

## CORPORATE ANNUAL ACTION PLAN 2016 / 17

Reference	Activity / task	What will success look like? All timescales are by March 2017 unless specified	Lead Cabinet member	Governance (O&S)
<b>Vibrant and prosperous economy</b>				
<b>AAP1</b>	Improve and enhance the health and viability of Lichfield City and Burntwood	Planning application for Friarsgate considered by April 2016 Friarsgate scheme under construction Planning application brought forward for an improved retail offer in Burntwood Property vacancy rates reduced by 1% to 8.2% in Lichfield city and 1% to 3.6% in Burntwood town (baseline @ December 2015)	Councillor Pritchard	EGED O&S
<b>AAP2</b>	Encourage visitors to our District	Lichfield City Centre Development Partnership Strategy launched by April 2016 Visitor numbers increased across the District by at least 1% (from 2,853,000)	Councillor Pritchard and Cllr Mrs Fisher	EGED O&S
<b>Healthy and safe communities</b>				
<b>AAP3</b>	Prevent homelessness and rehouse eligible households who become homeless	At least 200 homelessness preventions Homes identified within the District for up to 5 refugee families	Councillor Greatorex	CHH O&S
<b>AAP4</b>	Deliver a programme of disabled facilities grants to help people remain living safely at home	100% of budget for disabled facilities grants spent	Councillor Greatorex	CHH O&S
<b>AAP5</b>	Develop and implement a Strategy for Prevent (anti terrorism)	Strategy approved by June 2016	Councillor Pullen	CHH O&S and District Board

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<b>Clean, green and welcoming places to live</b>				
<b>AAP6</b>	Implement the adopted Local Plan	Pre application discussions in relation to Deans Slade and Cricket Lane, Lichfield (major allocated development sites) underway Draft Site Allocations Plan prepared and submitted for examination A 20% increase in dwellings delivered in 2016/17 (compared to 2015/16) Revised planning proposal for Liberty Park (13 hectares) considered 32 affordable homes delivered	Councillor Pritchard  Councillor Greatorex	EGED O&S
<b>A council that is fit for the future</b>				
<b>AAP7</b>	Continue to implement Fit for the Future programme	Delivery Plans developed and implemented for the following reviews <ul style="list-style-type: none"> <li>• Leisure</li> <li>• Parks and Open Spaces</li> <li>• Revenues and Benefits</li> <li>• Economic Development Service</li> <li>• Car Parking</li> </ul>	Councillor Smith Councillor Smith Councillors Spruce / Pullen Councillor Pritchard Councillor Mrs Fisher	EGED O&S and LPWM O&S
<b>AAP8</b>	Implement outcomes of the Corporate Council Review	New organisational structure in place Customer promise and organisational values launched by May 2016 Code of Conduct launched by May 2016 Terms and conditions review completed and recommendations implemented by May 2016	Councillor Wilcox	Employment Committee
<b>AAP9</b>	Ensure revenue and capital budgets are managed efficiently and effectively	Outturn to be +/- £250,000 of the revised revenue budget 98.5% of council tax and business rates collected Quarterly Money Matters reports produced and approved by O&S and Cabinet	Councillor Spruce	Strategic O&S Full Council

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		Unqualified, audited accounts and Value for Money conclusion for 2015/16 approved by 30 September 2016		
<b>AAP10</b>	Develop and implement a Strategy to encourage and enable customers to meet their service requests on line	<p>Our critical IT systems are available for at least 99.96% of the time</p> <p>At least 4 new services to be accessible to customers via the mobile app</p> <p>Increased downloads of mobile app by Lichfield residents from 459 (@ December 2015) to 3000</p> <p>Increased number of forms submitted on line from monthly average of 199 (@ December 2015) to 290 (for 2016/17)</p> <p>Direct customers of RBS able to self serve on line</p> <p>Landlord portal introduced within RBS</p> <p>On line billing introduced for RBS customers</p> <p>Introduce on-line booking capability for sports facilities for members</p> <p>Electronic consultation with parish councils on planning applications introduced</p> <p>Cabinet meeting papers distributed electronically</p>	<p>Councillor Pullen</p> <p>Councillor Wilcox</p> <p>Councillor Spruce</p> <p>Councillor Smith</p> <p>Councillor Pritchard</p> <p>Councillor Spruce</p>	<p>Strategic O&amp;S</p> <p>Strategic O&amp;S</p> <p>Strategic O&amp;S</p> <p>LPWM O&amp;S</p> <p>EGED O&amp;S</p> <p>Strategic O&amp;S</p>