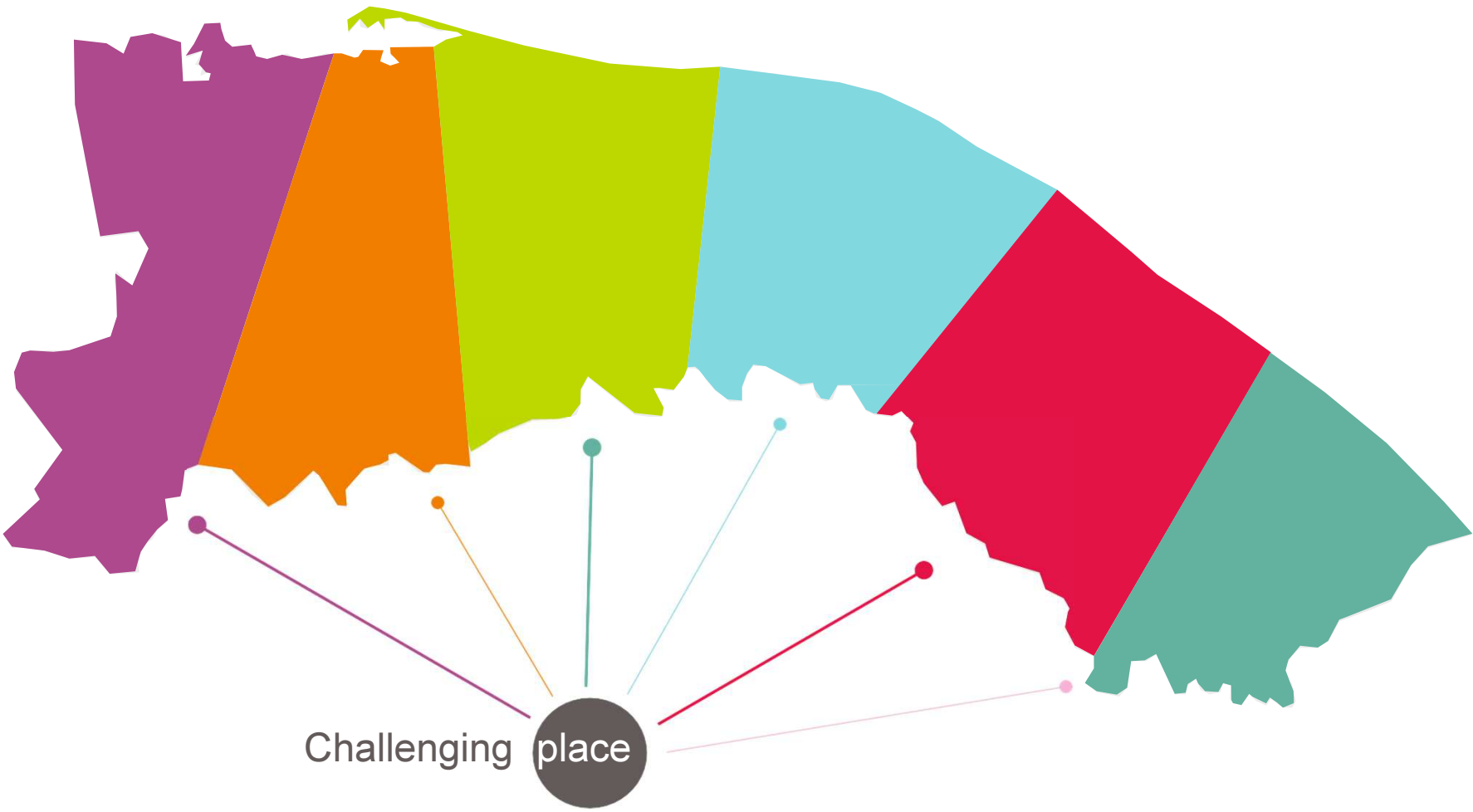


# NORTH NORFOLK 2019-2023 Corporate Plan Framework



NORTH  
NORFOLK  
DISTRICT  
COUNCIL

[north-norfolk.gov.uk](http://north-norfolk.gov.uk)



# Challenge 1 – Affordable Housing

‘Local people cannot access the homes they need’

Working in partnership to address our community's needs

Prepare a robust strategy to deliver a long term housing vision for North Norfolk

# Working in partnership to address our community's needs

Leading the way – becoming a housing provider & enabler

Supporting sustainable growth

Delivering exemplar housing & setting standards

Offering incentives through permission in principle

Investing in direct & partnership delivery

Empowering communities to shape our shared plans

# Prepare a robust strategy to deliver a long term housing vision for North Norfolk

Reducing housing inequality

Innovative & adaptable housing stock

Seeking opportunities through Council assets

Placemaking future sites

Managing the impact of second homes

Energy efficient & resilient housing

## Challenge 2 – Boosting Business Growth

‘It’s just too hard to do business in North Norfolk’

Adopt a Local Plan that will help North Norfolk businesses grow and prosper

Adopt a comprehensive Economic Growth Strategy

# Adopt a Local Plan that will help North Norfolk businesses grow and prosper

Working with  
partners to  
deliver  
strategic sites  
and premises  
within North  
Norfolk

