

# 5 year Corporate Strategy 2018 - 2023

## Our Core Purpose

To make a positive impact on the lives of local people by providing valued and easy to use services.

## Our Guiding Principles

- ▶ Provide value for money and good customer service
- ▶ Be open, honest, listening and responsive
- ▶ Work with partners and communities for mutual benefit
- ▶ Be open minded and embrace change

## Our Challenges

- ▶ Withdrawal of core central government funding
- ▶ Setting a balanced budget without cutting statutory services
- ▶ It costs more to deliver services in a rural area
- ▶ High house prices and a dwindling working age population
- ▶ Managing development without compromising our high quality natural and built environment

## How we will measure success

- ▶ Provide key performance indicators for each corporate strategy theme
- ▶ Benchmark performance against national standards
- ▶ Monitor progress quarterly through our Overview & Scrutiny process
- ▶ Refine service standards through targeted annual delivery plans
- ▶ Report annually through our Annual Report process

## COUNCIL

Delivering efficient and effective services

## HOMES

Enabling homes that meet the needs of all

## ENTERPRISE

Creating places for enterprise to thrive and business to grow

## Corporate Strategy Themes

## COMMUNITIES

Council and residents working together to create strong and empowered communities

## ENVIRONMENT

Protecting, conserving and enhancing our built and natural environment

## WELLBEING

Supporting positive, safe and healthy lifestyles and helping those most in need

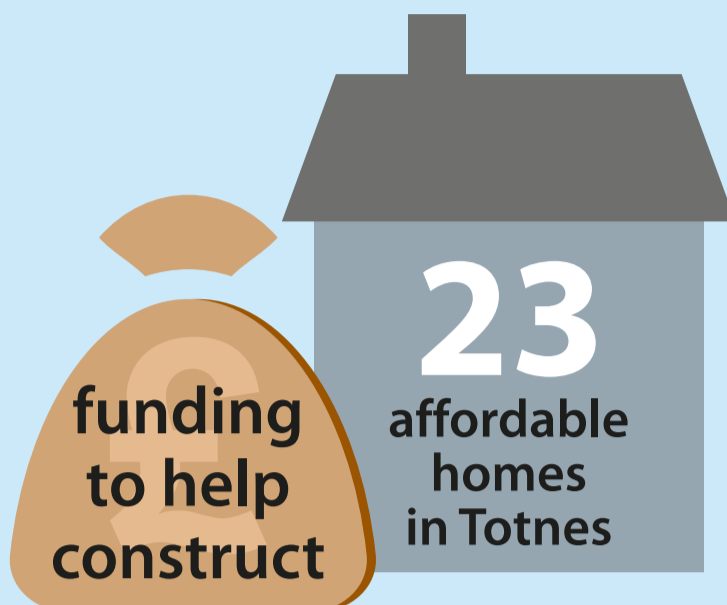
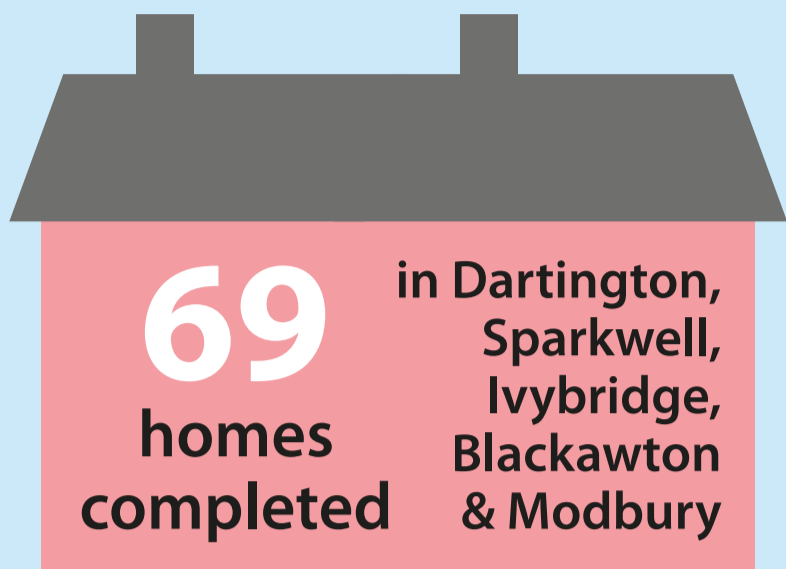


