

1. IMPROVING THE LOCAL ECONOMY

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Improving the local economy	To help business to thrive and create more high value jobs. We want Darlington businesses to thrive and to attract new high value and diverse employers	Development & Environment	<ul style="list-style-type: none"> • Take forward the Darlington Gateway project with these ongoing and further developments: <ul style="list-style-type: none"> - Lingfield Point - Durham Cathedral Land (A66) - Land adjacent the new Eastern Transport Corridor - Durham Tees Valley Airport - Morton Palms - Central Park - Faverdale - West Park • Work with partners to invest in and strengthen the key sectors in the local economy: Business and Financial Services; Engineering and Civil Engineering; Logistics; Health; Retail and Tourism • Build strong networks with business to boost opportunities for all • Progress local procurement approaches to open up opportunities for local SMEs to bid for and win public sector contracts 	<p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p>	<p>DE4</p> <p>DE11a</p> <p>DE11b</p> <p>DE13</p> <p>DE14</p> <p>DE15</p> <p>DE65</p> <p>DE76</p> <p>DE77</p> <p>DE78</p>

1. IMPROVING THE LOCAL ECONOMY (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Improving the local economy	Better economic opportunities for all – Ensure that the benefits of growth are available to all by developing initiatives that enable residents of deprived communities to access employment opportunities	Development & Environment	<ul style="list-style-type: none"> • Review and refocus Economic Development priorities in line with the new Darlington Gateway <ul style="list-style-type: none"> - By 2010 provide over a million square feet of business units delivering over 4,000 jobs • In partnership with Darlington College and other private and public partners meet employers' needs for a skilled workforce with appropriately tailored training • Progress targeted recruitment in project/ development contracting • Seek opportunities to develop employment projects focused on deprived communities • Participate in Tees Valley Unlimited • Produce and implement a Multi-Area Agreement 	Development & Regeneration Development & Regeneration Development & Regeneration Development & Regeneration Development & Regeneration Development & Regeneration	DE4 DE11a DE11b DE13 DE14 DE15 DE65 DE76 DE77 DE78

1. IMPROVING THE LOCAL ECONOMY (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Improving the local economy	An attractive and vibrant town centre – Enhance quality of life in Darlington by creating an attractive and vibrant town centre and working towards the regeneration of the fringes of the town centre	Development & Environment	<ul style="list-style-type: none"> • Town Centre Marketing Strategy and destination branding • Town Centre Events Strategy - Varied programme of activities for residents and visitors • New Town Centre Business Plan 2007-2012 - Pro-active management – Street Scene Central Area walkabouts etc. • Regeneration of the markets and development of the ‘Independent Retailers Village’ • Independent Retailers’ Strategy • Pedestrian Heart • Commercial Street shopping complex and new multi-storey car park • Feethams Feasibility Project • Feasibility Studies for ‘Town Centre Arc’ Regeneration Projects • Effective use of enforcement powers 	<p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Public Protection</p>	<p>DE4</p> <p>DE11a</p> <p>DE11b</p> <p>DE13</p> <p>DE14</p> <p>DE15</p> <p>DE65</p> <p>DE76</p> <p>DE77</p> <p>DE78</p>

2. PROMOTING INCLUSIVE COMMUNITIES

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Promoting inclusive communities	To deliver the best quality of life for our older people – We want to see older people in our community valued for their own sake, enabled to live independently, and enjoying a high quality of life	Chief Executive's Office Community Services	<ul style="list-style-type: none"> • Develop Older People's Strategy • Talk to older people to help shape all our policies, from transport to leisure • Support voluntary organisations and faith communities to tackle isolation for older people • Review adult protection arrangements • Implement the Mental Capacity Act 	Chief Executive's Office Adult Services Adult Services Adult Services	BV52 BV53 BV54 BV56 BV195 BV196 BV201 SS6 SS16 SS18 SS34 SS36 SS42
	Improve outcomes and life chances of children and young people	Children's Services Community Services	<ul style="list-style-type: none"> • Creation of locality teams • Children's Trust refocus • Integration of health, social care and education • Youth Offer/Play Strategy • Review Youth Participation Strategy • Set up four new bases in different parts of the town to provide more youth and leisure facilities for young people 	Social care (Children) Access and Development Access and Development Youth Service/Leisure and Arts Youth Service Youth Service	BV38 BV39 BV43a/b BV50 BV161 BV221a/b SS12 SS28 CS205 CS206 CS207 ED121 SS30 SS32

