

# 5 year Corporate Strategy 2018 - 2023



South Hams  
District Council

## Our Core Purpose

To make a positive impact on the lives of local people by providing valued and easy to use services.

## Our Guiding Principles

- ▶ Provide value for money and good customer service
- ▶ Be open, honest, listening and responsive
- ▶ Work with partners and communities for mutual benefit
- ▶ Be open minded and embrace change

## Our Challenges

- ▶ Withdrawal of core central government funding
- ▶ Setting a balanced budget without cutting statutory services
- ▶ It costs more to deliver services in a rural area
- ▶ High house prices and a dwindling working age population
- ▶ Managing development without compromising our high quality natural and built environment

## How we will measure success

- ▶ Provide key performance indicators for each corporate strategy theme
- ▶ Benchmark performance against national standards
- ▶ Monitor progress quarterly through our Overview & Scrutiny process
- ▶ Refine service standards through targeted annual delivery plans
- ▶ Report annually through our Annual Report process

## Corporate Strategy Themes

### COUNCIL

Delivering efficient and effective services



### HOMES

Enabling homes that meet the needs of all



### ENTERPRISE

Creating places for enterprise to thrive and business to grow



### COMMUNITIES

Council and residents working together to create strong and empowered communities



### ENVIRONMENT

Protecting, conserving and enhancing our built and natural environment



### WELLBEING

Supporting positive, safe and healthy lifestyles and helping those most in need

