



## High Peak Corporate Plan: 2017-2019

*Delivering excellent services to High Peak residents and demonstrating value for money*

**Aim One:** *To help create a safer and healthier environment for our residents to live and work – measured through good quality social housing provision and improved health.*

Our key priorities are:

- An effective relationship with strategic partners
- Fit for purpose housing stock that meets the need of tenants
- Effective support of community safety arrangements
- Provision of high quality leisure facilities (review underway)



In order to meet these priorities we will...

- ❖ Continue to influence the provision of accessible health and social care services through the Council's Scrutiny work programme
- ❖ Undertake detailed process benchmarking with high performing / low cost councils with a view to identifying value for money improvements for Housing Benefit processing
- ❖ Complete and implement a Housing Management and Revenue Plan
- ❖ Implement the Council's new sport and physical activity strategy and carry out research into nil cost facility provision being achieved by other councils; in order to achieve improved health and value for money outcomes for the High Peak
- ❖ Review and improve our relationships with Strategic Partners
- ❖ Undertake a review of the current CCTV system to look at its cost-effectiveness in preparation for the expiry of the maintenance contract in early 2018

**Aim Two:** *To meet financial challenges and provide value for money* – measured through a balanced and sustainable medium term financial position, value for money services and high levels of resident and customer satisfaction.



Our key priorities are:

- Effective use of financial and other resources to ensure value for money
- Ensure our services are easily available to all our residents in the appropriate channels and provided “right first time”
- A high performing and well motivated workforce
- More effective use of Council assets

In order to meet these priorities we will...

- ❖ Deliver the Channel Shift Programme
- ❖ Benchmark and review the Council’s approach to customer complaints as part of the introduction of a new automated management system for complaint handling and reporting
- ❖ Develop and implement a plan to identify new and innovative ways of generating income
- ❖ Refresh and implement the Asset Management Plan, including a review of public estate, and ensure adequate facilities management arrangements are in place

**Aim Three:** *To support economic development and regeneration* – measured through sustainable towns and rural communities and increased economic growth.

Our key priorities are:

- Encouraging business start-ups and enterprises
- Flourishing town centres that support the local economy
- Promoting tourism
- High quality development and building control with an “open for business approach”



In order to meet these priorities we will...

- ❖ Market test the commercial operation of the Pavilion Gardens, including a review of the Tourist Information Centre and Tourism Service
- ❖ Together with partners work for the delivery of the Buxton Crescent development
- ❖ Support the development of Glossop Halls
- ❖ Support the development of Torr Vale Mill
- ❖ Undertake detailed process benchmarking with high performing / low cost councils with a view to identifying value for money improvements for Planning application processing
- ❖ Implement the accelerated housing delivery programme
- ❖ Implement the accelerated business growth and employment programme

**Aim Four:** *To protect and improve the environment* – measured through high recycling rates, quality parks and open spaces, and clean streets.

Our key priorities are:

- Effective recycling and waste management
- Provision of high quality public amenities, clean streets and environmental health
- Provision of quality parks and open spaces
- Car parking arrangements that meet the needs of residents, businesses and visitors



In order to meet these priorities we will...

- ❖ Work with ANSA and Cheshire East to launch Alliance Environmental Services Ltd, our new joint venture company, to deliver waste, streets and grounds maintenance services on behalf of the Council in order to achieve improved performance and value for money outcomes Establish a developer open space contributions plan