

Theme 1: Healthy Communities and Neighbourhoods

Focus Areas	Action	Type of Service delivery	In what year would this be delivered?				Financial Impact (growth and savings)	Lead Officer	Portfolio Holder lead	How will we measure success?
			Year 1	Year 2	Year 3	Year 4				
High Quality and Accessible Public Services	Undertake a full 'customer journey' review and implement recommendations, ensuring effective customer facing systems, processes and service delivery arrangements	Service Improvement Reprocurement - CRM	X	X			Savings potential to be identified as part of scoping/phasing of review	Assistant Director for Customers and Communities	Customers, Communities and Neighbourhoods	Customer Journey principles approved by Cabinet Project in place - clarity on project strands and outputs Procurement of CRM Recommendations Implemented
	Agree arrangements to enable accessibility audits in the Town Centre and Country Park	Discretionary		X			Audit to be contained within existing resources / implementing audit may require additional resources and will be subject to separate decisions	Director for Housing and Communities Director for Growth and Regeneration	Customers, Communities and Neighbourhoods	Completion of Audit and implementation of any actions (subject to funding availability)
	Review shared service / collaboration arrangements for Out of Hours, Lifeline and CCTV to ensure effective, accessible, resilient and value for money service delivery	Discretionary	X				Within existing resources - reviews may lead to alternative service delivery arrangements and proposals	Director for Housing and Communities	Customers, Communities and Neighbourhoods	Completion of review and confidence in new arrangements
	Undertake Single Equalities Scheme 4-year review and implement revised SES 2024-2028	Statutory	X				Within existing resources	Assistant Director for Customers and Communities	Customers, Communities and Neighbourhoods	Review undertaken, implemented and refreshed Scheme published
	Establish a system admin role working across planning, Environmental Health and Licensing to improve system usage and reduce administrative burden on case officers	Statutory	X				24/25 REVENUE GROWTH BID: £40k recurring	Director for Growth and Regeneration	Governance, Environment and Regulatory Services	Establishment of new role. Improvement in system administration.

Making the Borough Cleaner, Safer and Greener	Respond to Waste Policy reforms and introduction of 'Simpler Recycling', working with Biffa and establishing implications of any required changes in service provision. This will include the introduction of weekly food waste collections in line with government policy.	Statutory	X	X			New burdens implications currently unclear. Once impact understood, further reports will be provided to Cabinet and Council. MTFS assumes costs neutral. Initial capital investment of £564k	Director for Housing and Communities	Governance, Environment and Regulatory Services	Business case setting out the implications and how best to respond to them presented to Cabinet and Council as required. Implementation of a full funded service, compliant with new government policy directions.
	Deliver an annual programme of environmental enhancements and community action clean ups in key locations and priority neighbourhoods, working directly with residents, council teams and contractors	Discretionary	X	X	X	X	Staff time / reprioritisation. Contractors - No cost, utilise social value commitments.	Housing Asset Manager Waste and Environment Lead	Governance, Environment and Regulatory Services	Delivery of annual programme Resident feedback / satisfaction Ability to demonstrate access to contractors social value commitments
	Develop, adopt and implement a clear masterplan for the Country Park	Discretionary	X	X	X	X	Staff time to complete masterplan (Underway) Improvement works likely to be identified and will require funding either secured through s106 or identified through subsequent report to Cabinet and Council	Assistant Director for Regeneration & UKSPF / Director for Housing and Communities	Governance, Environment and Regulatory Services	Completion and implementation of Masterplan

Achieve Green Flag accreditation for Melton Country Park by 2026 and maintain this accreditation on annual basis	Discretionary		X	X	X	Application fee £500 p/yr - to be contained within existing resources Improvement works likely to be identified by accreditation process, linked to development of the Masterplan. Additional resources to be managed via mid-year proposal to Cabinet and Council as required.	Director for Housing and Communities	Governance, Environment and Regulatory Services	Green Flag accreditation in 2026, as assessed externally. Maintaining commitment and accreditation.
Deliver an annual garden recognition programme, to ensure residents across the borough are recognised for their role and contribution	Discretionary	X	X	X	X	Up to £1000 per year (purchase of prizes etc) - to be contained within existing budgets	Director for Housing and Communities	Governance, Environment and Regulatory Services	Delivery of annual programme Resident feedback / satisfaction Ability to demonstrate access to contractors social value commitments
Following extension to current cemetery, develop business case for future long-term provision	Discretionary		X	X		Budget in place for feasibility work (has commenced) - need to review and create business case for political consideration. Future cemetery requirements will likely create significant capital requirement (currently unfunded)	Assistant Director for Waste and Environment	Governance, Environment and Regulatory Services	Business case developed and considered by Members Financing options developed for consideration Build into future capital programme (28/29??)