2. PROMOTING INCLUSIVE COMMUNITIES (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Promoting inclusive communities	Provide housing choices and promote independence	Community Services	<ul style="list-style-type: none"> • Develop more affordable homes • Develop year three of the Neighbourhood Renewal Strategy • Deliver Social Inclusion Strategy • Invest £5m in improvements to Council Housing in 2007/08 • Provide an additional extra care facility at Rosemary Court • Refurbish Branksome Hall and Linden Court 	<p>Housing Services</p> <p>Chief Executive's Office</p> <p>Chief Executive's Office</p> <p>Housing Services</p> <p>Housing Services</p> <p>Housing Services</p>	<p>BV52 BV53 BV54 BV56</p> <p>CS1 CS14 CS48 SS24a/b/c/d</p> <p>CS22 CS45a/b CS118c CS179</p> <p>BV64 BV183a/b BV184a/b Bv212 BV213</p>

3. RAISING EDUCATIONAL ACHIEVEMENT

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Raising educational achievement	To continually improve our schools and childcare – in a competitive global economy we want our young people to have the aspirations and skills they need to compete in the world of work. We want them to be ambitious and aspirational for themselves	Children’s Services	<ul style="list-style-type: none"> • Make all secondary schools in Darlington high performing schools of choice with buildings fit for the future • Renew and refurbish more schools • Make a commitment to secure funding to renew Branksome, Hurworth and Longfield Secondary Schools • Encourage all Darlington schools to offer the best teaching in the North East • Have all secondary schools achieving over 50% five or more A*-C GCSE results within the next two years and have a GCSE A*-C rate of 70% in the town (currently 57.9%) 	Planning, Performance & Resources Planning, Performance & Resources Planning, Performance & Resources Access & Development Access & Development	BV38 BV39 BV40 BV41 BV181a/b/c/d BV194a/b BV221a/b ED121

3. RAISING EDUCATIONAL ACHIEVEMENT (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Raising educational achievement	A champion for every child	Children's Services	<ul style="list-style-type: none"> • Parenting Strategy • Common Assessment Framework • Information Sharing Assessment • Workforce Reform 	Access & Development Planning, Performance & Resources	BV43a/b BV50 BV161 BV222a/b
	Every child goes to school	Children's Services	<ul style="list-style-type: none"> • Radically improve attendance figures through a revitalised approach to attendance and exclusions • Attendance Strategy • Children's Trust 	Access and Development Access and Development	BV45 BV46 ED18a/b ED130
	A job or placement for every school leaver	Children's Services	<ul style="list-style-type: none"> • Work with our excellent colleges and Teesside University to encourage more young people to continue their education • 14-19 Trust • NEET Strategy 	Access & Development Planning, Performance & Resources	BV221a/b NEETs

4. STIMULATING LEISURE ACTIVITIES

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Stimulating leisure activities	Accessible and high quality value for money facilities	Community Services	<ul style="list-style-type: none"> • Implement Dolphin Centre/Arts Centre Business Plans • Promote leisure card, based on Social Inclusion Strategy 	Leisure & Arts Leisure & Arts	BV119a/b/c/d/e
	Direct Council resources to contribute to people adopting healthier lifestyles	Community Services	<ul style="list-style-type: none"> • Implement Sport and Physical Activity Strategy • Continued development of Assistive Technology • Meet Healthy Schools agenda • Youth Offer • Events Strategy • Parks and Open Spaces Strategy • Look to introduce Park Rangers to care for our green spaces 	Leisure & Arts Adult Services Leisure & Arts Youth Service Leisure & Arts Environment Environment	CS17ai/ii CS17bi/ii CS17ai/ii CS18a CS26 CS142
	Closing the gap in life expectancy	Community Services	<ul style="list-style-type: none"> • Deliver Zone Active project within 3 priority wards • Increase sport and recreation amongst young people • Implement Darlington 1 Life programme 	Leisure & Arts Leisure & Arts Leisure & Arts	CS103 CS155a/b CS199 CS200 CS201 CS202

