



Corporate Plan 2007-2021

Introduction

Welcome to the Council's Corporate Plan.

The Plan and its Background Report set out how the Council's services and activities will support the vision, priorities and targets in the Community Plan 'Shaping Our Future' 2007-2021. It will also confirm the actions to achieve the outcomes in the Warwickshire Local Area Agreement (LAA). This agreement is between central government and the councils and other public agencies providing services in Warwickshire. The agreement is based on a set of outcomes covering local and national priorities on social, economic and environmental issues affecting the quality of life in Warwickshire.

The Background Report gives details on the character of the Borough, and the relationship of the Plan to the Community Plan and LAA. It gives background to the Aims and Priorities set out in this Plan and the broad areas of action to achieve those priorities. It identifies the plans which will help deliver the Plan, the lead officers and partners involved in that delivery and the performance indicators to monitor progress.

The Corporate Plan is part of the Council's Strategic Planning Framework, which shows a hierarchy of long-term, medium-term and annual delivery plans and enables an individual to understand how their work contributes to the achievement of the vision, aims and priorities of the Plan through this framework.

Under each priority, a key 2021 target is given. These will be developed over the period of the Plan. This is not a Plan which is set in stone over its plan period, but will be monitored and reviewed to ensure it is kept up-to-date and effective.

There is a final section on the values which all those involved in delivering Council services will be expected to follow at all times.



Vision

'By 2021 we shall achieve the greatest improvement in quality of life and social justice in Warwickshire, providing value for money services in a safe and pleasant environment.'

This vision reflects the main focus of the LAA, which is to narrow the gap between the most disadvantaged people and communities and the rest of the County. The vision also reinforces some of the key aims and actions set out in the Community Plan.

For all the elements that make a high quality of life, such as decent housing, good health, high educational attainment, job opportunities and low crime, the basket of indicators for the Borough shows it lags significantly behind the rest of Warwickshire.

The Vision represents where we want to be by 2021 and forms the basis for the aims and priorities which will help us achieve that vision.

aim

To improve the quality of life and social justice for residents so it is much closer to that enjoyed by the rest of Warwickshire.

**1**
PRIORITY

To provide a choice of housing to meet the needs of the residents of the Borough.

Key 2021 Target:

By 2021 the numbers on the Council's housing register will be 50% less than the current number as at January 2007 (Local Indicator).

3
PRIORITY

To work in partnership to improve health and reduce health inequalities for residents in the Borough.

Key 2021 Target:

Life expectancy for residents in the Borough is the same as for the rest of Warwickshire (Quality of Life Indicator).

2
PRIORITY

To create a healthy, diverse and robust economy which provides employment opportunities for local people.

Key 2021 Target:

The average wage of residents working in the Borough is within 5% of the average for Warwickshire and the level of unemployment is the same as for Warwickshire (Quality of Life Indicators).

4
PRIORITY

To develop a confident, cohesive and diverse community.

Key 2021 Target:

The Borough has no deprived Super Output Areas (SOAs) in the 10% most deprived wards in England and 50% fewer in the 30% most deprived SOAs in England (Index of Multiple Deprivation).

aim

To work in partnership to reduce the level of crime and disorder so that the community is and feels safer.

2

1
PRIORITY

Dealing with anti-social behaviour by working in partnership and providing diversionary activities to engage with youngsters.

Key 2021 Target:

The perception of Anti-Social Behaviour is no worse than in other areas in Warwickshire (Quality of Life Indicator).

2
PRIORITY

Environmental improvements and support for selective CCTV to reduce fear of crime.

Key 2021 Target:

The fear of crime is no worse than the average for Warwickshire (Quality of Life Indicator).

3
PRIORITY

Use of the Council's enforcement powers to support community safety initiatives.

Key 2021 Target:

As for Priority 2 above.

aim

To provide a pleasant environment for those living, working and visiting the Borough.

3


1
 PRIORITY

To create a greener and cleaner environment.

Key 2021 Target:

85% of residents are satisfied with Parks and Open Spaces and 80% with cleanliness of their area (Best Value Performance Indicators).

2
 PRIORITY

To lead in environmental issues addressing climate change and protection of the environment.

Key 2021 Target:

Domestic refuse recycling rates and reductions in CO² emissions in the Borough exceed Government targets (Best Value Performance and Quality of Life Indicators).

aim

To provide quality services which represent value for money.

4

1
PRIORITY

To continue to improve the performance and quality of key services.

Key 2021 Target:

To achieve overall performance for all its identified priority services in the top 25% and for all other services within top 50% compared to other district councils (Comparison of Best Value Performance Indicators).

2
PRIORITY

To improve access arrangements for all Council services and the way that those who use them are treated.

Key 2021 Target:

By 2021 a fully collaborative customer service with other local authorities and public agencies provided at a single point of contact and when required in an outreach form (mystery shopping feedback – will develop an “access to services” questionnaire to be carried out regularly).

3
PRIORITY

To use value for money procedures to test the way all services are delivered.

Key 2021 Target:

To achieve annual efficiency gains of at least 3% a year (Local Indicator).

Delivery

Actions required to deliver this Plan will be set out in the Council's strategies and plans.

The Council's Performance Management System will be used to monitor progress.

Some services and activities may contribute to the LAA and Community Plan but are not directly covered in this Plan, such as for the Children and Young People Theme or for cross-cutting issues such as Transport.

The BestValue Performance Plan will report on progress and identify any need for changes to this Plan.

Values

The Council will operate in accordance with the following core values:

- **Transparency** - we will demonstrate trust, openness and honesty in everything we do and maintain high ethical standards.
- **Equality** - we will conduct all our business fairly and in a way which recognises diversity.
- **Listening** - we will listen and consult with residents to deliver services which meet their needs.
- **Support** - we will maintain an environment which is caring and supportive.
- **Excellence** - we will strive for continuous improvement.
- **Partnership** - we will work in partnership with others to improve quality of life.

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এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

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