	Establish a Pride in Place working group to ensure collaboration between teams and Portfolio Holder. Ability to respond positively and proactively to ad hoc repair and maintenance requests in the Town Centre. Small responsive repairs budget. Requirement on the group to identify future budget efficiency options in 24/25, to provide an operating pride in place budget in future years.	Discretionary	X				24/25 REVENUE GROWTH BID: £20k (non-recurring) Pride of Place, to be used in conjunction with £70k from UKSPF for greening the town centre & market area improvements.	Director for Housing and Communities	Governance, Environment and Regulatory Services	Improved perception in town centre 'street scene' Quicker response to small pride of place issues, with clear parameters Greater clarity on roles and responsibilities between teams Teams identify budget for future years through efficiencies across relevant budget codes
	Develop and update Community Safety Partnership Strategic Plan	Statutory/ Partnership		X			Within existing resources	Strategic Lead - Safer Communities	Governance, Environment and Regulatory Services	Community Safety Partnership Strategic Plan is updated to highlight and mitigate the issues raised
Healthy and Active Communities	Develop and implement a play park strategy and cyclical replacement programme, ensuring community engagement in designing options	Discretionary	X	X	X	X	R&R Fund already in place. Strategy will identify whether additional resources will be required and subsequent report to Cabinet and Council as required	Director for Housing and Communities	Governance, Environment and Regulatory Services	Play Park Strategy and Capital Programme in place and approved by Council (24/25) Positive example of community engagement and feedback Clarity regarding annual
	Work to secure funding from ICB for wider prevention work related to youth engagement and physical activity	Discretionary	X				24/25 REVENUE GROWTH BID: £25k (non-recurring).	Director for Housing and Communities	Customers, Communities and Neighbourhoods	Securing external funding to maintain local service provision
	Mobilise and embed a ten-year leisure contract, with specific focus on investment and improvements in council owned leisure facilities and proactive action to widen community reach and impact	Contract / Discretionary Activity	X	X	X	X	Financial implications from new contract award built into 24/25 budget and capital programme following approval at Council in December 2023	Strategic Lead, Healthy & Active Communities	Customers, Communities and Neighbourhoods	Mobilisation of new leisure contract Delivery of capital improvements Ability to demonstrate customer satisfaction

<p>Using the World Health Organisation framework for Age Friendly Communities as a guide, work with stakeholders and residents to assess how people are able to live and age well in Melton. Use this as the basis for developing an ageing well strategy, in partnership with other stakeholders.</p>	Discretionary		X			Existing resources	Director for Housing and Communities	Customers, Communities and Neighbourhoods	<p>Having a strategy will enable the council to a) review Melton's 'age friendliness' as a place and b) enable us to coordinate actions and work with partners to best support people to live and age well, and do not get left behind. Use World Health Organisation framework for 'age friendly' communities. Report and recommendations to cabinet arising from strategy.</p>
<p>To strengthen our approach to supporting vulnerable young people by endorsing an approach that will see the council treat care experience as if it were a Protected Characteristic under the Equality Act 2010.</p>	Discretionary	X				No additional costs identified at this stage. Implications arising from any commitment to be considered further.	Assistant Director for Customers and Communities	Customers, Communities and Neighbourhoods	<p>Cabinet consideration of proposal. Embed into single equalities scheme. Training for staff and demonstrable examples of this in practice .</p>
<p>Develop a Young Persons Strategy in partnership with stakeholders and young people, ensuring a collaborative approach and to support and empower young people</p>	Discretionary			X		Within existing resources	Director for Housing and Communities	Customers, Communities and Neighbourhoods	<p>Report and recommendations to cabinet arising from strategy. Clear delivery plan. Improved communication and engagement with young people. Opportunities for young people to shape services, be involved in local democracy, contribute to reducing ASB, involvement in community projects</p>

