

# Corporate Plan 2013/14 to 2016/17 - Post 2nd year review -agreed changes

Pioneering							
Outcome	Portfolio Leads	Outcome Lead	Officer Leads	2015/16 Key	Key Action Description	Key	Performance Indicator
The Council provides and enables brilliant services that strive to exceed customer expectations.	Jon Taylor	Faye Batchelor-Hambleton	Pete Honeywell	K01	Speed up the delivery of Customer and Service Transformation Programme service reviews through developing a Council wide Customer and Service delivery blueprint and Customer Access Strategy.	P1	80% of customer contacts with the Council will be managed through the single point of contact, with 80% of enquiries dealt with at first point of contact.
	Jon Taylor		Giles Perritt	K02		P26	(New) A "Customer satisfaction" indicator will be included in Q3 monitoring report.
	Plymouth's cultural offer provides value to the city.	Pete Smith	David Draffan	David Draffan	K03	Step up support to the Culture Board in refreshing and implementing a city-wide cultural strategy - the Vital Spark.	P3
Pete Smith		David Draffan		K04	Strengthen support to Destination Plymouth to deliver the Visitor Plan and a programme of events to raise the profile of the city to investors as a major stepping stone towards Mayflower 2020		
Pete Smith		David Draffan		K05	Transform the city's cultural assets to provide greater value to the city through the development of the Plymouth History Centre		
A Council that uses resources wisely.	Mark Lowry	Andrew Hardingham	Andrew Harding ham	K06	Align the five year Medium Term Financial Plan to the Corporate Plan and deliver the Council's Transformation Programme.	P5	Percentage of residents satisfied that the Council provides value for money.
	Mark Lowry		Andrew Hardingham	K07	Maximise Plymouth's opportunities to secure external funding.	P6	Increase the value of income levied to the Local Authority.
Pioneering in reducing the city's carbon emissions and leading in environmental and social responsibility	Mark Coker	Andrew Hardingham Paul Barnard	Paul Barnard	K43	Strengthen work with Plymouth residents, as well as the private and public sector within Plymouth, to create a low carbon city.	P7	Reduction in city wide carbon emissions.
						P8	Carbon emissions reduction from Corporate estate & schools. (Tonnes Co2)



		<b>Caring</b>					
<b>Outcome</b>	<b>Portfolio Leads</b>	<b>Outcome Lead</b>	<b>Officer Leads</b>	<b>2015/16 Key</b>	<b>Key Action Description</b>	<b>Key</b>	<b>Performance Indicator</b>
We will prioritise prevention.	Sue McDonald	Kelechi Nnoaham / Alison Botham / Craig McArdle	Alison Botham	K19	Accelerate delivery of the service improvement plan, transformation project delivery for C&YP and actions within the Commissioning Strategy	P14	Increase access to early help and support.
	Sue McDonald		Judith Harwood	K45	Create and deliver both the Early Years Strategy and SEN/D Strategy. (Note: under the Plymouth Plan these "strategies" will become "plan for's")		
	Sue McDonald		Julie Frier	K21	Lead on the city's health and wellbeing strategy through delivery of Thrive Plymouth Year 2. (Note: under the Plymouth Plan these "strategies" will become "plan for's")	P15	Increase the number of adults and families able to stay in their own home and communities.
	Sue McDonald		Rob Nelder	K46	Develop a clear research and evidence base to understand health inequalities across the city		
	Sue McDonald		Ruth Harrell	K47	Deliver plans for, that reduce individual risk factors and strengthen the role and impact of early intervention and prevention	P28	<b>(New) An Indicator for "Early Help offer for children and young people" will be included in monitoring report for Q3.</b>
	Chris Penberthy		Matt Garrett	K22	Deliver the Housing Plan Objectives		
We will help people take control of their lives and communities.	Ian Tuffin	Craig McArdle	Kelechi Nnoaham / Craig McArdle	K23	Deliver integrated commissioning as part of IHWB transformation programme.	P16	Improve life expectancy particularly in those areas where it is the lowest / lower than the average.
	Philippa Davey		Darin Halifax	K24	Strengthen and support co-ordination and capacity building in the voluntary sector and reinvigorate volunteering.	P29	<b>(New) An indicator "The % of (adults) residents who volunteer at least once per month" will be included into Q2 monitoring report</b>
	Philippa Davey		Judith Harwood	K25	Lead agreement on and implementation of a new framework for working with citizens and communities for the city	P30	<b>(New) An indicator "The % of adult social care clients receiving self-directed support" will be included into Q2 monitoring report</b>
	Ian Tuffin		Craig McArdle	K48	Increase personalised packages of care to support people to live as independently as possible		