# HOMES

Enabling homes that meet the needs of all



## AFFORDABLE HOUSING



<b>15</b>	Stoke Gabriel
<b>32</b>	Totnes
<b>44</b>	Ivybridge
<b>4</b>	Diptford
<b>17</b>	Marlborough

## HOUSING SUPPORT



**£540,600+** awarded to **107 projects** to facilitate independent living



**520** households where homelessness was prevented

## COMMUNITY HOUSING INITIATIVE



Community Housing Fund targeting homes for local people

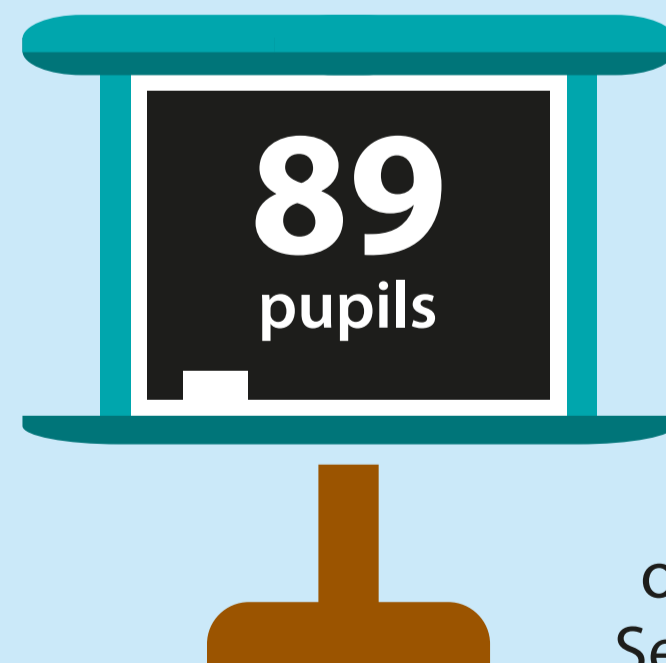


**30 homes** planning applications at two sites (17 & 13 homes) with construction due to start Summer 2019



projects identified for construction during 2020 with other projects under review

## SHERFORD



now enrolled in the Primary School which opened in September



Making a positive impact on the lives of local people by providing valued and easy to use services

South Hams District Council



# WELLBEING

Supporting positive, safe and healthy lifestyles and helping those most in need



## COMMUNITY SAFETY

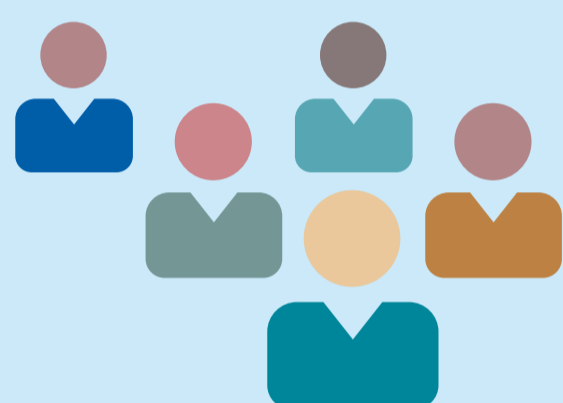
used workshops and theatre performances to raise awareness in secondary schools

94%  
taxi drivers had safeguarding training



Responded to Youth Gang activity and used Public Space Protection Orders to decrease anti-social behaviour