Supporting  
the provision  
of  
infrastructure  
(digital  
connectivity)

Facilitate  
investments  
and high  
quality job  
creation by  
local  
businesses

Promote the  
Town Centres  
as a vibrant  
place to do  
business

Supporting  
economic  
regeneration  
and creating  
opportunities  
for inward  
investment

# Adopt a comprehensive Economic Growth Strategy

Invest in our core industries and key sectors to help support the economic prosperity of the district

Facilitating the creation of a skilled workforce, that meets the present and future needs of the local and wider economy

A 'can do' Council open for business, positively engaging with businesses to promote growth

Creating a business friendly environment that encourages start-ups and supports the growth and success of existing businesses



# Challenge 3 – Customer Focus

‘The council doesn’t listen or respond to customers and residents’

Valuing our customers  
– equality, dignity and  
respect

Customer friendly  
services

Involving our  
customers in decision  
that effect them

# Valuing our customers- equality, dignity and respect

Develop a  
new Council  
wide  
customer  
services  
model.

Understand  
our  
customers  
better

Turn  
negatives  
into positives

A new  
customer  
charter so  
customers  
know what  
to expect  
from us

Be prepared  
for challenge

# Customer friendly services

We're here to help you, how can we help you

It matters to somebody. Make them feel important

Skilled employees delivering excellent, resolution based, customer focused services

To be innovative and at the forefront of customer services by using the latest digital and other technology to provide quality services

# Involving our customer in decisions that effect them

Taking the Council into the communities that it serves and helping them get involved in shaping local services

Using digital technology so that people can communicate with us across all platforms

Providing our staff with high quality training and tools to design and deliver programmes which are effective, meaningful and inclusive.

# Challenge 4 – Environment

‘The council is not doing enough to respond to environmental challenges’

We will provide **LEADERSHIP** in how we respond to Environmental Challenges

We will seek to **INFLUENCE** others so that they respond positively to the environmental challenges we face

We will make key **COMMITMENTS** in order to respond positively to environmental challenges

# We will provide **LEADERSHIP** in how we respond to Environmental Challenges

Put the Environment at the heart of Council decision making

Invest in our services to enable them to deliver in a changing environment

Communicate and engage with residents, businesses and Interested parties about Environmental Challenges

Develop and implement Adaptation and Resilience Plans with our Communities affected by Climate Change

We will seek to **INFLUENCE** others so that they respond positively to the environmental challenges we face

Make it easier for residents and businesses to lower their carbon emissions and adapt for a changing climate

Work with our partners to improve the sustainability of the District's infrastructure and utility supplies

Work with our partners to improve transport and travel across the District to change patterns of behaviour

Work with our partners to ensure there is appropriate **education** about the environmental challenges we face

Produce a strong and robust regulatory framework so that we can tackle the environmental challenges we face

We will make key **COMMITMENTS** in order to respond positively to environmental challenges

Produce and Implement an **Environmental Sustainability & Climate Change Charter**

Become a Net Zero Carbon Council by 2030

Plant at least 110,000 trees in the District by 2023



# Challenge 5 – Financial Sustainability

‘Our resources do not match our community needs’

Making better use of our money and protecting our interests

Becoming more commercially robust with a much broader approach to investment and income generation

Understanding and investing in our Community

# Making better use of our money and protecting our interests

Better use of  
Investment  
and Assets

Look at new  
income  
streams

Better  
financial  
awareness  
from services  
within NNDC

Focus on local  
issues

Review fees  
and charges

Service  
improvements

# Becoming more commercially robust with a much broader approach to investment and income generation

Shared  
facility  
opportunities

Commercial  
investment

Housing  
Growth

Review Asset  
portfolio

# Understanding and investing in our Community

Community  
engagement to  
understand  
opportunities  
and need

Lobby for  
external  
investment for  
our community

Balance financial  
and community  
return on  
investment

# Challenge 6 – Quality of Life

‘The council is not doing enough to make my life better’

Prepare a Quality of Life Strategy to deliver long term vision to improve Health, Wellbeing, Community and Leisure for North Norfolk

Work in partnership with other organisations, groups and communities to deliver our community needs

Work in partnership with our communities to support our vulnerable residents

Prepare a Quality of Life Strategy to deliver a long-term vision to improve Health, Wellbeing, Community and Leisure for North Norfolk

Develop and conduct, analysis and implement a Quality of Life Survey

Develop and implement a Health and Wellbeing Strategy

Develop and implement a Sports Strategy

# Work in partnership with other organisations, groups and community to deliver our community needs

Continually work with other organisations to improve the services we provide

To continue developing and working in partnership with the agencies in the Early Help Hub

To work closely with all community groups to continue to grow a community ethos

# Work in partnership with our communities to introduce and support our vulnerable residents

To continue with providing and enabling grants for community initiatives

To work in partnership with services and agencies to improve signposting to services that will support our most vulnerable and encourage independent living for our residents

To review and improve our accessibility strategy for all council services



Have we captured the headline topics  
for each workstream area?