

Our Co-operative Council



Future Town

Future Council



Summary Action Plan

2019/20

Our ambitions for Stevenage and what we're doing to achieve them

Housing Development

- We will complete and let 54 new council homes this year and 11 private sale homes
- We will start work on a further 298 new homes across a range of planned schemes
- We will secure a developer for the Kenilworth Close site, and commence work on site including the flagship older persons housing scheme
- We will continue to work with partners to enable the delivery of affordable homes
- We will look at other potential areas of affordable housing development across the town

... contributing to our ambition to **increase the number of social and affordable homes in Stevenage**

Town Centre Regeneration

- We will begin the first phase of the Town Centre regeneration (SG1)
- We plan to open a visitors centre to showcase our history as well as our ambitious future
- We will continue works on the Town Square Public Realm and North Block in the town centre delivering new retail and commercial facilities, updated shop fronts, new paving and new seating areas
- We will work with partners to develop cultural events, exhibitions and art installations as part of our cultural strategy
- We will consult on more detailed designs for a new bus interchange
- We will deliver our transport strategy - Future Town, Future Transport

... contributing to our ambition to **create a vibrant town centre where people want to live, work and play**

Connected to our Customers

- We will launch an improved website which is customer friendly and is accessible to use on mobile devices
- We will look at more innovative ways to deliver services, aiming to improve the customer experience
- We will introduce a new system to enable our waste and recycling teams to work more efficiently

... contributing to our ambition to **improve the accessibility of our services and the customer experience**

Co-operative Neighbourhood Management

- We are delivering neighbourhood improvements with local communities in Bedwell and Longmeadow
- We are engaging with residents, ward members and partners on the next phase of planned investment in the wards of Old Town and Roebuck
- We will continue to improve our garage blocks
- We will begin developing plans for co-operative neighbourhood management in parts of the town
- We will engage with other partners in working co-operatively with our communities
- We will develop the way the council supports community wealth building in Stevenage, to ensure what we do and the goods we buy have a positive impact on the local economy

... contributing to our ambition to **work with our communities to improve our neighbourhoods**

Excellent Council Homes

- We will launch new online services to improve opportunities for housing customers to 'self-serve'
- We will improve the way we work and use technology to benefit our housing customers
- We will continue to work on our flat block refurbishment programme
- We will launch our Housing for Older People Strategy and Homelessness and Rough Sleeper Strategy

... contributing to our ambition to **provide a high quality, efficient and effective housing services to our tenant and leaseholders**

To deliver these promises we're also making internal changes

Financial Security

- We will continue to set and deliver a balanced budget
- We are actively looking at how we can make our services more efficient so we are less reliant on funding
- We are actively seeking new ways of making money to reinvest in the community

... enabling us to **be a financially resilient council with enough resource to deliver our priorities**

Employer of Choice

- We will be establishing a compelling employer brand with a competitive pay and benefit offer
- We are reviewing the way we work to work as effectively as possible
- We are enabling new ways of working to equip our staff for the future
- We are improving the way we support, train and develop our staff
- We will be developing digital skills and tools to enable staff self-service

... enabling us to **have the right people, skills and knowledge**

Performing at our Peak

- We are developing a strong staff performance culture with clear lines of accountability
- We are using new performance tools to gain a better understanding of our services and improve decision making

... enabling us to **become a smart council with improved performance**