

EARLY DRAFT NORWICH CITY COUNCIL CORPORATE PLAN FRAMEWORK 2015 - 2020										
WHAT WE AIM TO ACHIEVE (OUR PRIORITIES)	SAFE, CLEAN AND LOW CARBON CITY		PROSPEROUS AND VIBRANT CITY		FAIR CITY		HEALTHY CITY WITH GOOD HOUSING		VALUE FOR MONEY SERVICES	
WHAT WE WILL DO TO ACHIEVE OUR PRIORITIES WORKING WITH OUR PARTNERS AND RESIDENTS (KEY ACTIONS)	To maintain street and area cleanliness		To support the development of the local economy and bring in inward investment through economic development and regeneration activities		To reduce financial and social inequalities		To deliver our annual Healthy Norwich action plan with our key partners to improve health and wellbeing in the City		To engage and work effectively with customers, communities and partner organisations, utilising data and intelligence and collaborative and preventative approaches to improve community outcomes.	
	To provide efficient and effective waste collection services and reduce the amount of waste sent to landfill		To advocate for an effective digital infrastructure for the City		To advocate for a living wage across the City		To support the provision of an appropriate housing stock in the City including bringing empty homes back into use and building new affordable homes		To continue to reshape the way the council works to realise our savings target and improving council performance wherever possible.	
	To work effectively with the police to reduce anti-social behaviour, crime and the fear of crime		To maintain the historic character of the City through effective planning and conservation management		To encourage digital inclusion so local people can take advantage of digital opportunities		To prevent people in the City from becoming homeless through providing advice and alternative housing options		To improve the efficiency of the council's customer access channels	
	To protect residents and visitors by maintaining the standards of food safety		To provide effective cultural and leisure opportunities for people in the City and encourage visitors and tourists to the City		To reduce fuel poverty in the City through a programme of affordable warmth activities		To improve the council's own housing stock through a programme of upgrades and maintenance and provide a good service to tenants		To maximise council income through effective asset management, trading and collection activities	
	To maintain a safe and effective highway network in the City and continue to work towards 20mph zones in residential areas						To improve the standard of private housing in the City through advice, grants and enforcement and supporting people's ability to live independently in their own homes through provision of a home improvement agency			
	To mitigate and reduce the impact of climate change wherever possible and protect and enhance the local environment									
	To reduce the council's own carbon emissions through a carbon management programme									
HOW WE MEASURE WHAT WE ARE ACHIEVING (KEY MEASURES AND PROJECTS)	% of streets found clean on inspection	% of people satisfied with waste collection	Number of new jobs created through council funded activity	Amount of funding secured by the council for regeneration activity	Delivery of the reducing inequalities action plan	% of people saying debt issues had become manageable following face to face advice	Delivery of the Healthy Norwich action plan	Relet times for council housing	% of customers satisfied with the opportunities to engage with the council	% of council partners satisfied with the opportunities to engage with the council
	% of people feeling safe	Residual waste measure	Number of new business start ups	Digital infrastructure project measure - deployment of city centre WIFI	Number of additional organisations paying the living wage	Delivery of the digital inclusion action plan	Number of empty homes brought back into use	No of new affordable homes delivered	Delivery of local democracy engagement plan	
	% of food businesses achieving safety compliance	% of residential homes on a 20mph street	New planning measure e.g quality based upon planning advisory service model	% of people satisfied with leisure and cultural facilities	Number of private sector homes where council activity improved energy efficiency	Hybrid benefits measure to cover amalgam of a number of existing data	Number of people prevented from becoming homeless	Number of people where the work of the home improvement agency has enabled them to maintain independent living	% of residents satisfied with the service they received from the council	Council achieves savings targets
	New transport measure - all accidents data	New cycling measure - possibly adults cycling 5 times per week	Volume and value of visitors to the City				% of council properties meeting Norwich standard	% of people satisfied with the housing service	Measure on suitable channel shift - match offer to demand	Avoidable contact levels
	CO2 emissions for the Norwich area	CO2 emissions from local authority operations					Number of private sector homes made safe		% of income generated by the council compared to expenditure	% of income owed to the council collected
	% of people satisfied with parks and open spaces	% of people satisfied with their local environment								
KEY SERVICES CONTRIBUTING	City wide services	Local neighbourhoods service	City development service	Local neighbourhood services	Policy, performance and partnerships	Local neighbourhood services	Policy, performance and partnerships	City development service	All services	All services
	City development services	Customer contact service	Planning service	Policy, performance and partnerships	Customer contact service	Business relationship management service	Housing service	Customer contact service		
	Policy, performance and partnerships	Environmental strategy	Business relationship management service	Culture and communications service	Environmental strategy					
			Customer contact service							