



Corporate Plan Action Plan 2018/19

A clean, safe and welcoming borough.

1.1 Improved recycling facilities and advice.

1.1.1 Increase recycling through targeted communication to residents.

1.2 Target action to improve unsightly land and derelict and abandoned sites.

1.2.1 Deliver a reduction in the incidence of fly tipping and increase enforcement action against offenders.

1.2.2 Use available legislation to deal with land and housing issues.

1.2.3 Undertake a joint service review to deal effectively with derelict property and land.

1.3 Target dog fouling.

1.3.1 Deliver a targeted approach to tackling dog fouling in the reported 'hotspots' throughout the borough and use the rapid response team for removal.

1.3.2 Enforce Public Space Protection Orders.

1.4 Continue to support the provision and maintenance of high quality public spaces for all.

1.4.1 To continue work to Green Flag standards across the borough.

1.4.2 Work in partnership to reduce crime and the fear of crime associated with anti-social behaviour.

1.4.3 Introduce a pilot scheme to support waste collection and recycling.

1.5 Protect the borough's green belt against intrusive housing development.

1.5.1 Protect our green belt by defending our core strategy.

1.5.2 Develop and publish an Integrated Housing Strategy

Improved access to services.

2.1 Support the use of technology.

2.1.1 Improve customer access by increasing the number of services available online.

2.1.2 Deliver the Corporate ICT Strategy.

2.2 Keep our residents well informed.

2.2.1 Continue to represent the views and concerns of local people.

2.2.2 Continue to develop and implement consultation methods based on the needs and preferences of our communities

2.3 Communicate with residents in a range of formats relevant to their choice.

2.3.1 Establish digital media usage/preference and adopt communication principle; right action at the right time and in the right place to grow audience levels.

2.3.2 Adopt new social media channels allowing mobile enabled communications with ease of use, on-demand and online.

2.4 Provide services that are responsive and easy to access.

2.4.1 Improve access channels for the customer to contact the council including a move towards 24/7 online services

2.4.2 Provide and promote the most efficient payment methods for the customer.

2.4.3 Ensure compliance with new Data Protection rules to enhance reputation and customer trust.

Delivering efficient and effective services that residents need.

3.1 Review property and assets portfolio.

3.1.1 Evaluate our land and property assets for more efficient use and income generation

3.2 Provide help and advice in partnership targeting those most in need and vulnerable.

3.2.1 Continue to support the implementation of Universal Credit.

3.2.2 Deliver targeted programmes to improve people's health and wellbeing in partnership.

3.3 Work to protect frontline services.

3.3.1 Ensure the protection of frontline services in managing national budget deficits and reducing government financial support.

3.4 Undertake consultation in ways that find out what residents need.

3.4.1 Continue to employ a wide range of approaches to consultation.

3.5 Continue to seek the views and involvement of our residents when reviewing and designing services.

3.5.1 Undertake relevant and targeted involvement and consultation when undertaking service review and design.

3.6 Undertake Sport and Leisure management options appraisals.

3.6.1 Progress alternative delivery options for sport and leisure services.

Creating opportunities for economic growth and prosperity.

4.1 Attract and support the creation of new businesses.

4.1.1 Review of Economic Development Strategy.

4.2 Establish a rural community fund.

4.2.1 Continue to offer Rural Community Grants for schemes that improve the local area.

4.3 Improve footfall in our town centres.

4.3.1 Continued development of Ilkeston and Long Eaton town centres.

4.4 Continue grant support for local, voluntary and community organisations.

4.4.1 Continue to offer Community Grants to deliver community activities.

4.5 Work to maximise opportunities presented by HS2 station and proposed development of Stanton.

4.5.1 Review Long Eaton masterplan in light of HS2 developments.

4.5.2 Continue to support the development of the Stanton development site in partnership.

A well run, efficient council.

5.1 Work in partnership to deliver more for less.

5.1.1 Develop existing and explore potential new partnerships and joint working arrangements.

5.2 Review what services we charge for.

5.2.1 Continue to review the services we charge for.

5.3 Take advantage of changes in local government legislation and opportunities to attract inward investment.

5.3.1 Explore opportunities to attract inward investment and to access external grants.

5.4 Review non-essential loss making services to ensure all service areas are delivered in a cost effective way.

5.4.1 Continue to ensure services are delivered in a cost effective way.