



New Corporate Plan 2016 to 2020
Strategy & Resources Committee's Provisional Targets for 2016 to 2017

Key Priority	We will do this by...	Targets for 2016/17	Targets to be achieved by
Managing our Resources	Identifying new sources of revenue and maximising our existing income	<ul style="list-style-type: none"> • At least 98.4% of Council Tax collected • At least 99.0% of Business Rates to be collected • At least three business cases which will generate long term income streams to be submitted to the Capital Member Group for prioritisation as part of the 2017/18 capital bid process • Collect £2.3 million of receivable rents • Process new Housing Benefit claims within an average time of 22 days • Process Housing Benefit change of circumstances within an average time 11 days 	31 March 2017
	Delivering further efficiency savings and cost reductions	<ul style="list-style-type: none"> • Development and implementation of a new procurement strategy, revised contract standing orders and implementation of e-tendering package • Implementation of the agreed ICT proposals for partnership working with Elmbridge Borough Council and undertake progress review • Review and implement alternative options for delivery of payroll service 	31 March 2017

Key Priority	We will do this by....	Targets for 2016/17	Targets to be achieved by
Managing our Resources	Providing services digitally	<ul style="list-style-type: none"> • New and improved website to go live • At least 30% of housing clients to complete applications digitally • Revenues and benefits self-serve functionality available 	31 October 2016 30 November 2016
	Maximising returns from properties and other investments	<ul style="list-style-type: none"> • To procure at least two residential units generating no less than 6% return on investment • At least an additional £50,000 income to be generated from investment properties 	31 March 2017
	Developing multi-skilled and motivated staff	<ul style="list-style-type: none"> • Review and implement a performance pay and staff appraisal scheme • LGA “light touch” Decision Making Accountability (DMA) review to be undertaken 	March 2017 Autumn 2016
Supporting Businesses and our Local Economy	Maintaining strong links with local business leaders and representative organisations	<ul style="list-style-type: none"> • To hold at least three business breakfasts • At least three additional businesses represented at the business breakfasts meetings 	31 March 2017

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Supporting Businesses and our Local Economy	Delivering an affordable Economic Development Strategy	<ul style="list-style-type: none"> • Prepare a draft business plan for the proposed BID for consideration by Members in January 2017 • Commence the delivery of the agreed public realm improvements as part of the phase 1 highway works within Epsom town centre 	31 January 2017 30 June 2017
	Promoting our Borough as an excellent place to do business	<ul style="list-style-type: none"> • Develop business content for Epsom and Ewell and other stakeholder websites 	30 April 2017