## JUNIOR LIFE SKILLS



worked with **5 partners** to present workshops to

**800**  
year 6  
students

on safety, wellbeing and responsible citizenship

## REFUGEES

Welcoming Syrian families as part of the Syrian Resettlement scheme

Families have settled well and are continuing to thrive



felt confident enough to seek and move to alternate, larger accommodation, independently

## LEISURE CENTRES

Capital improvements completed at Dartmouth, Kingsbridge and a first phase at Totnes

**£8m**



total investment when all works are complete

**456,505**  
visits

New indoor swimming pool at Ivybridge will be completed later in 2019

**3,854**  
Memberships

**1,914**

swim school memberships



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# COMMUNITIES

Council and residents working together to create strong and empowered communities



## POCKET PARK SCHEME



**£69,000**

Pocket Park Scheme Funding

one gardening for health project



one footpath improvement project



open space improvement and refurbishment of three play parks

## COMMUNITIES TOGETHER FUND



**£74,929**

awarded to 25 community projects

Play equipment



Village Hall improvements



Cycle paths



Lifesaving equipment



Community workshops & classes



## SUSTAINABLE COMMUNITY LOCALITY FUND



**£109,377**

Councillors awarded to 160+ community initiatives

Sporting equipment



Lifesaving and safety equipment



Community events

## SEAMOOR COMMUNITY LOTTO

Launch of



90 good causes signed up to receive funds

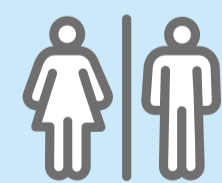
## COMMUNITY ASSET TRANSFERS



Public Open Space and public toilets



Other transfers include Stoke Gabriel and Wembury



More public toilet transfers 2019



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South Hams District Council



# COUNCIL

Delivering efficient and effective services



## CUSTOMER SERVICE



Councils scoop bronze award at the national IESE awards



Positive peer review assessment from the Local Government Association



joined Customer Service institute to improve customer service

## EFFECTIVENESS



**118,496**  
calls handled



**55,000**  
online transactions



**67,840**  
people registered to vote



