

# Corporate Values 2015 to 2019

## Working Together for



**These corporate values identify the way the Council will work in order to deliver its priorities.**

### Value 1: Delivering Value for Money

#### This will involve us:

- Transforming and targeting resources to deliver the right services, in the right way, to improve our customer experience, whether delivered directly, in partnership or commissioned externally.
- Ensuring that we are doing the right things, in the right way, for the right people, in a timely, inclusive, open, honest and accountable manner. Expecting the same standards of partners and stakeholders.
- Delivering services in the most cost effective and efficient way.
- Ensuring we achieve a stable and sustainable budget, capable of withstanding financial pressures.

### Value 2: Supporting the Workforce

#### This will involve us:

- Recruiting competent, committed and motivated people.
- Setting high performance standards and actively supporting our staff to reach them.
- Encouraging staff to come forward with new ideas to improve and develop services.
- Treating our customers fairly and professionally in the delivery of good quality customer service.
- Being a forward thinking, innovative employer, encouraging new ways of working.

### Value 3: Promoting Open Communications

#### This will involve us:

- Providing clear, meaningful, honest and timely communications.
- Developing new methods of communication and guidance in choosing the most appropriate method of communication for the intended audience.
- Listening to and understanding our resident's needs and using this information to continue improving our services.
- Keeping residents informed about plans and work, in a way, which is clear and easy to understand.

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# Corporate Priorities 2015 to 2019

## Working Together for



**These corporate priorities identify the areas the Council will focus on over the next four years.**

### Priority 1: Delivering Quality Frontline Services

#### **Aim: A clean, Safe and Welcoming Environment**

Encourage pride in our district by focussing on what matters most to residents – keeping Thanet clean and safe. We are determined frontline services get it right first time.

#### **This will involve us:**

- Continuing improvement to waste and recycling services, reducing waste and increasing recycling;
- Keeping streets, parks and open spaces clean for residents and visitors;
- Maintaining zero tolerance approach to encourage positive behaviour, and help improve our environment.

### Priority 2: Supporting Neighbourhoods

#### **Aim: Improve Everyone's Health and Wellbeing**

We will work with partner agencies to support people make better lifestyle choices, through the Thanet Health and Wellbeing Board and operationally through a range of services provided directly to residents.

#### **This will involve us:**

- Continuing commitment to work with the Public, Private, Voluntary and Community Sector to ensure the best outcomes for Thanet;
- Ensuring local residents have access to good quality housing, which meets people's changing needs and aspirations that is safe and affordable;
- Continuing work with our partners to improve community safety.

### Priority 3: Promoting Inward Investment and Job Creation

#### **Aim: A prosperous local economy with competitive local businesses**

It is our vision to accelerate growth and achieve greater economic prosperity for our district. We will seek opportunities for inward investment and high quality job creation, working with partners to ensure we have the right infrastructure in place.

#### **This will involve us:**

- Actively seeking inward investment, exploring the potential for an Enterprise Zone; encouraging new and existing businesses which support growth of the local economy;
- Working with partners to make the most of the buildings and land we own; maximising commercial opportunities for key assets;
- Working with investors and our communities to enable us to maximise the potential benefits development can bring to the district.

**BUDGET: £19m; CAPITAL INVESTMENT: £41m for 2015-16 and future years**

**LIKELY SAVINGS REQUIRED FOR 2015/16-2018/19: £2.6m by planning ahead, managing costs and transforming services.**