Tenancy Support and Engagement	Support people to access housing and tenure options that are appropriate to their needs and circumstances (including home ownership)	Partnership / Case work based / regulatory aspects	Within existing resources	X	X	X	X	Director for Housing and Communities	Housing and Landlord Services	Effective delivery of Right to Buy arrangements, effective implementation of housing allocations policy, strengthened relationship with Homes England and providing advice to access all tenures of housing
	Ensure any tenants in need of lifeline services are digitally enabled ahead of the digital switchover in 2025	Discretionary	Existing budget and capital allocation	X				Empowering Communities Strategic Lead	Housing and Landlord Services	Successful transition to digital system by 2025
	Continue to develop and enhance approach to tenant involvement, scrutiny and engagement.	Statutory	Within existing resources	X	X	X	X	Assistant Director for Housing Management	Housing and Landlord Services	Improved tenancy satisfaction measures
	Completion of Intensive Housing Management Service Review. Deliver transitional arrangements for support within housing services	Discretionary	To be confirmed at conclusion of review and reported to Cabinet	X				Assistant Director for Housing Management	Housing and Landlord Services	Successful transition to new service arrangement following the review
	Improvement to Housing Systems and development of new modules/functionality to meet requirements of the service	Discretionary	Within existing resources	X	X	X	X	Assistant Director for Housing Management	Housing and Landlord Services	Successful transition to new system/s to support the effective delivery of services to our customers
	Secure and maintain positive outcomes through regulatory inspections (Social Housing Regulation Act)	Statutory	Fees for social housing regulation regime (consultation underway). Increased costs for housing qualifications likely Costs for tenant satisfaction reporting (partially offset by new burdens funding)	X	X	X	X	Housing Leadership Team	Housing and Landlord Services	Successful and positive outcome following future inspections
	Develop business case for procuring revised cleaning and catering arrangements at Gretton Court	Statutory	Within existing resources	X				Assistant Director for Housing Management	Housing and Landlord Services	Completion of business case and implementation of changes to this service

	Stabilise and continue to improve income recovery arrangements	Statutory	Additional resources to improve income management performance cost over how many years funded from HRA reserves	X				Assistant Director for Housing Management	Housing and Landlord Services	Improved income recovery performance leading to an increase in rent collection and a reduction in level of HRA debt
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Theme 3: Tourism and Town Centre Regeneration and Vitality

Focus Areas	Action	Type of Service Delivery	Financial Impact (growth and savings)	In what year would this be delivered?				Lead Officer	Portfolio Holder lead	How will we measure success?
				Year 1	Year 2	Year 3	Year 4			
Improving the Town Centre	Explore feasibility to establish a Town Centre co-ordinator role – a single shared resource among partners to provide focus and impact	Discretionary / Partnership with MMTE & BID	Jointly funded by the BID, MMTE, MBC (staff time reprioritisation, UKSPF commitments)		X	X	X	Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Approval of the role and funding among partners; town perception and residents surveys and partners/ stakeholders feedback
	Explore feasibility of partnership approach, and securing funding, to develop improved facilities (inc public toilets) in Play Close Park.	Partnership with MMTE	Business case would need to be developed for the partnership project. This would consider basis of any future investment required and the return on that investment	X	X			Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Development of business case and formal consideration.
	Undertake Car Parking review and evaluate charging policy including use of new technology and approach to enforcement	Discretionary / Partnership with BID	Investment in any new technology to be subject to business case		X			Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Uptake in car parking revenues and numbers visiting the borough
	Develop a feasibility assessment and business case to support an options appraisal for Bottesford car park.	Discretionary	Business case would need to be developed for the project.	X				Director for Growth and Regeneration	Town Centre, Growth and Prosperity	Uptake in car parking revenues and numbers visiting the borough
	Continue to support Christmas tree, Christmas lighting, Christmas switch on event	Discretionary / Partnership with BID	Within existing resources	X	X	X	X	Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Successful delivery of Christmas events
	Undertake BID levy collection	Statutory / Partnership with BID	Within existing resources	X	X	X	X	Revenues Manager	Town Centre, Growth and Prosperity	Successful collection of BID levy
	Implementation of the Levelling Up Fund projects - Stockyard	Partnership with Rutland CC	LUF funding £23 million across the partnership	X	X	X		Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Planning approval obtained; contractor procured; project delivered on time and budget

