

# Corporate Strategy

2023/24 - 2024/25

**The people of South Ribble are at the heart of everything we do as a Council and as a new administration our Corporate Strategy for 2023 will do even more to enhance our commitment to working together with communities.**

We are a council that will listen, understand and act on the things that matter most to our residents by being present in local areas and making services available when they are needed most. Our thriving community hub model is just one example of our commitment.

But we're not just here for now, we are here for the future and will put in place the services and facilities to ensure that every resident is able to reach their full potential. Extra Care housing facilities, local amenities and good quality housing are key areas of focus.



“Together, we are proud to be delivering even more for South Ribble”



**South  
Ribble**  
Borough Council

# Corporate Strategy

2023/24 - 2024/25

## An Exemplary Council

A council that:

- Delivers high performing services that represent value for money
- Understands the community and works with partners to make things better
- Is open and transparent in its activities

## Green and Clean Neighbourhoods

A borough with:

- A choice of decent, affordable housing
- Commitment to protecting the local environment
- A choice of quality recreational activities



## Healthy and Happy Communities

Places where:

- Residents have positive mental health
- People get involved and have a sense of belonging
- Communities can access services and support when they need them

## Opportunities for Everyone

Communities that:

- Can access training and jobs
- Are supported to grow sustainable businesses
- See investment in improving the borough

## Our vision:

A listening, engaging and responsive Council that makes the best use of its resources to enable every person and community to thrive in a vibrant, green and fair borough.

# Corporate Strategy

2023/24 - 2024/25



## South Ribble will:

- Refresh and Deliver the Transformation Programme
- Enhance the Use of the Civic Centre
- Work with Partners to join up public services for Early Years Provision



## South Ribble will:

- Deliver Music in the Park 2024
- Continue to Deliver the Health and Wellbeing Programme
- Deliver the South Ribble Family Wellbeing Centre
- Continue to Deliver the Cost of Living Action Plan



## South Ribble will:

- Deliver Phase One of the Jubilee Gardens Project
- Develop Tardy Gate Play Area and Skate Park
- Continue to Deliver Climate Change Strategy
- Deliver the Biodiversity Strategy



## South Ribble will:

- Implement the Economic Development Strategy
- Deliver the Business Energy Efficiency Scheme
- Develop and Implement a People and Skills Programme
- Continue to Develop Town Centres as Vibrant Multi-Use Spaces

## Our vision:

A listening, engaging and responsive Council that makes the best use of its resources to enable every person and community to thrive in a vibrant, green and fair borough.

## How will we know we're succeeding?

### An Exemplary Council

- At least 40% requests for service will be received via self-service channels
- More than 70% of customers will be satisfied with the service
- 55% of calls to Call Centre answered within 5 minutes
- The percentage of households living in fuel poverty will be better than the North West average
- The percentage of people satisfied with South Ribble as a place to live will increase
- The percentage of people satisfied with the leisure and sports facilities in their local area will increase

### Healthy and Happy Communities:

- The number of people referred to social prescribing service
- The number of wellbeing sessions delivered by the Council
- The number of claimants as a proportion of resident population of area aged 16-64 is better than North West average
- The number of residents participating in activities delivered by the Council
- The number of people who have successfully completed basic digital skills training
- The percentage of people who feel they belong to their local area will increase
- The percentage of people who feel involved in the local area and decision making will increase
- The percentage of people who think the Council acts on the concerns of local residents will increase

### Opportunities for Everyone:

- The number of Business Engagements/support provided by the Council
- % (average) of Social and Local Economic Value Added from contracts
- The overall employment rate in South Ribble will be greater than the North West average
- The percentage of 16 – 17 year olds not in education, employment or training (NEET) is lower than the regional average
- Median workplace earnings in the borough will be better than the national average
- Median earnings by residence (residents of South Ribble) will be better than the national average

### Green and Clean Neighbourhoods:

- The number of improvements to parks and open spaces
- The number of households in temporary accommodation will be reduced
- 80 Affordable Homes will be delivered
- 27,500 trees will be planted in the borough this year
- Satisfaction with the parks and green open spaces will increase
- The percentage of people who feel safe when outside in their local area after dark will increase
- The percentage of people who feel safe when outside in their local during the day will increase