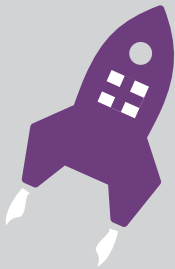


Our aims for 2017

A summary of our business plan to help deliver a sustainable Cornwall



To find out more visit

www.cornwall.gov.uk/businessplan2017



Welcome to the summary of our Business Plan 2017/2018

We hope this summary of our Business Plan will give residents of Cornwall a clear and concise sense of what we plan to achieve during the next 12 months, and why. If you want to read the longer version you can find it online www.cornwall.gov.uk/businessplan2017

We hope this summary will allow you to track our progress throughout the course of the year and make sure we remain focused on what we say we are aiming to deliver.

So how did we decide what we should include and what targets to set ourselves?

Well that was largely driven by what you have told us.

The results of the 2014 and 2016 residents' survey identified the areas that matter most to people and also the areas that are most in need of improving.

We used those views to help develop the Business Plan with the overall aim of creating a more prosperous, resilient and resourceful Cornwall, where communities are strong and where the most vulnerable are protected.



www.cornwall.gov.uk/businessplan2017

Dynnargh dh'agan berrskrif a Dowl Negys Korforetek an Konsel 2017-2018 hirra dres eghen ha moy manylys

An berrheans ma a wra ri trigoryon Kernow klewans kler ha kott, dell waytyn, a-dro dhe byth yw agan towl dhe gowlwul dres an 12 mis a dheu, ha prag. Mar mynnowgh redya an vershyon hirra, y hyllir y gavos warlinen www.cornwall.gov.uk/businessplan2017

Govenek a'gan beus an berrskrif ma dhe agas gasa dhe helerghi agan avonsyans dres an vledhen ha surhe ni dhe besya fogella war'n pyth a leveryn y hwren ni delivra.

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“ Our aim is to create a more prosperous, resilient and resourceful Cornwall, where communities are strong and where the most vulnerable are protected ”



Achieving this aim requires us to focus our energies in eight key areas to support people, improve places and create prosperity.

Within each of these eight areas are a number of important projects - a few of which are referenced in this summary - designed to gradually close the significant economic, funding, inequality and health gaps that are having a negative impact on the life of many residents.

The Council has also set targets in the areas that you said need improving; examples include road and pavement repairs, public transport, wage levels and affordable decent housing.

We have also considered whether our targets reflect that we support people of all ages, at the most important stages in their lives such as childhood, adolescence, adulthood and older age, with our emphasis being on supporting the most vulnerable in society.

Over the next 12 months we will be looking for opportunities to ask you for your views on the targets we have set ourselves and doing more to let you know how the Council is performing. Each year we publish an Annual Report which highlights our key achievements; we also publish quarterly performance reports on our website.



What does this mean?

To be ambitious and confident about Cornwall's future, providing the leadership to secure a fairer amount of funding and greater freedom from the Government, to realise Cornwall's potential.

How will you know we're achieving this?

e.g. We want more decisions about Cornwall to be made in Cornwall. Cornwall is already one of the few areas in the country to have agreed a Devolution Deal with the Government and we are continuing to gain more powers to be transferred from London to Cornwall. Given the significant implications of Brexit, the Council will be seeking to ensure that Cornwall and the Isles of Scilly does not become poorer as a result of leaving the EU. The Council will continue to campaign for fairer funding for Cornwall and work with partners to develop an ambitious long term Strategy for Cornwall.

- We aim to increase the percentage of residents who agree that **the Council is campaigning and standing up for Cornwall** from 49% in 2016 to at least 60%.



What does this mean?

To enable and empower residents, town and parish councils, plus the voluntary, community and local business sectors to play an active role in making decisions that affect residents and help us to deliver what communities need.

How will you know we're achieving this?

e.g. We want to increase local influence, resilience and ownership for local communities. We want to support more local councils and community groups in taking over the ownership of cherished local assets, with more communities helped to develop neighbourhood plans to shape local development and growth.

- We aim to increase the percentage of **residents who feel that they can influence decisions affecting their local area** from 18% in 2016 to 25%.
- We aim to increase the percentage of **residents agreeing that we keep them informed about the Council services and benefits provided** from 44% in 2016 to at least 52% this year.



To find out more visit

www.cornwall.gov.uk/businessplan2017



What does this mean?

To ensure that Cornwall has the right infrastructure, outstanding education and the right number and types of houses to meet the needs of our residents and businesses and that our planning and development policies enable our towns and villages to thrive.

How will you know we're achieving this?

e.g. Our Devolution Deal is enabling us to transform many aspects of Cornwall's public transport to create a fully integrated and more effective rural network by 2018 that is fit for the 21st century.

- We are aiming **to increase the number of passenger journeys** originating in Cornwall from 10.5 million to 10.9 million.
- Our target is **to repair in excess of 95% of reported potholes within 24 hours for urban roads and 48 hours for rural roads.**
- We are aiming **to provide an additional 850 new affordable homes** – 814 had been provided by December 2016.



What does this mean?

To work with partners at an international, national, regional and local level to ensure that public services are delivered as efficiently and effectively as possible.