	Resolve position regarding the theatre and Levelling Up Fund Investment	Partnership with SMB College and Rutland CC	LUF funding - £2m secured for the theatre	X	X			Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Sustainable and affordable resolution of future of the theatre and ability to secure LUF funding investment
	Develop and implement a town centre design guide to improve design standards, aesthetics and environmental quality.	Discretionary	24/25 REVENUE GROWTH BID: £30k	X	X	X	X	Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Guide prepared with consensus and ownership from all stakeholders; funding secured for implementation of key projects based on the guide
Attracting More Visitors to the Borough	Create cross-boundary working groups with tourism providers and local authorities to increase tourism activities	Discretionary	Within existing resources	X	X	X	X	Senior Tourism Officer	Town Centre, Growth and Prosperity	Group meetings established; action plan prepared; key activities delivered
	Continued development of Discover Melton; increasing visibility of tourism offer and content – both in digital and print media	Discretionary	Additional resources required after UKSPF funding ends - subject to future business case	X	X	X	X	Senior Tourism Officer	Town Centre, Growth and Prosperity	ONS and Springboard data - increases in footfall, visitor numbers, visitor spend and visits to website
	Co-ordination and safe delivery of events with a year round programme	Discretionary	Within existing resources	X	X	X	X	Senior Tourism Officer	Town Centre, Growth and Prosperity	ONS and Springboard data - increases in footfall, visitor numbers, visitor spend and visits to website
	Strategic liaison with PMO and partners for development of visitor economy offer	Discretionary	Within existing resources	X	X	X	X	Senior Tourism Officer	Town Centre, Growth and Prosperity	ONS and Springboard data - increases in footfall, visitor numbers, visitor spend and visits to website

Economic Development	Continue to implement UKSPF Investment Plan	Discretionary/ Partnership	UKSPF funding - £1.19 million income over the project	X	X			Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	UKSPF E8.1 - Discover Melton development plan UKSPF E8.3 - Taste the Place/Green Tourism campaigns UKSPF E9.3 - Farmers' Health Checks UKSPF E14 - Town Centre Market viability study UKSPF E17 - Discover Melton 'Invest' section UKSPF E23 - Incubation Space UKSPF E30.1 - Inward Investment resource UKSPF E30.2 - Business Support UKSPF E30.3 - Business Grants
	Revision and delivery of growth and prosperity plan	Growth and Regeneration	Within existing resources		X			Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Growth and prosperity plan reviewed and updated to reflect future challenges and opportunities
	Support food production network and links with markets including skills development	Discretionary	Within existing resources				X	Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Networking events organised and attended leading to development of network and markets
	Establish key account management to support growth and operation of top 10 businesses	Discretionary	Within existing resources		X	X	X	Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Increase the amount of support provided to the top 10 businesses
	Undertake inward investment activities to ensure delivery and occupation of employment sites, commercial units and leverage private and public sector investment	Discretionary	Utilise UKSPF funding	X	X			Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Action plan prepared and delivered to support inward investment

	Supporting local businesses to meet regulatory requirements	Statutory	Within existing resources plus 24/25 REVENUE GROWTH BIN: £15k non-recurring for additional Environmental Health technical support.	X	X	X	X	Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Increase the number of licencing applications supported, food inspections carried out, advice and support provided
	Enable the delivery of employment sites to support economic growth	Discretionary - Partnership	Within existing resources	X	X	X	X	Assistant Director for Regeneration and UKSPF	Town Centre, Growth and Prosperity	Increase the advice provided to support planning permissions achieved, employment space created and occupied

