One Council/Corporate Delivery and Development Plan

Phase 1 → Phase 2 Phase 3 → Phase 4

THINK

Think about the services you provide, the way you provide them, who do you provide them for

Corporate Plan Priority- Which of the Corproate Priorites are you able to help delvier?										Council Values						
Providing a vibrant Economy	Thriving Town Centre	Homes and Environment to meet needs	Well connected Borough	Strong, Healthy resilient neighbourhoods	Independent Lives	Root causes of offending, safe communities	Effective, vfm customer focused services.	Programme/Project/Activity	Outline Business Case/Purpose/Rationale	Resilience	Innovation	Performance	Respect	Customer Focus	Outcomes/'Tell the story'
								PLACE							
✓	✓		✓		✓	✓	✓	Refreshed HAMP with 2016-2020 Programme of works, supported by reviewed HRA Business Plan	Increased Supply of Affordable/Social Housing, tackling Negative NPV properties, Regenerating Estates, Creating more indepdenent lives by adddressing people issues around fuel poverty, worklessness and employment/training.	✓	✓	✓		✓	Better use of Assets (Land and Buildings) significantly regenerated estates that improve tackle people and property issues in a sustainable way.
✓	✓	✓	✓	✓	✓	✓	✓	Melton Local Plan	Develop and Submit a robust, well evidenced and consulted on Planning Policy document that pro actively stimulates growth and well-being	✓		✓	✓	✓	Housing Growth is developed that meets needs and takes into account population growth, Economic growth meeting the needs of Businessess and new investors to imrpove the ecojomic well-being of the Borough .
✓	✓	✓	✓	✓	✓	✓	✓	Develop the Leisure Vision to deliver a longer term , sustinable and vfm facilitiy/services	Develop the Leisure Vision, through the development of a robust Business Case, effective procurement and partnership working.	✓	✓	✓	✓	✓	A facility/Service available to a wide range of customers, that offers physical, sport, leisure and cultural services, that tackle health and promote independance, making best use of a recently acquired asset.
✓	✓						✓	Project Management of the cattle market and professional support	Capital redevelopment project of the cattle market to secure its long term viability and support the local economy. Also, maintains the Councils revenue stream and grow this where possible.	✓				✓	Long term future of the cattle market is secured thus protecting and potentially increases the councils income as well as freeing up land for capital receipt. In addtition to this an area in south is ring-fenced for 2nd phase development.
✓				✓	✓		✓	Implement the recommendations identified in the Car parking Strategy	Deliver the medium and longer term recommendations in the car and Coach parking Strategy.	✓		✓	✓	✓	The car parking strategy, whilst identifying some immediate changes to tariff and designation, also identified a number of long term actions that will enhance the viability of the town, make the car parks more customer friendly and increase connectivity in the town.
	✓	✓		✓			✓	Waste Services: new contract, recycling credits, value of recyclates, transportation costs	Business case' founded principally in financial terms given the scale of the contract and profile within Council expenditure (36%).	✓	✓	✓	✓	✓	Need for waste to deliver significant savings on a long term and substantail basis in order to mitigate the depth of financial constraint elsewhere.
✓	✓	✓	✓		✓		✓	Creating a virtual Good Growth Business Hub linked to the FEZ to deliver on our growth and development ambitions.	Taking inspiration from South Staffordshire Business Hub model by providing an income generating virtual business hub. The hub will interface to the LLEP business gateway and act as an anchor within Melton, joining up key enterprise clusters and adding value to economy through key strategic initiatives such as the FEZ. The hub will promote our Inward Investment and Business Support functions including utilising our "Better Business for All" tools and our burgeoning relationship with UK Trade and Industry (UKTI) REEA Report Approved: 9th March 2016		✓	✓		✓	To help micro-enterprise,fledgling start-ups, entrepreuneurs as well as SME's in a way that can offer longer term competitive advantage and in conjunction with intelligent target marketing, will minimize displacement of key employers and maximise real growth within the Borough. By collaborating with our academic and industry partners (e.g. NFU, Melton Brooksby College and Loughborough University) we will be able to provide bespoke training, leadership and business support functions targeted to SMEs and in particular family based businesses, which will include farms and food enterprise within food and drink industry, a key LLEP growth sector as well as wider industries such as creative industries and knowledge related sectors.