5. PROMOTING COMMUNITY SAFETY

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Promoting community safety	Reduce crime – we want the people of Darlington to be safe and feel safe, in their homes and in their communities	Chief Executive's Office Community Services	<ul style="list-style-type: none"> • Introduce an intelligence led approach to crime and anti-social behaviour • Develop new technology to better target resources at crime and anti-social behaviour hotspots • Maximise use of the GIS • Work with voluntary organisations and communities to encourage pride and good citizenship • Invest in good lighting and crime prevention measures in new housing developments 	Chief Executive's Office (CEO) (CEO) (CEO) (CEO) Development & Regeneration	BV126a BV127a/b BV128a CS156 CS156a/c CS157 CS158 CS173 CS174 CS175 CS177 CS192 CS209
	Improve public reassurance about safety	Chief Executive's Office Community Services	<ul style="list-style-type: none"> • Work with partners to develop effective neighbourhood policing • Press for the people of Darlington to have a swifter response from Darlington Police when they are contacted by the public • Link with Street Scene operations • YOS linked to locality based teams 	Chief Executive's Office (CEO) Environmental Services Environmental Services	SS9 SS10 BV225 CS171 CS172 RESPECT BVPIs

5. PROMOTING COMMUNITY SAFETY (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
	Use all available enforcement powers to reduce and deter crime	<p>Chief Executive's Office</p> <p>Development & Environment</p> <p>Community Services</p>	<ul style="list-style-type: none"> • Dispersal orders • Licensing enforcement <ul style="list-style-type: none"> - Tackle the problem of alcohol sales to under age young people using the Bottle Watch initiative which will enable confiscated bottles to be traced back to the retailer • Use new powers to tackle littering and dog fouling on our streets and in our parks and open spaces 	<p>Chief Executive's Office</p> <p>Public Protection</p> <p>Public Protection</p> <p>Environment</p>	<p>DE89a/b</p> <p>DE90a/b</p> <p>CS210</p> <p>CS211a/b</p> <p>CS214</p> <p>CS215</p> <p>BV166a/b</p> <p>DE8</p>

6. IMPROVING HEALTH AND WELL-BEING

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Improving health and well-being	Integrate health and social care for adults	Community Services	<ul style="list-style-type: none"> • Get health and social services working together so people can get better joined up services • Develop a single point of contact covering health partners and the council's older people services • Use smart technology to foster independence and support carers 	Adult Services Adult Services Adult Services	BV52 BV53 BV54 BV56 BV195 BV196 BV201 SS6 SS16 SS18 SS34 SS36 SS42
	Develop a shared approach to public health	Children's Services Community Services Chief Executive's Office	<ul style="list-style-type: none"> • Develop a public health strategy • Jointly appoint a Director of Public Health • Nominate Health Member/Officer champions 	Chief Executive's Office Adult Services /CEO CEO	Rates of all age all cause mortality LAA 3.2.3a/b

6. IMPROVING HEALTH AND WELL-BEING (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Improving health and well-being	Work towards the integration of health and social care for children	Children's Services	<ul style="list-style-type: none"> • LAA Projects and initiatives: • Breastfeeding • Immunisation • Nutrition and obesity • Smoking cessation • Healthy Schools • Sexual health 	Access & Development Chief Executive's Office	LAA3.1.2a/b LAA3.1.3 LAA3.2.1a/b/c LAA3.2.2 LAA3.3.1 LAA3.3.2 LAA3.3.3 LAA3.4.1a/b LAA3.4.2 LAA3.4.3 LAA3.4.4 LAA3.4.5

7. ENHANCING THE ENVIRONMENT

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Enhancing the environment	To make Darlington cleaner, greener and safer – We want a clean, safe and green environment for all Darlington people and a diverse choice of leisure facilities for them to enjoy	Community Services Development & Environment	<ul style="list-style-type: none"> • Manage the environment to improve 'liveability' and make it cleaner, greener and safer for residents • Aim to continuously improve our Street Scene service, community safety services and youth provision • Progress community engagement in specifying Street Scene priorities and programmes • Improve the co-ordination of Street Scene road repairs with planned maintenance schemes/ street lighting • A smoke free environment – implement enforcement duties and powers under new legislation 	Environment Environment/ Youth Services CEO/ Environment Consultancy Public Protection	BV82ai/ii BV82bi/ii BV82ci/ii BV82di/ii BV84a/b BV86 BV87 BV89BV90a/b/c BV91a/b BV106 BV199a/b/c/d BV215a/b BV216a/b BV217 BV218a/b BV219a/b/c CS12 CS19 CS23 CS27 DE3b/c/d