Theme 4: Sustainable growth and infrastructure

Focus Areas	Action	Type of Service Delivery	Financial Impact (growth and savings)	In what year would this be delivered?				Lead Officer	Portfolio Holder lead	How will we measure success?
				Year 1	Year 2	Year 3	Year 4			
Maximise the value of our assets	Development of a business case to establish feasibility for use of Parkside as a second GP practice	On going - Discretionary-partnership	ADP grant and capital funding future financial Savings to be confirmed net of investment	X	X	X		Corporate Asset Manager	Corporate Finance, Property and Resources	Business case prepared and approved and GP surgery delivered in Parkside
	Delivery of wider asset development programme (ADP) to reduce costs, secure income and facilitate homes and jobs.	Discretionary / Partnership	BRP grant funding and capital funding as agreed part of ADP	X	X	X	X	Corporate Asset Manager	Corporate Finance, Property and Resources	Business cases prepared, approved and delivered as set out in the ADP
	Adopting and delivering the asset management plan (AMP)	New activity	To be considered as part of the annual budget process. 24/25 REVENUE GROWTH BID: £10k (net, recurring for new Shared Property and EMT Admin role)	X	X	X	X	Corporate Asset Manager	Corporate Finance, Property and Resources	AMP is adopted and the associated action plan delivered on time and on budget
Secure the right infrastructure to enable sustainable growth	Continued support to delivery of the MMDR, facilitating the development of the Northern and Southern Sustainable Neighbourhoods.	Partnership	within existing resources	X	X	X	X	Assistant Director for Planning	Leader	Completion of all parts of the MMDR / Development of the Northern and Southern Sustainable Neighbourhoods
	Lobby Severn Trent, LCC (flood authority), Network Rail (NR), National Grid, Broadband providers and other relevant partners to develop solutions to meet the planned growth	Partnership	within existing resources	X	X	X	X	Director for Growth and Regeneration	Leader	Regular meetings arranged with key stakeholders and actions followed up with engagement improved through planning process
	Explore opportunities to bring in rural infrastructure investment including digital.	Partnership	within existing resources	X	X	X	X	Director for Growth and Regeneration	Town centre, growth and prosperity	Improved digital connectivity across the borough

	Work with Melton and Oakham Waterways to secure investment to increase use and enjoyment of our waterways and improving walkways, nature trails, enhancing biodiversity and access to wildlife.	Partnership	within existing resources	X	X	X	X	Director for Growth and Regeneration	Town centre, growth and prosperity	External grant funding received, Canal opened and operational. Increased usage and enjoyment of the waterways and boost to tourism.
	Lobby for improved public transport services to and from Nottingham and Leicester	Partnership	within existing resources	X	X	X	X	Assistant Director for Planning	Governance, Environment and Regulatory Services	Improved transport connectivity to Nottingham and Leicester
	Deliver demand responsive transport project with LUF	Partnership - discretionary	Funded through LUF	X	X	X		Assistant Director for Regeneration and UKSPF	Leader	Project delivered on time and budget
Ensuring Planning Policy and Development supports sustainable growth	Complete the Local Plan Review and development of efficient and effective planning policies and processes to enable growth	On going - Statutory	24/25 REVENUE GROWTH BID: £130k (non-recurring) medium term costs not yet known	X	X			Assistant Director for Planning	Governance, Environment and Regulatory Services	Local Plan Review completed and any changes adopted with the associated key planning policies and processes delivered
	Respond to any changes arising from the new National Planning Policy Framework	Statutory	within existing resources - but to be reviewed as required	X	X			Assistant Director for Planning	Governance, Environment and Regulatory Services	Changes implemented

	Focus on ensuring planning development service is fully resourced and equipped to manage demand effectively, securing good outcomes	Statutory	24/25 REVENUE GROWTH BID: £50k non-recurring funding for addressing backlog in planning & £40k (recurring) for Systems Admin Role	X	X	X	X	Assistant Director for Planning	Governance, Environment and Regulatory Services	High quality planning service with stable resources good KPI performance % Major planning decisions taken within 13 weeks, or agreed timetable % Non-major planning decisions taken within 8 weeks, or agreed timetable Percentage of major planning applications overturned on appeal (district matters) Percentage of non-major planning applications overturned on appeal % applications that are invalid; % applications that are approved first time; % of total 'satisfied' or 'very satisfied' with service
	Implement Planning Enforcement Policy and take action where required	Discretionary	24/25 REVENUE GROWTH BID: £24k (18 month enhanced capacity for planning enforcement)	X	X	X	X	Assistant Director for Planning	Governance, Environment and Regulatory Services	Ensure effective case management leading to positive outcomes for communities
Delivering a net zero borough	Approve climate change strategy	Discretionary	within existing resources	X				Director for Growth and Regeneration	Governance, Environment and Regulatory Services	Approval and Adoption of the Climate Change Strategy
	Prepare and deliver an action plan to reduce council's carbon emissions through service delivery	Discretionary	each individual project subject to business case	X	X	X	X	Director for Growth and Regeneration	Governance, Environment and Regulatory Services	Action Plan in place to deliver reduced carbon emissions through service delivery by the Council. Supported by the successful delivery of climate projects and the reduction of emissions
	Delivery of county wide energy schemes (ECO, LAD3 and HUG)	Discretionary	Grants funding	X	X			Director for Growth and Regeneration	Governance, Environment and Regulatory Services	Increase the number of properties in the borough receiving grants