How will you know we're achieving this?

e.g. You will see more Council services being provided by our partner organisations, such as Cornwall's libraries, and we will be sharing more of our buildings with other public bodies. We are also working with the Department for Work and Pensions to find ways of bringing together Council and Jobcentre services in a number of towns.

- We aim **to reduce the number of 10 – 11 year olds classified as overweight or obese** to 31.5%.
- To increase the percentage of **children who leave our care and immediately enter employment, education and/or training** from 76.32% (December 2016) to 78%.
- To increase the percentage of **people aged between 16 and 64 with a qualification equivalent to an NVQ level 4 and above** from 29.4% to 34.2% - the UK average in 2015 was 36.4%.



What does this mean?

To secure economic progress which is sustainable, addresses social inequality, makes responsible use of our natural and cultural assets and builds upon strengths in key industries: renewables, aerospace technology and micro enterprises. Increasing the level of investment in Cornwall's infrastructure to generate sustained economic growth.

How will you know we're achieving this?

e.g. We will make significant financial investments to ensure Cornwall secures a wide range of economic benefits from the development and generation of renewable energy, including geothermal and wave power. We are also campaigning for Cornwall Airport Newquay to be chosen by the Government as the UK's first Spaceport.

- To increase the average (median) **employee weekly earnings from 77% of the England average to 78%**.
- To **increase the percentage of our spend with Cornwall's small/medium sized businesses** from 40.3% (December 2016) to 41% - which equates to approximately £200m.
- To make sure that **80% of the invoices we receive from our small/medium sized businesses are paid within 14 days**.



What does this mean?

To work collaboratively with partners and communities to strengthen the relationship between our environment, your community and you. This will help to increase our resilience to a changing climate and provide social and economic opportunities.

How will you know we're achieving this?

e.g. We are investing in Cornwall's cultural distinctiveness to provide jobs, promote learning and create a strong sense of place. An illustration of this commitment is the creation of the new £12m Kresen Kernow archive centre for Cornwall when it opens in 2018.

- **100% of Cornwall's 81 beaches** to be designated by the Environment Agency as **having either excellent, good or sufficient water quality**; up from 99%.
- To increase **resident satisfaction with the cleanliness of pavements** from 55% (December 2016) to 60%.
- To increase the amount of **household waste sent for reuse, recycling and composting** from 35.5% (as at December 2016) to 37%.
- To reduce the number of **planning appeals where the Planning Inspectorate makes an award of costs against the Council to less than 5%**.



What does this mean?

Our aim is to integrate our services with other partners, particularly in the health sector, to protect the most vulnerable and ensure everyone has the best possible opportunity to improve their physical and mental wellbeing and stay safe.

How will you know we're achieving this?

e.g. We are working with partners and local communities to develop a model for health and social care that is right for Cornwall both today and in the future - we want residents to live longer, healthier, safer and happier lives.

- To increase **healthy life expectancy for men and women by two years** from 63.2 and 65.7 years of age respectively over the course of the next five years.
- We want to ensure that **at least 84% of older people aged 65 and over are still at home 91 days after being discharged from hospital.**
- We are aiming to ensure that **90% of high risk food outlets improve to a satisfactory level** (increase of 22% from 2016).
- At least **64% of residents agree that the Council and the police are dealing with anti-social behaviour and crime issues that matter** in their local area (an increase of 15% from 2016).



What does this mean?

Our aim is to identify, design and adopt innovative approaches to funding, technology, assets and our workforce to enable us to meet future financial challenges and deliver services in the most efficient and effective way.

How will you know we're achieving this?

e.g. We are continuing to develop our website so more services can be accessed 24/7, enabling residents to access Council services, at any time of the day, from wherever they are. We are also supporting communities to help residents get online and develop their digital skills and confidence, to ensure our more vulnerable residents are not excluded.

- Our target is to ensure that **at least 90% of complaints from residents are dealt with within mutually agreed timescales** (an increase of 13% from December 2016).
- We aim to **increase the number of residents who are satisfied with the way that the Council runs things** from 57% in 2016 to at least 60% this year.
- We are also aiming to **increase the number of residents who think that the Council provides value for money** from 34% in 2016 to 36% this year.

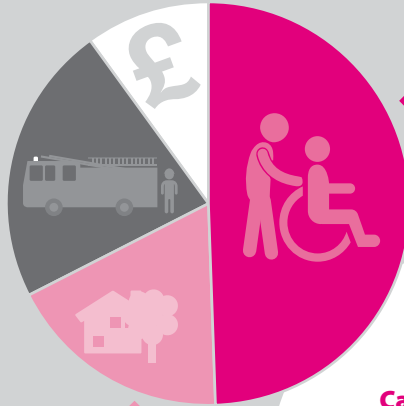
Our resources...

Creating prosperity

We spend **£51m** and employ **630 people** to maximise the potential for improving our economy and developing more jobs.

Supporting frontline services

We spend **£117m** and employ **1336 people** to support essential services.



Supporting people

We spend **£258m** and employ **2679 people** to support and protect our vulnerable children, families and adults.

Improving places

We spend **£93m** and employ **1181 people** to ensure our neighbourhoods are clean, safe and active with resilient local communities.

Capital investments

We spend **£776m** to improve our roads, schools, green spaces, public transport and broadband.

We would like to hear your views



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Write it down, take a picture on your phone and email or tweet it to us.