7. ENHANCING THE ENVIRONMENT (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Enhancing the environment	To make Darlington cleaner, greener and safer – We want a clean, safe and green environment for all Darlington people and a diverse choice of leisure facilities for them to enjoy	Community Services	<ul style="list-style-type: none"> • Invest in community facilities where people live, e.g. - New multi-use sports areas for Firthmoor and North Park, - Upgrade community area at Pensbury Street, - New play area near Fryers Crescent, - A range of improvements to Eastbourne Park, Lascelles open space, Sugar Hill Park, Red Hall recreational area, West Park, Cocker Beck, Victoria Embankment, Beech Wood, Skerne Park, Green Park and the Denes 	<p>Environment</p> <p>Environment</p> <p>Environment</p> <p>Environment</p> <p>Environment</p>	<p>BV82ai/ii BV82bi/ii BV82ci/ii BV82di/ii BV84a/b BV86 BV87 BV89BV90a/b/c BV91a/b BV106 BV199a/b/c/d BV215a/b BV216a/b BV217 BV218a/b BV219a/b/c CS12 CS19 CS23 CS27 DE3b/c/d</p>

7. ENHANCING THE ENVIRONMENT (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Enhancing the environment	A quality environment – Maintain and enhance the quality of the environment	Development & Environment	<ul style="list-style-type: none"> • Progress the Local Development Framework • Ensure that design of major projects makes a positive contribution to environmental quality • Progress feasibility studies for Feethams and the 'Town Centre Arc' and cattle market proposals, as key environmental improvement opportunities 	Development & Regeneration Development & Regeneration Development & Regeneration	Bv106 BV109a/b/c BV111 BV200a/b/c BV204 BV205 Bv219a/b/c De10a/b

7. ENHANCING THE ENVIRONMENT (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Enhancing the environment	To reduce Darlington's carbon footprint and create a sustainable environment – Ensure a sustainable environment for future generations	Development & Environment	<ul style="list-style-type: none"> • Complete procurement of new Waste Disposal Contract • Develop and consult on new waste Strategy • Continue to implement and progress sustainable transport programmes to contribute to reduced CO2 emissions and improved environmental quality • Ensure that all new homes built in Darlington are carbon neutral by 2017 • Explore the need for an environmental Strategy for the Council's operational activities • Increase recycling and reduce landfill in order to meet Government targets • Create a local Climate Change Action Plan 	Public Protection Development & Regeneration Consultancy Development & Regeneration Development & Regeneration Public Protection Development & Regeneration	BV90a BV90b BV90c BV91a BV91b BV106 BV216a BV216b BV217

8. DEVELOPING AN EFFECTIVE TRANSPORT SYSTEM

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Developing an effective transport system	Reduce congestion on our roads – We want a safer transport system that meets community and business needs, readily accessible and free from congestion	Development & Environment	<ul style="list-style-type: none"> • Tackle congestion on key transport corridors and minimise its economic and environmental effects by making the most effective use of the transport network: <ul style="list-style-type: none"> - Engineering solutions to specific 'pinch' points - Enhance junctions at selected points so traffic moves more smoothly - Improve how drivers can use existing road space to beat congestion 	Development & Regeneration Consultancy Consultancy Consultancy	BV99a/b/c (i/ii/iii) BV100 BV102 BV103 BV104 BV165 BV223 BV224a/b DE5 DE7 DE16a/b DE50 DE61 DE62 DE63a/b DE80 DE81 DE91

8. DEVELOPING AN EFFECTIVE TRANSPORT SYSTEM (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Developing an effective transport system	Reduce congestion on our roads – We want a safer transport system that meets community and business needs, readily accessible and free from congestion	Development & Environment	<ul style="list-style-type: none"> • Provide more residents' parking zones to help those who live in areas of high parking demand • Implement powers available under Traffic Management Act <ul style="list-style-type: none"> - Progress Civil Parking Enforcement • Feasibility study into Park and Ride Scheme • Market sustainable travel choices – increase cycling and bus use, and reduce car driver trips 	Development & Regeneration Consultancy Public Protection Development & Regeneration Development & Regeneration	BV99a/b/c (i/ii/iii) BV100 BV102 BV103 BV104 BV165 BV223 BV224a/b DE5 DE7 DE16a/b DE50 DE61 DE62 DE63a/b DE80 DE81 DE91

