

## Appendix B – Corporate Plan Delivery and Performance Framework

Corporate Plan	Priorities	Scope	Delivery Plan(s)	CMT Lead
<b>UNLOCKING THE CITY'S POTENTIAL</b>	A clean and tidy city	The cleanliness and condition of streets and public spaces is of a high standard. Ensuring Plymouth is a great place to live, work and visit, with clean streets (including gullies) and well maintained public areas such as parks, cemeteries and playgrounds.	Street Services Business Plan	Strategic Director for Place
	A green, sustainable city that cares about the environment	Supporting the Plymouth Plan and Declaration on Climate Emergency to achieve a carbon neutral city by 2030 following a climate emergency declaration during March 2019. Working to encourage environmentally friendly behaviours within the city with regard to approach to lifestyle and business including positive environmental choice, waste management and power.	Plan for Trees (2019-2034) Climate Emergency Action Plan (2021) Corporate Carbon Reduction Plan (2021)	Strategic Director for Place
	Offer a wide range of homes	Working towards increasing the number of homes and range of new and affordable housing including homes for the most vulnerable. Additional homes in the city, for example through new house building completions, conversions (e.g. of a house into flats), and changes of use.	Plan for Homes 3 (2019-2024)	Strategic Director for Place
	A vibrant economy, developing quality jobs and skills	Developing the skills and the opportunities for positive economic growth in the city which benefits as many people as possible across communities.  Encouraging investment into the city and ensuring our own spend encourages small and medium enterprise through our commissioning of goods and services.	Plymouth Skills Plan (2021-2026) – in development Plymouth Plan for Economic Growth (2020-2025) – under review Inclusive Growth Charter (2020+) Plan for Infrastructure and Investment (2014-2034)	Strategic Director for Place Director of Children's Services
	An exciting, cultural and creative place	Helping to support a vibrant culture within the city. Realising the potential of cultural, human and historic infrastructure. To grow Plymouth's offer as a vibrant cultural city to live, work and visit. Ensuring Plymouth continues to develop its cultural offer.	Visitor Plan (2020-2030) Culture Plan (2021-2030)	Strategic Director for Place
	Create a varied, efficient, sustainable transport network	Ensuring good road condition and traffic flow including timely and accessible public transport. Ensuring delivery of improvements to gateways into the city and the road network is completed with minimal disruption to traffic flow.	Bus Services Improvement Plan 2021 Local Walking and Cycling Infrastructure Plan 2021	Strategic Director for Place

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<b>CARING FOR PEOPLE AND COMMUNITIES</b>	A friendly welcoming city	Working with partners across the city to ensure communities and the city as a whole are welcoming to visitors and get on well together regardless of background. Encouraging a culture of equality, helping each other, tolerance and embracing diversity across the city.	Equalities and Diversity Action Plan	Assistant Chief Executive and Strategic Director for People
	Reduced health inequalities	Helping to encourage healthy lifestyles and positive life choices to reduce health inequalities in the city through information and support.  Encouraging an environment where people get the best start to life and support to make the right choices.	Thrive Plymouth (2014-2024) Child Poverty Action Plan (2019-2022) A Bright Future (2021-2026) Local Care Partnership System Plan (2021-2024)	Director of Public Health Strategic Director for People

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	People feel safe in Plymouth	Working to increase the feeling of safety for communities and residents. This is delivered through a range of commissioned and statutory functions across the Council and with partner agencies.	Safer Plymouth Partnership Plan (2019 – 2022)	Strategic Director for People Director of Children's Services
	Focus on prevention and early intervention	Ensuring that there is a range of preventative services accessible and delivered to prevent escalation of an individual's or family's need. This is supported through effective delivery of support for individuals who have been identified as in difficulty but who have not yet met the threshold for more targeted services.	Local Care Partnership System Plan (2021 – 2024) Thrive Plymouth	Strategic Director for People Director of Public Health Director of Children's Services
	Keep children, young people and adults protected	Leading on the safeguarding of adults and children within the city.  A focus on assessment and support of those who need it in a timely manner leading to sustainable solutions to keeping people supported and protected for as long as necessary. Reducing the impact of vulnerability on people's lives and helping rehabilitation.	Children's Safeguarding Improvement Plan Adult's Safeguarding Improvement Plan	Director of Children's Services Strategic Director for People
	Improved schools where pupils achieve better outcomes	Helping to improve the quality of education provision in the city across a range of settings including those registered with OFSTED. Working to support young people in achieving their full potential during their education.	Education Improvement and Inclusion Strategy Framework	Director of Children's Services

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<b>DELIVERING ON OUR COMMITMENTS BY</b>	Empowering our people to deliver	Working as an organisation that supports, values and rewards its employees. Creating an environment with shared values and working to maintain engagement with staff. Promoting development opportunities where possible and providing enabling ways of working to maximise productivity and staff wellbeing.	People Strategy (2020-2024) The Way We Work	Strategic Director for Customer and Corporate Services
	Providing a quality service to get the basics right first time	Striving for an excellent customer experience through provision of quality services (including getting the basics right) in a timely manner.  Being clear about what customers can expect of us and delivering every time. Taking responsibility for issues and resolving them in a timely manner and in a way that satisfies the customer's need. Learning from issues so that we do not repeat any negative element of service.	Facilities Management/ Asset Plan – New Customer Services Strategy Enforcement approach - New	Strategic Director for Customer Corporate Services All Strategic Directors
	Engaging with, and listening to our residents, businesses and communities	Ensuring, that as a Council, we provide the means for customers and communities to engage with us in decision making and helping to create/shape services through engagement and feedback. To actively promote dialogue, listen and respond to our customers and communities.	Community Empowerment Programme	Strategic Director for People Assistant Chief executive
	Providing value for money	To ensure we maximise income to the council and ensure money is spent in a way that allows the council to maximise the delivery of its function within its financial envelope.	Medium Term Financial Plan and Annual Budget	Service Director for Finance
	Championing Plymouth, regionally and nationally	To ensure that Plymouth has a regional and national voice on key issues. To be proactive in asking for support that would be of benefit to the city, its residents and visitors.	Offers and Asks	Assistant Chief Executive