

Corporate Aims and Priorities 2008/09

	Overall aim(s)	Ref	Improvement Priority	Period
1	Corporate affairs and planning			
	To continuously improve our services in terms of value for money.	Local Government and Public Involvement in Health Act	1a (Key) Identify the opportunities and achieve the benefits for Tonbridge and Malling flowing from the Local Government and Public Involvement in Health Act (2007).	2007/09
		Improving efficiency	1b Identify 3% efficiency savings.	2005/09
			1c Improve the efficiency of the Council's services.	2005/09
		Our approach to buying	1d Conform with procurement best practice.	2006/09
		Direction of travel	1e Achieve and maintain positive 'direction of travel' for selected priority performance indicators.	2006/09
2	Public access and involvement			
	To improve the public's access to, and influence over, services provided by the Council and the Council's role in representing the public.	Customer Services Strategy and customer care	2a Improve how we manage customer contacts and customer care.	2006/09
		Responding to complaints from the public	2b Respond better to complaints from the public.	2003/09
		Media and communications	2c Communicate the Council's key messages clearly, effectively, honestly and consistently to all its stakeholders.	2005/08
		e-Government (www.tmbc.gov.uk)	2d Increase the availability of electronic information and transactions to help make local services more accessible, convenient, responsive and seamless.	2000/09
		Improving Services through research based on consultation	2e Improve, cost effectively, the public's influence over services provided by the Council and by other organisations.	2005/09
			2f Develop the public's involvement in setting the Council's budget.	2007/08
		Diversity	2g Ensure the Council meets its obligations fully in respect of minority interests.	2003/09
			2h Improve access to Council services and facilities in accordance with Disability Discrimination Act (DDA) requirements.	2004/09
3	Planning and development			
	To protect and enhance the built and natural environment.	Local Development Framework	3a Progress preparation of the Local Development Framework.	2003/09
		Tonbridge town centre	3b (Key) Enhance the vitality of Tonbridge town centre.	2004/09
		Development control	3c Improve the speed of determining planning applications.	2003/09
		Public access to the planning and development process	3d Improve public access to the planning process.	2003/09
		Community and leisure facilities	3e Encourage developer contributions in support of community leisure facilities.	2003/09

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4	Transport and land drainage					
	To provide good parking management.	Parking	4a	Ensure parking is managed to meet the needs of drivers, visitors, businesses and residents.	2004/09	
	To achieve better management of local land drainage.	Land drainage	4b	Reduce the risk of flooding of residential and commercial premises.	2008/09	
	To promote improvements in transportation.	Traffic management and highway improvements	4c	Work in partnership to improve the efficiency and sustainability of transport in the borough.	2005/09	
		West Malling station	4d	Improve access to and parking at West Malling station.	2003/09	
5	Housing					
	To improve the availability and quality of housing for those most in need.	Affordable housing and homelessness	5a (Key)	Add to the supply of affordable housing and reduce the incidence of homelessness	2004/09	
		Private sector renewal and energy efficiency	5b	Improve sub-standard housing and the energy efficiency of existing and new housing provision.	2004/09	
		Assisting vulnerable households	5c	Improve support and assistance to vulnerable, elderly and disabled households to enable independent living.	2003/09	
6	Housing – benefit payments					
	To provide financial assistance through the timely and accurate processing of claims for Housing and Council Tax benefit.	Housing and Council Tax benefit	6a	Achieve high performance in both accuracy of calculating benefit due and speed of processing.	2003/09	
			6b	Update the housing benefits scheme to comply with major changes in legislation.	2007/08	
7	Leisure and arts					
	To develop leisure and cultural services for local people and visitors.	Access for everyone	7a	Enable the whole community, including those most in need, to more fully enjoy leisure and cultural activities.	2001/09	
		Involving the community	7b	Increase community involvement in the delivery and design of leisure services.	2004/09	
		Cost effective operation	7c	Improve the quality and sustainability of the Council's leisure facilities and services.	2004/09	
		Safety and security at our leisure facilities	7d	Improve security/health and safety at leisure facilities.	2003/09	
		Outdoor leisure		7e	Improve public access to the countryside and public open spaces across the borough.	2004/09
				7f	Improve safety concerning outdoor sites with pools, streams, lakes etc.	2006/08
		Facilities and activities for young people	7g (Key)	Give priority to involving and meeting the needs of young people.	2003/09	