# Caring Cont...

Outcome	Portfolio Leads	Outcome Lead	Officer Leads	2015/16 Key	Key Action Description	Key	Performance Indicator
Children, young people and adults are safe and confident in their communities.	Philippa Davey	Alison Botham	Judith Harwood	K26	Deliver the Community Safety Plan.	P18	Reduce the gap between the worst 10 neighbourhoods and city average rate per 1000 population for overall crime.
						P31	<b>(New) An indicator "The proportion of people who use services who say that those services make them feel safe and secure" will be included Q2 monitoring report.</b>
	Ian Tuffin/ Sue McDonald		Alison Botham	K27A	Ensure there is a relentless focus on safeguarding through the implementation of the Corporate Safeguarding Improvement Plan, Plymouth Safeguarding Children Board and Plymouth Safeguarding Adults Board plans.	P19	Children's Safeguarding timing of Assessments.
			Craig McArdle	K27 B		P32	<b>(New) An indicator "Pupils who feel safe in the area where they live" will be included in Q2 monitoring report</b>
People are treated with dignity and respect.	Philippa Davey	Craig McArdle	Judith Harwood	K29	Become a welcoming city that is diverse, inclusive and that combats hate crime.	P20	Percentage of residents who believe Plymouth is a place where people from different backgrounds get on well together.
	Chris Penberthy		Giles Perritt	K30	Implement the findings of the Fairness Commission.		
	Ian Tuffin		Craig McArdle	K31	Improve the quality of the care and support market	P21	Overall satisfaction of people who use services with their care and support
	Ian Tuffin		Craig McArdle	K49	Create a Dementia Friendly City working with partners		
	Ian Tuffin		Craig McArdle	K50	Provide a seamless service for older people's care including smoother discharge from hospitals (working closely with the NHS)		

# Confident

Outcome	Portfolio Leads	Outcome Lead	Officer Leads	2015/16 Key	Key Action Description	Key	Performance Indicator
Citizens enjoy living and working in Plymouth.	Tudor Evans	David Draffan	Judith Harwood/David Draffan	K32	Create and deliver a Skills Plan for the city working co-operatively with the Employment and Skills Board, Education, Learning and Families Service and the Local Enterprise Partnership	P22	Percentage of residents who are satisfied with Plymouth as a place to live.
	Chris Penberthy		Judith Harwood	K51	Step up the delivery of the Child Poverty Plan.		
	Chris Penberthy		Matt Garrett	K52	Develop a programme to improve the quality of private rented housing and take action against rogue landlords.		
	Brian Vincent		Simon Dale	K36	Reduce problems with potholes through increased investment in capital repair works.		
Plymouth's brand is clear, well-known and understood globally.	Tudor Evans	Giles Perritt David Draffan	Giles Perritt	K37	Strengthen the roll out of the Britain's Ocean City branding.	P23	Attract more people to live, work and visit the city from both the UK and overseas.
Government and other agencies have confidence in the Council and partners: Plymouth's voice matters.	Tudor Evans	Andrew Hardingham / Giles Perritt	David Draffan	K39	Implement City Deal for Plymouth	P24	An increase in the amount of external funding and support from Government and other agencies.
	Tudor Evans		Giles Perritt	K40	Develop a proactive approach to lobbying Government, working with the LEP and neighbouring authorities.	P33	<b>(New) An indicator "Success rate of the Plymouth Offer and Ask" will be included into Q3 monitoring report.</b>
Our employees are ambassadors for the city and the Council and proud of the difference we make.	Pete Smith	Marion Fanthorpe	Matthew Fairclough-Kay	K41	Accelerate implementation of the People and Organisational Development Framework.	P25	Staff Survey – would you talk positively about the Council outside work.