

# Our Delivery Plan

At Babergh and Mid Suffolk, we have been delivering services for our communities and districts since coming together in 2011, and before this, in total for 50 years since 1974.

In 2023 we had new political administrations, leading to our new strategic plans – 'Our Plan for Babergh' and the 'Mid Suffolk Plan'. We still deliver the services that local government are here to deliver, but this applied a new lens to our work and a new purpose that Our Delivery Plan sets out.

This plan also delivers against the Government's missions and Outcomes Framework, and takes us forward into Local Government Reorganisation in 2028. And whilst the councils may change structure, local government will continue to deliver the priorities and approaches our communities and places need to improve the quality of people's lives.

# Our Delivery Plan

## 1. Our Purpose

Stewardship and leadership of our places for now, and the future

## 2. Our Missions

Create and maintain thriving and resilient local communities

## 3. Our Foundations

Enabling us to be effective, efficient and well-run in achieving our purpose

## 4. Our Approach

Informed by how we want to operate and what we need to do

## 5. Our Service Planning

The golden thread running through the whole organisation

# Our Purpose

Stewardship and leadership of our places for now, and the future

## Stewardship

1. Responsible management
2. Entrusted
3. Custodians for future generations

## Leadership

1. Guiding
2. Inspiring and enabling
3. Trusting and trusted

## Our Places

1. Our strategic approach
2. Uniqueness
3. Individual needs

# Our Missions

Create and maintain thriving and resilient local communities



## Mission 1

Connected and  
Fairer Society



## Mission 2

Safe and Affordable  
Housing



## Mission 3

Greener Places  
and Jobs

# Our Missions

Create and maintain thriving and resilient local communities



## Mission 1

**Connected and  
Fairer Society**

We want to see a better connected and fairer society, that is strong and resilient to the challenges faced in our districts.

### **Outcomes we will look to achieve:**

- Residents who can access excellent services and support
- Reduced inequalities for our residents
- Empowered communities who can shape the places they live
- Improved health and well-being for our residents
- Communities that are safe and secure

# Our Missions

Create and maintain thriving and resilient local communities



## Mission 2

Safe and Affordable  
Housing

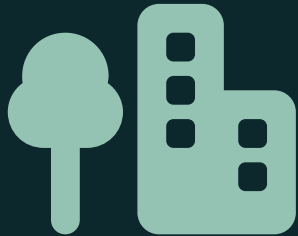
Everyone deserves somewhere to live, in an affordable and high-quality home, to build stable, healthy and fulfilling lives.

### Outcomes we will look to achieve:

- The right homes are delivered in the right places at the right time
- Our tenanted homes are safe and healthy places to live in

# Our Missions

Create and maintain thriving and resilient local communities



## Mission 3

**Greener Places  
and Jobs**

We want to help create greener, more sustainable districts, that seek to address the dual challenges of biodiversity loss and climate change, whilst ensuring all our residents have access to clean and green public spaces.

### **Outcomes we will look to achieve:**

- Recovery of the natural environment
- Enabling nature recovery and enhancing biodiversity
- Meeting net zero carbon emissions by 2030, and supporting climate change mitigation and resilience
- Delivering sustainable, inclusive growth focused on people, prosperity and place

# Our Foundations

Enabling us to be effective, efficient and well-run in achieving our purpose



## Structure and Processes

Ensuring our own governance, accountability and assurance is in place, enabling the organisation to achieve what it needs to.

## People and Culture

Making sure our employees can learn and grow, and are encouraged, energised and enabled to deliver our ambitions.

## Data and Technology

Supporting our organisation to provide the right data, evidence and technology.

Across the organisation, our leadership teams, delivery teams and back-office functions will all enable one another, and be enabled, by ensuring we have the right foundations.

**To achieve our missions, we need strong foundations**

# Our Approach

Informed by how we want to operate and what we need to do

## Informed by wanting to...

**Deliver quality, reliable council services** >

> Ensure financial responsibility and viability

> Put sustainability and social justice at the heart of everything we do

> Work with residents and partners to nurture engaged and resilient communities

## WE WILL RESPOND BY...

**PUTTING THE CUSTOMER AT THE HEART OF EVERYTHING WE DO**

**HAVING A CONTINUOUS IMPROVEMENT APPROACH EMBEDDED ACROSS THE ORGANISATION**

**DESIGNING POSITIVE, SIMPLE AND HELPFUL INTERACTIONS**

# Our Approach

Informed by how we want to operate and what we need to do

## Informed by wanting to...

> Deliver quality, reliable council services

**Ensure financial responsibility and viability** >

> Put sustainability and social justice at the heart of everything we do

> Work with residents and partners to nurture engaged and resilient communities

## WE WILL RESPOND BY...

*PROVIDING OPEN AND HONEST LEADERSHIP, BEING RESPONSIBLE WITH OUR RESOURCES*

*HARNESSING STRENGTH OF OTHERS BY PARTNERSHIP WORKING*

*BEING FINANCIALLY VIABLE, WHILST ALWAYS PRIORITISING USE OF OUR RESOURCES TO HAVE THE GREATEST IMPACT FOR OUR COMMUNITIES*

# Our Approach

Informed by how we want to operate and what we need to do

## Informed by wanting to...

> Deliver quality, reliable council services

> Ensure financial responsibility and viability

**Put sustainability and social justice at the heart of everything we do** >

> Work with residents and partners to nurture engaged and resilient communities

## WE WILL RESPOND BY...

**PRIORITISING AND FOCUSING ON RESIDENT IMPACT**

**INFLUENCING ACCESS TO NECESSARY SERVICES AND FACILITIES**

**LEADING BY EXAMPLE TO HELP OUR COMMUNITIES AS THEY TRANSITION TO A LOW-CARBON FUTURE**

# Our Approach

Informed by how we want to operate and what we need to do

## Informed by wanting to...

> Deliver quality, reliable council services

> Ensure financial responsibility and viability

> Put sustainability and social justice at the heart of everything we do

**Work with residents and partners to nurture engaged and resilient communities** >

## WE WILL RESPOND BY...

THINKING, PLANNING  
AND ACTING  
HYPER-LOCALLY

SUPPORTING PARTICIPATORY  
DEMOCRACY AND  
EMPOWERING  
COMMUNITY-BASED  
SOLUTIONS

LISTENING TO AND  
COLLABORATING WITH  
COMMUNITIES, THE  
VOLUNTARY SECTOR, AND  
LOCAL BUSINESSES

# Our Service Planning

The golden thread running through the whole organisation

**We will develop service plans up to 2028, coupled with a continuous improvement approach embedded across the organisation.**

This will ensure that every person in the organisation, and our partners, can see how our Missions translate into actions taken at the individual level.

# Our Service Planning

The golden thread running through the whole organisation

**We will make the connection to Our Missions and Our Approach in our Service Plans and then onto personal objectives.**

This will ensure a continued focus on our priorities and how we deliver them.

# Our Service Planning

The golden thread running through the whole organisation

**We will monitor our service plans on an ongoing basis.**

This will enable us to track progress throughout the organisation as we work towards delivery of Our Missions over the next 5 years.