

Corporate Strategy

2022/23 - 2023/24



Cllr Paul Foster
Leader of South Ribble
Borough Council

“Together, we are proud to be delivering even more for South Ribble”

The last 12 months have been hugely positive for South Ribble. We have been focussed on supporting our communities to recover from the pandemic, protecting our most vulnerable residents and doing more for families, whilst delivering major achievements for the borough.

We've reopened Worden Hall, hosted the Music in the Park festival, insourced our waste services and secured massive investment in our town centres for the benefit of local residents and businesses.

Our community hub model is flourishing, and local partners have been supported with grants and assistance reflecting our collaborative ethos. We have committed to addressing climate change with key strategies in place and action to decarbonise our buildings.

Governance and financial management has been strengthened and is more robust, reflected by the positive feedback from the peer review.

But we won't stop there. We will do even more over the next 12 months to achieve better outcomes for our borough with plans in place for major developments and enhanced services. I'm excited for what we can achieve together.

Corporate Strategy

2022/23 - 2023/24

An exemplary council

A council that:

- Delivers high performing services that represent value for money
- Understands the community and works with partners to make things better
- Is open and transparent in its activities

Good homes, green spaces, well places

A borough with:

- A choice of decent, affordable housing
- Commitment to protecting the local environment
- A choice of quality recreational activities



Thriving communities

Places where:

- Residents have positive mental health
- People get involved and have a sense of belonging
- Communities can access services and support when they need them

A fair local economy that works for everyone

A council that:

- Increases access to training and jobs
 - Grows and supports sustainable businesses
- Invests in improving the borough

Our vision:

A healthy and happy community, flourishing together in a safer and fairer borough that is led by a council recognised for being innovative, financially sustainable and accountable.

Corporate Strategy

2022/23 - 2023/24



South Ribble will:

- Continue to develop high quality and responsive Council Services
- Deliver Improvements to the Civic Centre workspace
- Work with partners to improve services that are flexible and responsive to local need



South Ribble will:

- Deliver Music in the Park 2023
- Develop social prescribing in South Ribble
- Create community support spaces
- Deliver the Cost of Living action plan



South Ribble will:

- Deliver affordable, quality homes to meet the needs of local communities
- Complete a programme of improvements to local play areas across the borough
- Deliver the climate change strategy



South Ribble will:

- Deliver the Economic Strategy
- Develop green energy schemes for local businesses
- Deliver the South Ribble Skills Factory
- Develop town centres as vibrant multi-use spaces

Our vision:

A healthy and happy community, flourishing together in a safer and fairer borough that is led by a council recognised for being innovative, financially sustainable and accountable.

How will we know we're succeeding?

An Exemplary Council

- At least 40% requests for service will be received via self-service channels (Quarterly)
- More than 80% of customers will be satisfied with the service (Quarterly)
- Percentage of calls to Call Centre answered within 90 seconds (40%, Quarterly)
- The percentage of households living in fuel poverty will be better than the North West average (Annually)
- The percentage of people satisfied with South Ribble as a place to live will increase (Resident Survey)
- The percentage of people satisfied with the leisure and sports facilities in their local area will increase (Resident Survey)

Thriving Communities

- Number of people referred to social prescribing service (Baseline)
- Annual value of savings for Credit Union members with Family Loans (£7,500, Annually)
- The number of claimants as a proportion of resident population of area aged 16-64 is better than North West average (Quarterly)
- Number of residents participating in activities delivered by the Council (2000, Quarterly)
- Number of people who have successfully completed basic digital skills training (300, Annually)
- The percentage of the population with NVQ level 3 or above will increase (Annually)
- The percentage of people who feel they belong to their local area will increase (Resident Survey)
- The percentage of people who feel involved in the local area and decision making will increase (Resident Survey)
- The percentage of people who think the Council acts on the concerns of local residents will increase (Resident Survey)

A fair local economy that works for everyone

- Number of Business Engagements / support provided by the Council (Quarterly)
- % (average) of Social and Local Economic Value Added from contracts (10%, Annually)
- The overall employment rate in South Ribble will be greater than the North West average (Quarterly)
- The percentage of 16 – 17 year olds not in education, employment or training (NEET) is reduced (3.5% 2019, Quarterly)
- Median workplace earnings in the borough will be better than the national average (Annually)
- Median earnings by residence (residents of South Ribble) will be better than the national average (Annually)

Good homes, green spaces, healthy places

- The number of wellbeing sessions delivered by the Council (695, Quarterly)
- The number of individuals who complete a health check (screening) by the Council (110, Annually)
- Number of households in temporary accommodation at the end of the quarter will be reduced (44, Quarterly)
- 80 Affordable Homes will be delivered (Annually)
- 27,500 trees will be planted in the borough this year (Annually)
- Satisfaction with the parks and green open spaces will increase (Residents Survey)
- The percentage of people who feel safe when outside in their local area after dark will increase (Residents Survey)
- The percentage of people who feel safe when outside in their local during the day will increase (Residents Survey)