



# Corporate Priorities

Priority	Why this is so important to us & our citizens	Facts about what we do and challenges		
 <p data-bbox="152 403 414 464"><b>We achieve financial security</b></p>	<p data-bbox="465 236 1245 475">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 maximise our income in order to invest in key services.</p>	<p data-bbox="1276 236 1536 368">Net budget in 2010 was £15.5m and in 2019 has reduced to £12.5m</p>	<p data-bbox="1568 236 1805 440">Medium Term Financial Plan forecast budget gap of £401k in 2020; £470k in 2021 and £666k in 2022</p>	<p data-bbox="1859 236 2119 408">Capital Programme of £29.9m to 2022 with £14.5m financed from external sources (50%)</p>
 <p data-bbox="152 847 421 943"><b>We become focused on delivering the best for our customers</b></p>	<p data-bbox="465 614 1245 778">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 and customers require, not only make the lives of our customers better, but also make the Council efficient. Truly customer or citizen focused services and strategies bring benefits to all.</p> <p data-bbox="465 815 1200 911">We will ensure that all services delivered by the council are improved and are the services that the citizens and customers want.</p> <p data-bbox="465 948 1245 1043">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 data-bbox="465 1080 1223 1144">We will also work with communities to make them more resilient and will put the community at the heart of our plans.</p> <p data-bbox="465 1181 1211 1276">Our aim will be to establish a reputation as an organisation that delivers excellent services to its citizens and is truly customer focused.</p>	<p data-bbox="1276 614 1536 746">We have an increased number of customers contacting by phone</p>	<p data-bbox="1568 614 1805 746">Workforce has reduced from 530 FTEs in 2010 to 400 FTEs in 2019</p>	<p data-bbox="1859 614 2096 810">We have invested in new technology to allow more mobile working and to improve customer satisfaction</p>
		<p data-bbox="1276 997 1536 1061">We received 738 complaints in 2017/18</p>	<p data-bbox="1568 997 1827 1093">We receive over 2000 requests for housing assistance per annum</p>	<p data-bbox="1859 997 2096 1161">Around 150,000 customers contacted the Council in 18/19 through various means</p>



**Our environment is cherished and protected**

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.

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.

Our aim will be to put the environment at the centre of our decision making and to lead on reducing any harmful effects on the environment including carbon creation.

Since February 2019 none of North Devon's waste has been sent to land fill

New recycling service trialed with 4000 households increased recycling rate to 51%

All food waste collected, which is approximately 55 tonnes per week is sent for anaerobic digestion

We are an active lead group in Plastic Free North Devon Consortium

In the first quarter of 2019 we have dealt with 871 fly tipping reports leading to 12 prosecutions.

We carry out high profile campaigns and our environmental Wardens have appeared on Channel 5's Life of Grime

Current recycling rate is around 45%

We are piloting an automated waste collection device in Ilfracombe Harbour.

We measure air quality at 16 locations and regulate the environmental impact from over 30 industrial sites



**We plan for North Devon's future**

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.

We will adopt community based approaches in planning and in implementing that vision whilst recognizing the threats and implications of climate change.

We will enhance physical and digital connectivity and perceptions of connectivity to North Devon.

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.

Our aim will be to increase the opportunities so that young people stay in northern Devon whilst developing their careers, increase productivity of the area and address the issues affecting it.

We process around 2000 planning applications per annum

We receive over 200 approaches each year from people requiring a Disabled Facilities Grant



We provided 1857 nights of secure accommodation to 111 street homeless persons through "Safe Sleep".

Our population of over 65s is growing more quickly than younger age groups

There were 166 Affordable Houses provided in 18/19

We have a high percentage of second and holiday homes

# Delivery Plan

Priority	What are we going to do	How will our Citizen's know we have done what we said we would?
 <p><b>We achieve financial security</b></p>	<p>Adopt a commercialisation strategy that details the parameters within which investment can take place</p> <p>Explore all investment opportunities in order to increase income into the Council</p> <p>Explore the setting up of alternative delivery models</p>	<p>Maintaining services and through reports and accounts</p> <p>Adoption of a revised Asset Management plan that sets out to maximise the use of current and potential new assets</p> <p>Performance and Financial reporting through Committees and in public domain</p> <p>Capital 'invest to save' schemes that demonstrate a financial revenue return to the Council and contribute to reducing the budget gap</p> <p>External Auditors annual report on delivery of Value for Money (VFM)</p> <p>Medium Term Financial Plan showing reduced budget gaps in future years</p>
 <p><b>Become focussed on delivering the best for our citizens</b></p>	<p>Introduce customer satisfaction surveys or similar</p> <p>Adopt a programme of reviewing services to ensure that they meet expectations of our customers.</p> <p>Use technology to improve our services and enable officers to work remotely</p> <p>Increase the range of services and information that can be accessed online</p> <p>Engage with our citizens on important issues</p>	<p>Complaints reduced to a bare minimum</p> <p>Increase in customer satisfaction</p> <p>Online customer transactions (24/7 services) showing increased interactions with services leaving phone lines more efficiently available for more complex calls</p>



**Our environment is  
cherished and protected**

Work with partners to develop a County wide carbon reduction plan to comply with IPCC targets

Introduce our own carbon reduction plan

Develop a cross cutting environmental strategy setting out how we will protect and enhance the natural and historic 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.

Adopt a policy for regulating energy efficiency in private rented properties

Explore investment opportunities in renewable energy and the installation of renewable energy on Council buildings

Adoption of strategy

Declaration that the Council is carbon neutral

An increase in the number of new and existing houses with increased energy efficiency.

An increase in the amount of publically accessible green space created or enhanced

Reduced carbon footprint of the area.

Net gain in biodiversity



**We plan for North  
Devon's future**

Work with partners, including neighbouring authorities, to develop a Vision for Northern Devon for 2050 and for the main towns in North Devon.

Adopt a revised Housing Strategy and introduce an Affordable Housing SPD

Increase productivity through investment in existing companies, and fostering start-ups and those moving into the area.

Increase the number of housing units and business space in the area, with minimum damage to the environment

Encourage better digital and physical connectivity.

Drive up housing standards in the area and increase the number of affordable houses

Explore ways in which we can bring forward sites for development that are allocated within the Local Plan

Increase the number of neighbourhoods working towards a Neighbourhood Plan

Adoption of Vision and Strategy

Improved productivity

Greater availability of faster digital connections

An increase in the numbers of adopted neighbourhood plans

Housing standards improved

An increase in the development of brownfield sites

Servicing of allocated sites for commercial use

Provision of start-up units

Explore the direct development of new housing by the Council for its citizens



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