

# Our Co-operative Council



## Future Town

# Future Council



## Summary Action Plan

2016

### Our ambitions for Stevenage and what we're doing to achieve them

#### Housing Development

- We are on track to build 300 new homes by 2020/21, meaning more housing and better housing for Stevenage
- We will start work at the Twin Foxes site and the March Hare site, and finish Vincent Court, building 33 homes in total
- We will complete our flagship scheme at Archer Road in 2017, delivering a new pharmacy, a convenience store and 22 new homes

... contributing to our ambition to **increase the number of social and affordable homes in Stevenage**

#### Town Centre Regeneration

- We are making improvements to the town centre, making it more appealing for residents and visitors alike
- We are buying property in the town centre, paving the way for regeneration
- We are developing plans for a new railway station along with our partners on the Stevenage First board
- Ready to be approved in 2017, our Local Plan provides for town centre housing, transforming it into a place for living, working and leisure

... contributing to our ambition to **create a vibrant town centre where people want to live, work and play**

#### Connected to our Customers

- We are making it easier for you to access your account and make payments online
- We will design a new website, meaning you can find the information you need whenever you need it
- We are rolling out a range of new technologies to improve the way we interact with customers and ensure you get the best customer service possible

... contributing to our ambition to **improve the accessibility of our services and the customer experience**

## Co-operative Neighbourhood Management

- We are improving our 6,668 garages to keep them all in top condition
- We are investing in Stevenage's neighbourhoods, renovating 6 play areas, replanting shrub beds and improving signage
- We are recruiting Neighbourhood Wardens to identify and address issues in your neighbourhood
- We are drawing up neighbourhood agreements with residents to work together to meet your needs

... contributing to our ambition to **work with our communities to improve our neighbourhoods**

## Excellent Council Homes for Life

- We are improving the look, feel, and caretaking of our flat blocks to benefit tenants and leaseholders alike
- We are reviewing our housing service to make it faster, better and more responsive
- We are improving our services for older people, making sure they feel comfortable in their homes for longer

... contributing to our ambition to **provide high quality homes to our tenants and leaseholders**

## To deliver these promises we're also making internal changes

### Financial Security

- We will continue to set and deliver a balanced budget
- We are actively seeking new ways of making money to reinvest in the community
- We will make efficiency savings whilst delivering the best possible services to our customers

... enabling us to **be a financially resilient council with enough resource to deliver our priorities**

### Employer of Choice

- We are launching our graduate and apprenticeship schemes
- We are reviewing the way we work to work as effectively as possible
- We will look at ways to keep and attract the best staff

... enabling us to **have the right people, skills and knowledge**

### Performing at our Peak

- We are developing a strong staff performance culture with clear lines of accountability
- We are using new performance tools to identify problems early and improve decision making

... enabling us to **become a smart council with improved performance**

### Partner of Choice

- We are exploring opportunities to share services with other authorities to save money and improve performance

... enabling us to **have stronger partnerships with key agencies to deliver our priorities**