support delivery.

3.0 Detail

3.1 The Council adopted the Corporate Plan in April 2016. As a key component of our Performance Management Framework, it contains four core themes:

- People
- Place
- Progress
- Outcomes

3.2 Our Corporate Plan provides clear strategic direction in the delivery of 'making South Derbyshire a better place to live, work and visit'. It describes how we will work with partners to improve the quality of life of residents, community groups and businesses.

3.3 The associated action plan, which is updated annually, maintains the Corporate Plan's relevance and ensures that any issues impacting on the District and the Council are responded to in a timely and appropriate manner.

3.4 During January 2017, Officers and Elected Members took part in interactive workshops to refresh the Corporate Action Plan. Designed to be challenging and thought provoking, they focussed on the four core themes and further enhancing service delivery. Each workshop included a review of:

- past year performance
- the changing landscape of the District and the Council
- financial position and budgets
- associated strategies and national policy

- 3.5 Following this feedback, 41 measures and projects were proposed for 2017/18 (compared to 56 last year). These were further amended after being sent to Elected Members for comment and feedback in April 2017.
- 3.6 The Corporate Action Plan for 2017/18 is made up of 24 measures and 17 projects. The aim is to provide clear direction and purpose while driving forward overall performance, the services we offer and the way we deliver them. One proxy measure has been included and is designed to illustrate information relevant to the Corporate Plan themes. However, we have no direct overall control on this and cannot set targets.
- 3.7 It is proposed to introduce the following projects/measures to the Corporate Action Plan:

Outcomes

- O1.1** Identify £850,000 of savings/income by March 31, 2018, through cutting costs, strong procurement, income generation and business improvement
- O2.1** An unqualified Value for Money opinion in the Annual Audit Letter
- O4.1** 95% of all employees to complete mandatory training
- O4.2** 95% of all employees to have an annual performance appraisal
- O5.2** Develop a Social Media Strategy to provide easy and innovative options for residents to engage with the Council
- O5.3** The average time to answer a telephone call is 20 seconds or less with a call abandonment rate of less than 5%
- O5.4** Deliver the Equalities and Safeguarding Action Plan to demonstrate principles are embedded in service delivery
- O6.1** Three year review of ICT Strategy and adoption of action plan to 2020

People

- PE2.5** Meet Housing Benefit Subsidy Local Authority error target threshold set by the DWP
- PE3.1** Number of empty home intervention plans for dwellings empty for more than two years

Place

- PL1.1** Increased supply of affordable homes

Progress

- PR1.1** Produce an investor prospectus to showcase developments and investor opportunities
- PR2.3** Vacant premises in Swadlincote, Hilton and Melbourne (proxy)
- PR3.2** Secure sustainable management option for Rosliston Forestry Centre
- PR3.3** Further develop and promote South Derbyshire's evening and night time economy
- PR5.3** Guidance offered to businesses or people thinking of starting a business (through the South Derbyshire Business Advice Service).

- 3.8 To ensure it continues to evolve, the Corporate Action Plan will be regularly reviewed and may be updated during the financial year. Any amendments will be reported to Elected Members as part of the quarterly performance reporting cycle.
- 3.9 It should be noted that the Corporate Plan and action plan do not cover everything the Council does, but focus on issues important to residents, on national priorities set by Government and on the opportunities/challenges resulting from the changing social, economic and environmental aspects of South Derbyshire.
- 3.10 The Corporate Action Plan ties in with the Sustainable Community Strategy and its themes of health and wellbeing, safer communities and sustainable development. Its associated action plan is also updated on an annual basis.
- 3.11 The plans form an important part of planning for the future and lead performance management. As well as enabling effective monitoring, it links strategic priorities and objectives directly to the activities of service areas.
- 3.11 Service Plans for each directorate will be reported during the June committee cycle.

4.0 Financial implications

4.1 As part of the development of the refreshed Corporate Action Plan, consideration has been given to the Council's current financial position and commitment to delivering services in 2017/18.

5.0 Corporate implications

5.1 The Corporate Plan forms the backbone of our Performance Management Framework. It is the delivery mechanism that links our vision with the needs of communities and good governance.

6.0 Community Implications

6.1 The Corporate Plan has an impact on all aspects of community life, because it is built upon the needs and expectations of residents. The Council is proud of its role as a community leader and will continue to deliver high quality services. It is important to recognise the diverse range and needs of all communities and continue to work with key groups, stakeholders and businesses to make South Derbyshire a better place to live, work and visit.

7.0 Appendices

Appendix A – Corporate Action Plan