								PEOPLE							
✓	✓		✓		✓	✓	✓	Develop Sustainable 'Me and My Learning' Service	Build on success of years 1 & 2 and members approval to fund in year 3. To include bids to external funding, embedding internal resources and services to develop a medium and longer term sustainable solution.	✓	✓	✓	✓	✓	Coordination of services designed to tackle a multiple of issues affecting vulnerable individuals and families. Tackling worklessness, health, low skills and community safety issues.
✓	✓	✓	✓	✓	✓		✓	To continue to develop the culture and delivery of Customer Service Excellence	Continue to develop the new model of CS delivery including case management approach for our most vulnerable customers, reception redesign, and stronger focus on the service strategy for customers, Govmetric development.	✓	✓	✓	✓	✓	Getting it right first time, therefore reducing complaints and failure demand. Improved reputation and well designed services based on customer insight and feeback will improve satisfaction to make transacting with the Council better.
✓				✓	✓		✓	To review the LCTS to develop a scheme that encourages people into work but also delivers savings	To review the exisitng scheme with County partners to provide a broadly similar county-wide scheme taking in particular individual LA requirements. For Melton this will be around conditionality - i.e the customer will need to engage with the Council to receive LCTS Particular focus on modelling 80%-75%-70% options but understanding the impact of these options.			✓	✓	✓	An LCTS scheme for 2017/18 that will reduce costs to the Council and partners but will also support customers to lead to more social/financial/digital independence through the support provided by the Council.
								AGILE							
	✓		✓		✓	✓	✓	**Transformation**- Create a digital Road Map for Central Services- Digital Service/Web Offer- Transformation as it relates to process design, digital strategy, modern Gov and data matching	Ensure Central services continues to embrace the digital agenda and transformation plan in order to continually improved its systems and processes- Continue to review processes taking waste out and redesigning for self service online. Design in quality and reduce checking, while increase trust and confidence in processes leading to higher take up of digital/self service. Maximise the use of technology	✓	✓	✓	✓	✓	More efficient delivery of services and process through electronic methods. Ensure the culture and their skills within Central Services continues to focus on improving the outcome for the customer/Customers can self serve the most common transaction processes as well as gain information independantly reducing the need for personal contact during office hours. Services are able to be delivered outside of these hours in a more cost effective way.
			✓				✓	Development of IT partnership	Develop the IT partnership with the emphasis on more strategic alignment and development making best use of the opportunities provided by a new IT supplier	✓				✓	Obtain better efficiency, economy and customer service through joint working with other partners in the IT partnership by exploiting the latest technologies available.
							✓	To bring forward the closure of accounts in line with legislation	Statutory deadline for publishing Melton's accounts has been brought forward a month to the 31st May.	✓		✓			Ensure Melton can meet the new challenging timescales and publishes a set of account which receives an unqualified audit opinion.
✓	✓						✓	To maximise the Council's return on business rates whilst supporting local businesses	To continue to work with partners and internal services to ensure that the correct business rates are charged to existing and newly identified businesses. To ensure maximise opportunities such as rating renewable energy properties. To identify and promote opportunities to support businesses through existing relief schemes and targeting new schemes to maximise income and support to businesses where appropriate	✓		✓		✓	Maximise income due to the Council and support improving the Council's overall financial position. Businesses are provided with support with their rates bills where appropriate to aid their sustainability.
		✓	✓	✓	✓		✓	Embedding Digital Housing, Revenue & Benefit services.	Redesign and Transform Housing, revenue & Benefit services through delivering services to promote self serve, website, social media and other digital platforms	✓	✓	✓	✓	✓	Promoting Independent lives, more efficient and effective services for customers, that identfies and resolves issues in a more proactive approach.