	Air quality and contaminated land monitoring	Statutory	within existing resources	X	X	X	X	Director for Growth and Regeneration	Governance, Environment and Regulatory Services	Annual monitoring
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Theme 5: Right conditions to support delivery

Focus Areas	Action	Type of Service Delivery	Financial Impact (growth and savings)	In what year would this be delivered?				Lead Officer	Portfolio Holder lead	How will we measure success?
				Year 1	Year 2	Year 3	Year 4			
Ensuring Good Governance and Performance Management	Development of a new Performance and Risk Management System to use data to inform decision making.	Discretionary	24/25 GROWTH BID: £32k (net non-recurring) for new system	X				Assistant Director for Organisational Development	Governance, environment and Regulatory Services	Data driven decision making, Quarterly reporting to Cabinet with greater analyse on the Council PI's and the trends/patterns to inform service improvement
	Undertake a Corporate Peer Challenge	Statutory	Within Existing Resources	X	X			Assistant Director for Organisational Development	Leader	Corporate Peer Challenge undertaken to support the Council through external assurance, reputation support and governance
	Responding to Regulatory requirements from the Government including Oflog, Ombudsman and the Social Housing Regulator	Statutory	Within Existing Resources	X	X	X	X	SLT	Governance, environment and Regulatory Services	Positive outcomes through any external benchmarking or inspections
	Constitutional Review Working Group to review our governance model and explore options to make it more collaborative and inclusive and streamline decision making.	Discretionary	The review will be within existing resources. Any change would incur a revenue cost	X				Assistant Director for Governance and Democracy	Governance, environment and Regulatory Services	Governance model reviewed and any changes adopted to provide better engagement and participation in local democracy
	Implement a legal case management system	Discretionary	24/25 GROWTH BID: £10k one off revenue costs for training. £7 per annum thereafter software costs.	X				Assistant Director for Governance and Democracy	Governance, environment and Regulatory Services	System implemented to support a more efficient management of legal case load and service

Effective Organisation and Great Place to Work	Refresh and implement the workforce strategy to include measures to assist with recruitment and retention such as greater use of Apprenticeships / graduates	Discretionary	Within Existing Resources with some actions potentially having revenue implications across funds	X	X	X	X	Assistant Director for Organisational Development	Corporate Finance, Property and Resources	Greater retention and engagement of employees. Healthy and developed workforce.
	Development of an IT strategy, Digital strategy and roadmap of IT developments to support the functions of the Council and deliver services in more efficient way.	Partnership	Financial impact to be confirmed as part of the strategy. impact will be a mix of capital and revenue (General Fund and HRA)	X	X	X	X	Assistant Director for Organisational Development	Corporate Finance, Property and Resources	Improvement in the service provided to the Council set out by the measures and projects reported to LICTP Board
	Roll out SharePoint across the Council as a collaboration and document storage facility	Discretionary	Within Existing Resources	X				Assistant Director for Organisational Development	Corporate Finance, Property and Resources	Improved collaboration across services, reduced IT storage and increased GDPR/information governance assurance
	Draw up and implement a cyber security resilience strategy	Discretionary	One off revenue cost to be met from existing resources	X				Assistant Director for Organisational Development	Corporate Finance, Property and Resources	A cyber security resilience strategy is developed and successfully implemented reducing cyber risk for the Council
Delivering Financial Sustainability and Value for money	Development of Welland Procurement function to increase the number of clients served and explore other opportunities to increase	Partnership	Financial impact to be confirmed. £50k savings anticipated.	X	X	X	X	Assistant Director for Finance and Resources	Corporate Finance, Property and Resources	Level of net income increased to the Council
	Development of the E-billing solution across revenues services and wider use across the Council. Encouraging customers to switch	Discretionary	£15k savings anticipated	X				Assistant Director for Finance and Resources	Corporate Finance, Property and Resources	Increased savings following continued reduction in postage and printing costs and more take up of this e-billing service by customers