8. DEVELOPING AN EFFECTIVE TRANSPORT SYSTEM (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Developing an effective transport system	Accessible jobs and services – improve access to employment, education and other services, particularly for those without access to a private car, those with a disability and those that have greatest need	Development & Environment	<ul style="list-style-type: none"> • Complete the Darlington Eastern Transport Corridor road, easing congestion and opening up new areas for business development • Delivery of Transport Schemes programmes from LTP2, Local Motion and Cycle Town • Complete 'lets Get Cracking' programme • Review Supported Bus Services and Community Transport against accessibility requirements • Improved highway infrastructure facilities for disabled people. • Contribute to progressing Tees Valley transport 	Consultancy Development & Regeneration Consultancy Development & Regeneration Consultancy Development & Regeneration	BV99a/b/c (i/ii/iii) BV100 BV102 BV103 BV104 BV165 BV223 BV224a/b DE5 DE7 DE16a/b DE50 DE61 DE62 DE63a/b DE80 DE81 DE91

8. DEVELOPING AN EFFECTIVE TRANSPORT SYSTEM (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Developing an effective transport system	Safer, Sustainable travel – Improve real and perceived travel safety and security, widen travel choices for all, and reduce the proportion of car driver trips	Development & Environment	<ul style="list-style-type: none"> • Continue to invest in our transport infrastructure, improving services for pedestrians, cyclists, bus users and motorists • Local Motion travel marketing programme • Investment in cycling infrastructure under Cycling Demonstration Town programme • Review of accident casualty reduction targets and action plan • Provide better bus stops with raised kerbs to enable buses to ‘dock’, improving access for passengers • Boost road safety through further local safety schemes and 20mph zones in residential areas 	<p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Development & Regeneration</p> <p>Consultancy</p> <p>Development & Regeneration</p>	<p>BV99a/b/c (i/ii/iii)</p> <p>BV100</p> <p>BV102</p> <p>BV103</p> <p>BV104</p> <p>BV165</p> <p>BV223</p> <p>BV224a/b</p> <p>DE5</p> <p>DE7</p> <p>DE16a/b</p> <p>DE50</p> <p>DE61</p> <p>DE62</p> <p>DE63a/b</p> <p>DE80</p> <p>DE81</p> <p>DE91</p>

8. DEVELOPING AN EFFECTIVE TRANSPORT SYSTEM (continued)

Community Strategy Theme	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Developing an effective transport system	Safer, Sustainable travel – Improve real and perceived travel safety and security, widen travel choices for all, and reduce the proportion of car driver trips	Development & Environment	<ul style="list-style-type: none"> • Implementation of new national concessionary fares scheme • Central Park Pedestrian/Cycle Bridge • Help people use alternative means of travel by improving walk and cycle links, and through measures to support bus travel 	Development & Regeneration Consultancy Development & Regeneration	BV99a/b/c (i/ii/iii) BV100 BV102 BV103 BV104 BV165 BV223 BV224a/b DE5 DE7 DE16a/b DE50 DE61 DE62 DE63a/b DE80 DE81 DE91

Section 2: Priorities for improvement by corporate objectives

1. Shaping a better Darlington

Corporate objective	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Shaping a better Darlington	Develop a new vision for the borough	Chief Executive's Office	<ul style="list-style-type: none"> Support the Darlington Partnership to set a fresh vision for Darlington 2012 We want all those with a commitment to a better Darlington to work together Participate in enquiry groups Public engagement Deliver in partnership the Sustainable Community Strategy 	Chief Executive's Office CEO CEO CEO CEO	BV3 (Satisfaction) Adoption of SCS by Council/LSP Adoption of new LAA by Council and LSP
	Deliver a new Local Area Agreement	Chief Executive's Office	<ul style="list-style-type: none"> Evaluate existing LAA Develop 35 targets Negotiate with GONE Link with SCS 	Chief Executive's Office CEO CEO	GONE Assessment of performance
	Promote Darlington and Darlington Borough Council	Chief Executive's Office	<ul style="list-style-type: none"> Promote the borough and the council to secure investment and support from private and public sector agencies 	Chief Executive's Office	DE13 (Share of external funding)