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8	Street scene and open space environment				
	To protect and enhance the built and natural environment.	Our approach	8a (Key) Achieve a cleaner, smarter and better maintained street scene and open space environment.	2003/09	
		Amenity and appearance of locations	8b Enhance the amenity and appearance of locations borough-wide.	2006/09	
9	Recycling and waste collection				
	To protect and enhance the built and natural environment.	Our recycling and waste services	9a Recycle a larger proportion of household waste.	1999/2009	
10	Public and environmental health				
	To protect and improve public health.	Improving people's health	10a (Key) Promote, encourage and provide opportunities for healthy living.	2004/09	
		Improvement in the poorest areas	10b Work with other agencies to improve people's health in the poorest areas of our borough.	2003/09	
	To protect and enhance the built and natural environment.	Food hygiene	10c Work with other agencies to ensure businesses comply with food and safety legislation.	2007/09	
		Local air quality	10d Improve air quality in the area of the M20 between New Hythe Lane, Larkfield and Hall Road, Aylesford.	2002/09	
			10e Improve air quality at Tonbridge High Street; Wateringbury crossroads; London Road/Station Road, Ditton.	2005/09	
11	Community safety				
	To reduce crime and disorder and the fear of crime. To promote and improve public safety.	Making it happen	11a (Key) Reduce:		
				▶ Anti-social behaviour	2005/09
				▶ Criminal damage	2005/09
				▶ Offences against the person	2005/09
				▶ Substance misuse	2005/09
			▶ Environmental crime	2005/09	
		Fear of crime	11b Reduce the fear of crime.	2003/09	
		Young people	11c Increase activity programmes for young people in areas of highest social deprivation.	2004/09	
12	Local economy				
	To promote the well being of the local economy and enhance the viability and vitality of population centres.	Our approach to the local economy	12a Contribute to improving the West Kent economy.	2003/09	
		Village services	12b Improve the viability of village services.	2003/09	
		Tourism	12c Increase tourism within the borough.	2000/09	

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13	Community leadership				
	To provide leadership on community issues that are beyond the remit of a single agency. To improve the well-being of communities in Tonbridge & Malling.	Community planning	13a	Make Tonbridge & Malling a better place in which to live.	2001/09
		Climate change	13b (Key)	Make a positive local contribution to tackling the causes and effects of climate change.	2007/09
		Advocacy	13c	Better represent the community's interests in respect of services provided by agencies or organisations separate from the Council.	2005/09
14	Partnerships				
	To deliver, with others, benefits beyond those possible from the Council's resources.	Voluntary services and grants	14a	Develop the Council's role as an enabling authority by the distribution of grants to assist community groups to lever in external funding.	2004/09
		Medway valley and Valley of Vision initiatives	14b	Develop the Medway valley countryside management initiative.	2006/09
15	Resources – Personnel & Organisational Development				
	To recruit, develop and retain well-informed, qualified staff who also take responsibility for developing themselves. To improve the Council's ability to achieve its strategic and operational objectives through its: ▶ Organisational structure. ▶ Performance Management System. To improve health and safety in Council premises and activities.	Personnel	15a	Improve our recruitment practices.	2007/08
		Organisational development	15b	Improve the contribution of all services to longer-term cross-cutting issues.	2005/08
16	Resources – Finance				
	To manage the Council's financial affairs to support its service delivery objectives. To maintain the Council's high standards of financial management and probity. To identify and exploit cost-effective opportunities for external funding.	Revenue	16a	Further improve on the prompt collection of monies due to the Council.	2003/09

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17	Resources – Information technology				
	To improve management of information within the Council.	Information technology	17a	Improve the Council's own use of technology to help provide better services to the public.	2001/09
		Kent Connects	17b	Improve the management and cost effectiveness of technology provision via shared use of resources within Kent.	2003/09
18	Resources – Property				
	To continue improving the match between the Council's property holdings and its service delivery, organisational and financial needs.	Property	18a	Improve the fabric of our leisure facilities and access for all.	2004/09