Delivery of a programme of service reviews to ensure services are meeting the needs of customers in the most efficient and effective manner	Discretionary	savings to be agreed for each review	X	X	X	X	Assistant Director for Organisational Development	Customers, communities and Neighbourhoods	Number of reviews undertaken and documented savings made and/or increases in customer satisfaction
Focus on council tax, business rates and sundry debt recovery to improve current performance	Statutory	Within Existing Resources	X				Director for Corporate Services	Corporate Finance, Property and Resources	Reduction in the amount of debt written off with increased recovery of debt resulting in lower debt levels
This will include the development of a productivity plan each year setting out how we will improve service performance and ensure every area is making best use of taxpayers' money.	Statutory	Within Existing Resources	X	X	X	X	SLT	Corporate Finance, Property and Resources	Annual Productivity Plan to be submitted to Government.
Maintain a strong Financial Sustainability Plan including an alternative strategy if the budget gap cannot be met.	Statutory	Within Existing Resources	X	X	X	X	Director for Corporate Services	Corporate Finance, Property and Resources	Financial Sustainability Plan sets out savings made and planned

Theme 6: Engaging and Connected Council

Focus Areas	Action	Type of Service Delivery	Financial Impact (growth and savings)	In what year would this be delivered?				Lead Officer	Portfolio Holder lead	How will we measure success?
				Year 1	Year 2	Year 3	Year 4			
Promoting local democracy	We will transform our approach to parish liaison by establishing Area Liaison Forums, based on the County Council Division, bringing together, every 6 months, representatives from the 3 tiers of local government - County, Borough and Parish Councils	Partnership	Need for revenue funding when UKSPF funded post ends cost £27k per annum GF cost	X	X	X	X	Assistant Director for Governance and Democracy / Assistant Director for Communities	Customers, communities and Neighbourhoods	Increase the level of engagement in the forums following the initial meetings.
	Holding meetings in communities to actively promote democracy across the borough	Partnership	Within existing resources	X	X	X	X	Assistant Director for Governance and Democracy	Governance, environment and Regulatory Services	Increase in the level of engagement and participation in meetings held in communities.
	Undertake Boundary Commission Review	Statutory	Within existing resources	X	X			Assistant Director for Governance and Democracy	Governance, environment and Regulatory Services	Successful completion of the review and subsequent implementation of the new boundaries
	Undertake a Polling station Review and implement find my polling station on line	Statutory	Within existing resources		X			Assistant Director for Governance and Democracy	Governance, environment and Regulatory Services	Review completed successfully and changes made and published online
	Implement requirements of the Elections Act	Statutory	Within existing resources	X				Assistant Director for Governance and Democracy	Governance, environment and Regulatory Services	Compliance with statutory requirements
	Community Governance Review (Wymondham / Buckminster and / Garthorpe and Coston Parish Councils)	Statutory	Within existing resources	X				Assistant Director for Governance and Democracy	Governance, environment and Regulatory Services	Implementation of the review and adoption of the findings
	Commission the scheduled independent review of members allowances	Statutory	Within existing resources	X				Assistant Director for Governance and Democracy	Governance, environment and Regulatory Services	Review undertaken and member allowances are updated in line with the findings
Engaging and communicating effectively with residents	Borough wide Residents Survey	Discretionary	24/25 GROWTH BID: £11k recurring and £10k one off for new engagement software.		X			Assistant Director for Organisational Development	Customers, communities and Neighbourhoods	Satisfaction and Perception Measures improve based on 2022 Residents Survey

	Responding effectively to customer complaints/service requests, members queries, FOI's and system access queries. Demonstrable learning and service improvement in response to customer and tenant feedback and complaints	Discretionary	24/25 GROWTH BID: £3k one off and £3k recurring	X				Assistant Director for Organisational Development / Assistant director for Governance and Democracy	Customers, communities and Neighbourhoods	Improvements in information governance with more effective responses to customer and member requests and greater understanding of patterns/trends following customer feedback
	Development and delivery of a communications and engagement strategy and action plan to meet the aspirations set out in the Corporate Strategy 2024 to 2028	Discretionary	Within Existing Resources	X	X	X	X	Assistant Director for Organisational Development	Leader	Well informed community measured through the reach through social media, website and satisfaction surveys
	Ensuring that we embed the customer voice in all we do.	Discretionary	Within existing resources	X	X	X	X	Assistant Director for Organisational Development	Governance, environment and Regulatory Services	Improved customer satisfaction