**£3.9 million**  
annual saving by working with West Devon Borough Council

## KEY FINANCIAL FACTS



**£8.83 million**  
The Council's Net Budget



**£470,000**  
Forecast budget gap for 2020 onwards



**39.5%**  
reduction in Government funding over the last four years



**£165.42**  
Band D Council Tax for South Hams District Council



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# ENTERPRISE

Creating places for enterprise to thrive and business to grow



## BUSINESS SUPPORT



funded a business support package

88

local businesses given advice



26

workshops hosted



89

employees recruited by businesses

## SOUTH DEVON COASTAL ACTION GROUP



South Devon Coastal  
LOCAL ACTION GROUP

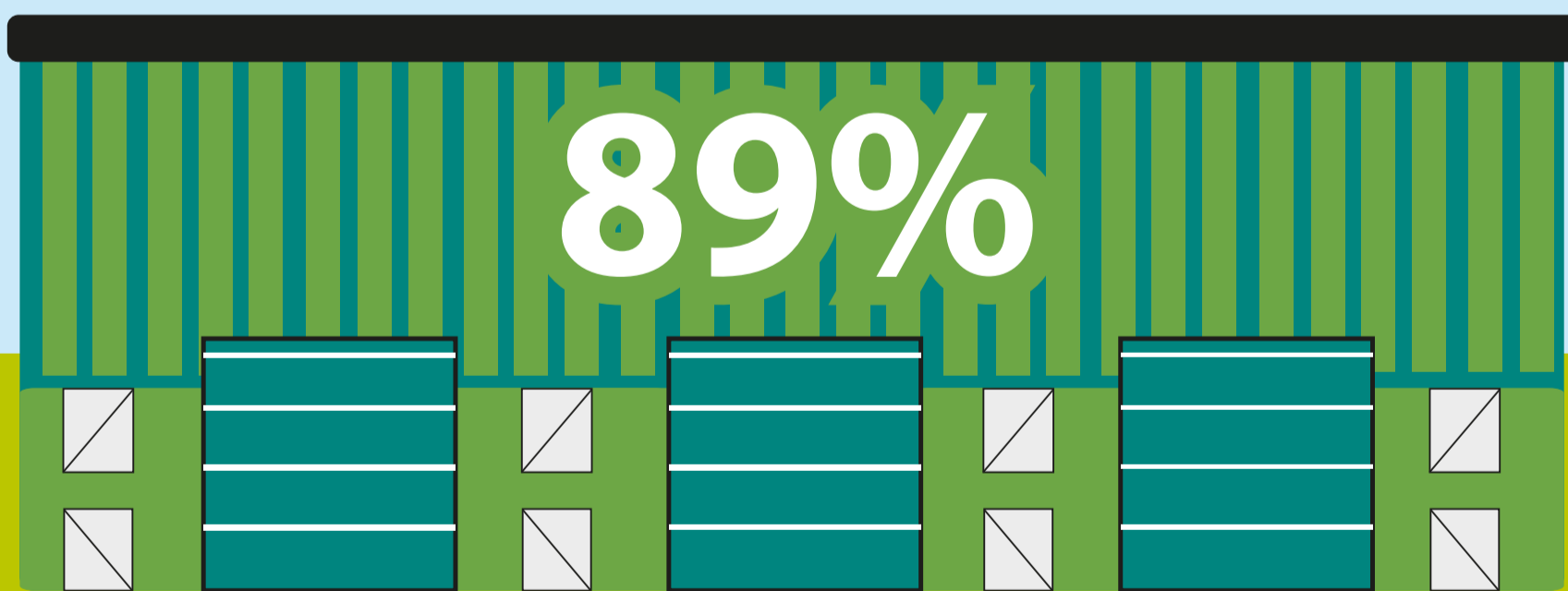
£588,693

funding awarded in the past 12 months to 20 projects which are expected to generate 37.0 FTE jobs.

## NEW BUSINESS UNITS AND COUNCIL OWNED PREMISES



underway at Ermington, creating approximately 400m<sup>2</sup> of employment space



**occupancy rate**

for all Council owned employment premises



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District Council

# ENVIRONMENT

Protecting, conserving and enhancing our built and natural environment



## JOINT LOCAL PLAN



**26 March 2019**

Plymouth & South West Devon Joint Local Plan was adopted



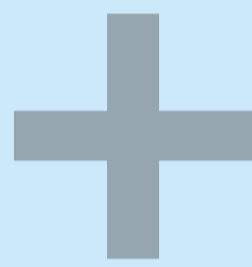
Examination by independent inspectors appointed by the Secretary of State



in the country to include strategic and local policies

**1<sup>st</sup>** to include a major English city and its neighbouring Councils

prepared in the shortest time of any joint plan in the country



## WASTE AND RECYCLING



Awarded a new high performing waste, recycling and street cleaning contract

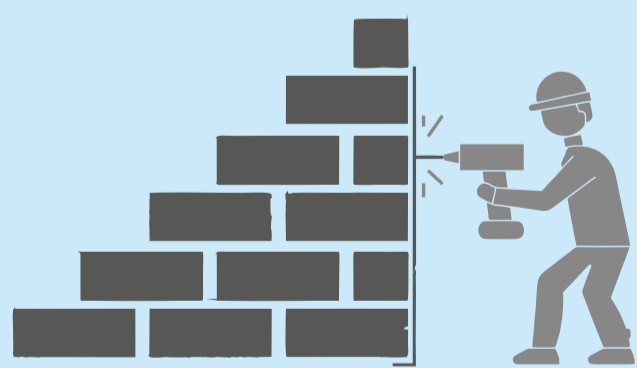


savings during lifetime of contract



in response, we plan to recycle more items from the kerbside

## COASTAL REPAIR PROGRAMME



Completion of Kingsbridge Estuary Wall rebuild on time and on budget, protecting the car park, public realm and marine environment.



All South Hams Council owned beaches rated good or excellent



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