APPENDIX II

# 2016/17

# Quarter 4 Strategic Plan Action Plan Update



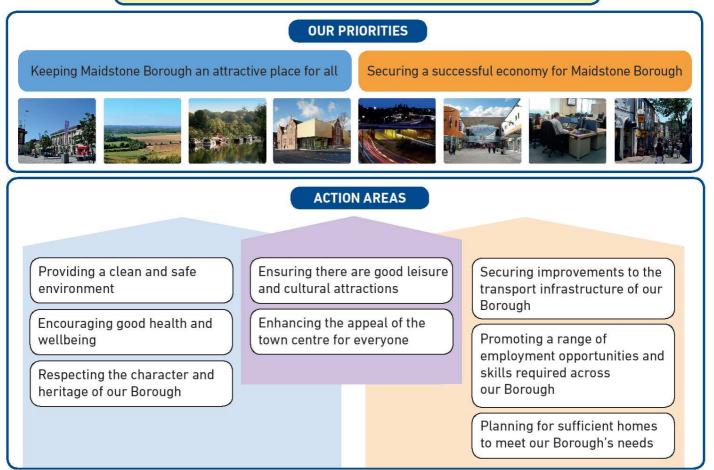
For further information about Performance Management at Maidstone Council, please contact Alex Munden, Performance and Business Information Officer.

#### **OUR VISION**

That our residents live in decent homes, enjoy good health and a pleasant environment, with a successful economy that is supported by reliable transport networks.

### OUR MISSION

Putting People First.



#### Service



Everything we do impacts on our customers, both internal and external. We will listen to and understand their needs, then take action to provide the right service in a positive and professional manner.





Working together to achieve our objectives and goals in a way that utilises the talents and creativity of everyone in our organisation.

#### Responsibility

**OUR VALUES** 



We work in an environment that encourages us to take ownership for our actions. Making the right choices and decisions that lead to a satisfactory outcome for all.



Integrity

We have the courage to act on our convictions to build trust and honesty. We work with our partners and customers to create a feeling of openness and transparency in everything we do.



Value

Taking care and weighing up our options, aiming to get the maximum effect for every penny of public money we spend.

#### Equality



Valuing our differences and understanding how they can contribute to a better working environment and services that are fair and easy to access.



# Priority 1: Keeping Maidstone an attractive place for all

# **Providing a Clean and Safe Environment**

Over the past 5 years, Maidstone Borough Council has demonstrated its commitment to deliver cost effective and sustainable waste and recycling services, as a result our recycling rate has improved significantly. Maidstone does not experience high levels of crime.

## **Review of Licensing Policies**

#### **Review and Implement Gambling Act Policy**

Following the closing of the consultation period no significant responses were received. The amended policy was presented to the Licensing Committee in January 2017 and the Committee recommended the policy for adoption by the Council. The process of adoption was completed on 1 March 2017 at full Council.

## **MBC Commercial Waste Service**

#### Food waste collection feasibility study

Having reviewed the Commercial Waste operation, further work is intended to maximise the profitability and reduce the cost of the current service. Capital funding has been allocated to the expansion of the service however this will be focused on delivering the current service to more customers as opposed to diversifying. There is no further work proposed to explore the introduction of commercial food waste collections.

# **Crematorium Development Project**

#### **Commence implementation of Phase One**

A refocussing of Bereavement Services development plans is envisaged and was reported to Heritage, Culture, and Leisure Committee in June 2017.

# Priority 2: Securing a successful economy for Maidstone Borough

# **Planning for Sufficient Homes to meet our Borough's Needs**

## Housing Strategy 2015-2020

#### Acquisition of property

Policy & Resources Committee agreed at its meeting on 29 March to proceed with the acquisition of 13 properties. Offers have been made on 13 suitable properties with a view to completion as soon as possible.

## Housing Assistance Policy

#### Adopt New Empty Homes Strategy

Acknowledging that Maidstone does not have a significant issue with long-term empty homes this issue was considered during the member review of the Medium Term Financial Strategy. Having reviewed the progress made in previous years it was agreed that other areas of work, such as supporting the Temporary Accommodation Strategy, required prioritisation for resources. It was therefore agreed that a new Empty Homes Strategy was not required but the work on empty homes would continue as part of the overall Housing Strategy.

#### Review and update housing assistance policy

Communities Housing and Environment Committee approved the new housing assistance policy in September 2016.

# To determine the number of properties for improvement following review of outcome from stock condition survey

Work on this project has been delayed, as a Kent-wide consortium has been implemented to explore whether a better package can be achieved by commissioning a multi-borough survey. It is anticipated that a decision will be reached in late 2017.