

Corporate Priorities

| Priority | Why this is so important to us & our citizens | Facts about what we do | | |
|---|--|---|--|--------------------------|
|  <p data-bbox="152 403 412 467">We achieve financial security</p>  <p data-bbox="143 751 421 847">We become focused on delivering the best for our citizens</p> | <p>The Council's budgets have shrunk over the course of the past 10 years. We still anticipate needing to make a further £1million of savings in the next 10 years, but rather than reducing services, we want to explore the possibility of increasing income into the Council through adopting a more commercial approach and encouraging innovation. The aim will be to maximize our income in order to invest in key services.</p> | Budget facts | Income amounts | |
| | <p>As a public authority, the role of the Council is to serve the public in one form or another. Services that deliver what our citizens require, not only make the lives of our citizens better, but also make the Council efficient. Truly customer or citizen focused services and strategies bring benefits to all.</p> <p>We will ensure that all services delivered by the council are improved and are the services that the citizens and customers want.</p> <p>We will enhance the methods of contact with the Council to take account of advances in technology and will embrace technology to assist us.</p> <p>We will also work with communities to make them more resilient and will put the community at the heart of our plans.</p> <p>Our aim will be to establish a reputation as an organisation that delivers excellent services to its citizens and is citizen focused.</p> | Facts about customer interactions | | |
|  | <p>We feel that we have a duty to look after the wonderful natural environment of the area. We recognise however that as a single Council we can only do so much ourselves and so we will need to work with the community/partner organisations to ensure that we fulfill our obligations to future generations.</p> | We stopped sending any rubbish to landfill. | We participated in Plastic Free North Devon Consortium | Recycling figures |
| | | We dealt with XXXX Flytipping cases | | |

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| <p>Our environment is cherished and protected</p>  <p>We plan for North Devon's future</p> | <p>We will protect and enhance our most valuable and unique coastline and countryside and ensure that North Devon remains a high class and internationally recognized natural environment.</p> <p>Our aim will be to put the environment at the center of our decision making and to lead on reducing any harmful effects on the environment</p> | | | |
| | <p>Whilst the relative isolation of North Devon is an attractive feature for many who wish to live in the area it contributes to other issues such as the relative lack of skilled workforce, an ageing population ,pockets of deprivation, lack of opportunity, and other social issues. We must work with the community and with our key partners to create a long term vision for the North Devon for the future and we must deliver that vision to bring about real benefits to our citizens.</p> <p>We will adopt place based approaches in planning and implementing that vision.</p> <p>We will also ensure that North Devon is well represented at County, sub-regional, regional, and national initiatives to ensure that the area benefits equally with other parts of the country.</p> <p>Our aim will be to increase the opportunities so that young people stay in northern Devon, increase productivity of the area and address the issues affecting it.</p> | <p>We processes over XXXX planning applications</p> | <p>Safe sleep</p> | <p>Affordable homes</p> |
| | | <p>Young person retention figures?</p> | <p>Our population of over 65s is growing more quickly than</p> | |

Delivery Plan

| Priority | What are we going to do and by when | How will our Citizen's know we have done what we said we would? |
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|  | <p>Adopt a commercialisation strategy/asset management strategy that details the parameters within which investment can take place – December 2019</p> | <p>Maintaining services and through reports and accounts</p> |

We achieve financial security



Become focused on delivering the best for our citizens



Our environment is cherished and protected



We plan for North Devon's future

Explore all investment opportunities in order to increase income into the Council - ongoing
 Explore the setting up of alternative delivery models – June 2020

Introduce customer satisfaction surveys or similar – September 2019
 Adopt a programme of reviewing services to ensure that they meet expectations of our citizens. September 2019
 Use technology to improve our services
 Increase the range of services that can be accessed online –
 Engage with our citizens on important issues

Work with partners to develop a carbon reduction plan to comply with IPCC targets – November 2020
 Develop a cross cutting environmental strategy setting out how we will protect the natural environment
 Work with our communities on developing new practices that protect the environment
 Work to enhance green spaces and recognise and use the links with health enhancement.
 Encourage energy efficiency and renewable energy initiatives.
 Explore investment opportunities in renewable energy and the installation of renewable energy on Council buildings

Work with partners, including neighbouring authorities, to develop a Vision for Northern Devon for 2050
 Work with partners to develop visions for the main towns in North Devon.
 Adopt a revised Housing Strategy

Complaints reduced to a bare minimum
 Increase in customer satisfaction

Adoption of strategy
 Declaration that the Council is carbon neutral
 Number of houses complying with ?? energy efficiency standard
 Acres of publically accessible green space created
 Reduced carbon footprint of the area?

Adoption of Vision and Strategy
 Improved productivity
 Availability of faster digital connections
 Numbers of adopted neighbourhood plans

| | | |
|--|---|--|
| | <p>Increase productivity through investment in existing companies, and fostering start ups and those moving into the area.</p> <p>Increase the number of housing units and business space in the area, with minimum damage to the environment</p> <p>Encourage better digital connectivity.</p> <p>Drive up housing standards in the area and increase the number of affordable houses</p> <p>Increase the number of neighbourhoods working towards a Neighbourhood Plan</p> <p>To foster links with the LEP and other strategically important government bodies including central ministries</p> | <p>Housing standards improved</p> <p>Development of brownfield sites</p> <p>Servicing of allocated site for commercial use</p> <p>Provision of start up units</p> <p>Explore the direct development of new housing by the Council for its citizens</p> |
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