2. Providing excellent Services

Corporate objective	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Providing excellent Services	Reinvigorate the Performance Management Framework	Chief Executive's Office	<ul style="list-style-type: none"> Improved reporting of performance data Improvements to PerformancePlus 	Chief Executive's Office/	CPA PMF score Data Quality Score
	Ensure there are sufficient capacity and skills to provide public services in Darlington	Corporate Services	<ul style="list-style-type: none"> Deliver services that can compete with the best on quality and efficiency Develop the OD requirements for influencing public services and promoting Darlington 	HRM/ Chief Executive's Office Chief Executive's Office/ HRM	BV12 – Sickness absence CR43 – IIP Status CR4 – Percentage of PDRs carried out CR7/15/16 – Employee, Customer and Member Satisfaction
	Deliver targeted cashable savings from procurement whilst at least sustaining current performance levels	Chief Executive's Office	<ul style="list-style-type: none"> Identify and capture savings from the procurement and use of temporary staff Identify and capture savings from the procurement and use of Advertising 	Chief Executive's Office Chief Executive's Office	Spend analysis - (5% savings to be achieved) Spend analysis - (5% savings to be achieved)

3. Putting the customer first

Corporate objective	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Putting the customer first	Establish Connecting with Communities service	Chief Executive's Office	<ul style="list-style-type: none"> Create new opportunities for the people of Darlington to give us their feedback and ideas Develop the role and remit and terms of reference for unit Commence implementation of the Community Engagement Strategy 	Chief Executive's Office CEO CEO	CR1 CR2 CR3 BV4 CR50 CR51
	Deliver improved customer service	Chief Executive's Office	<ul style="list-style-type: none"> Through detailed business process re-engineering of services, and other tools, maximise efficiencies and improve customer service Through enhanced generic working, additional targeted staffing and review of telephony/ upgrade of CRM system, increase the proportion of customers dealt with at a single point of contact 	Chief Executive's Office ICT	CR1 CR2 CR3 BV4 CR50 CR51 CR62 CR63 CR64
	Champion the interests of the citizen	Chief Executive's Office	<ul style="list-style-type: none"> Engage and empower residents to help shape a better Darlington Help Darlington's Community Partnerships to grow and thrive 	Chief Executive's Office CEO	CR5 CS30 CS40 CS162a/b/c

4. Ensuring access for all

Corporate objective	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Ensuring access for all	Improve our approach to equalities	Chief Executive's Office	<ul style="list-style-type: none"> Prepare for Level 4 of the Local Government Equality Scheme PID in place Gender Equality Scheme in place 	Chief Executive's Office CEO CEO	BV2b BV74a/b/c BV75a/b/c BV164 BV174 BV175 ED27 ED28
	Address learning Disability issues	Community Services	<ul style="list-style-type: none"> Develop Carers Compact Modernise day service provision Develop self directed support for service users 	Adult Social Care Adult Social Care Adult Social Care	BV201 SS31
	Influencing public services	Chief Executive's Office Children's Services	<ul style="list-style-type: none"> Extend effective partnership working to secure excellent public services from all providers Support community partnerships and voluntary organisations to take the lead in deciding what's best for their communities Work with schools to develop new opportunities for parental involvement 	Chief Executive's Office Chief Executive's Office Access & Development	CR5 CS30 CS40 CS162a/b/c

5. Enhancing our capacity to improve

Corporate objective	Top Priorities	Relevant Departmental Plans	How Delivered?	Relevant Service Plans	Performance Indicators
Enhancing our capacity to improve	Deliver efficiency savings	Chief Executive's Office	<ul style="list-style-type: none"> Continue to develop and deliver the efficiency agenda to ensure a balanced MTFP Deliver against target savings as set out for Leading Edge projects and Procurement targets 	Chief Executive's Office Chief Executive's Office	OGC Maturity Model £ Gershon savings realised
	Stockton/Darlington Partnership	Corporate Services	<ul style="list-style-type: none"> Finalise the detailed business case in relation to a variety of corporate services being jointly provided with Stockton 	Finance	Adoption of business case by Council Progress on targets against delivery plan
	Deliver the 'Leading Edge' Organisational Development Strategy	Chief Executive's Office Corporate Services	<ul style="list-style-type: none"> Embed new ODS "Leading Edge" into the organisation and deliver the themed elements 	Chief Executive's Office HRM ICT	ODS strands on target against plan Adoption of HR Strategy Adoption of ICT Strategy