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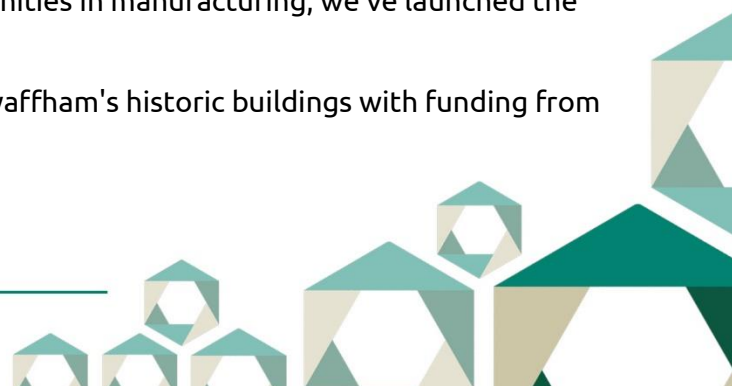
## Our Corporate Plan Achievements 2023/2024



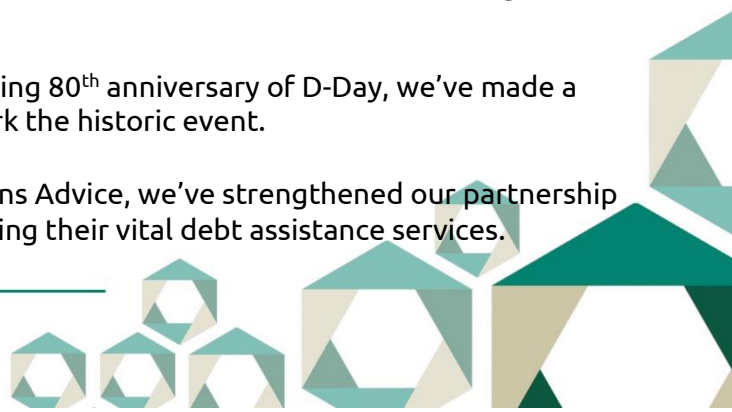
***Breckland Council has recognised that there is a climate emergency that needs our attention.***

- ❖ To recognise the public sector staff who worked tirelessly during the COVID pandemic, we've funded £25,000 to plant 2,400 trees for a Woodland of Thanks at Oxburgh Hall. The trees will also help with biodiversity and removing greenhouse gases from the atmosphere.
  - ❖ To help reduce CO2 emissions, we have:
    - continued work to roll out electric vehicle charging points in our District.
    - approved the installation of solar panels at Dereham Leisure Centre, saving 47,000 KG of CO2 per year.
    - agreed a New Green Tariff reducing our CO2 emissions for electric to zero.
    - secured £530k in decarbonisation grants to reduce carbon emissions in our leisure facilities.
    - worked with partners to deliver new environmentally friendly eco-bus shelters in Swaffham.
    - Replaced 1673 streetlights with energy efficient LED bulbs.
  - ❖ To keep our communities pleasant and clean, we've supported over 30 community litter picks and taken over 160 informal actions against fly tippers.
  - ❖ To enable composting, we've grown our garden waste subscribers to over 25,818 residents. This is nearly 40% of our households benefiting from the service, and together composting nearly 10,000 tonnes of garden waste each year.
  - ❖ By providing a flexible, reliable, and cost-effective business waste collection and disposal service for Breckland, we've exceeded our customer growth target by 15%, now having more than 305 customers and £220k gross income.
  - ❖ To increase our tree canopy cover, we've secured, and have started to distribute, DEFRA funding of £26,400 for the planting of community orchards within our District.
  - ❖ To reduce our CO2 emissions and to attract and retain our workforce, we've approved a Car Salary Sacrifice Scheme to allow employees to lease an electric or hybrid car.
  - ❖ To support Breckland businesses, we've launched the Low Carbon Regeneration Programme, providing tailored advice and support for their journey to reducing CO2 emissions and becoming Net Zero.
  - ❖ We've improved the energy performance rating, where possible, on our Commercial Property portfolio.
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- ❖ To keep our communities safe, we've repaired or replaced over 70 streetlights.
- ❖ We've successfully generated over £30,000 in surplus land sales, helping us maintain a balanced budget.
- ❖ To make a more pleasant area for residents, we've completed works on the Thetford underpass improvement scheme.
- ❖ We've decided 90% of major planning applications within their timescale, in order to facilitate economic growth in our District.
- ❖ To bring the community of Thetford together, we've successfully delivered the Stage and Screen festival with Thetford Town Council.
- ❖ To revitalise local market towns, we've launched our Love Your Market Town scheme, awarding £5k grants to support ideas and initiatives which will generate footfall and activity into local town centres in Breckland.
- ❖ We've managed our £45 million commercial property portfolio, allowing the right environment for businesses to flourish and to attract inward investment into the District.
- ❖ Recognising the power of partnership working and the hard work in regenerating the Queen Mother's Garden in Dereham, we were awarded the British Association of Landscape Industries Regeneration Scheme Award.
- ❖ With the aim of creating jobs, supporting local businesses and boosting the towns economy, partnership working between the Wayland Partnership and Breckland Council, with funding from Norfolk County Council we are forming plans to develop a Digital and Creative Media Centre in Watton.
- ❖ We've supported local communities to celebrate the King's Coronation.
- ❖ We've continued our collaborative working to support the delivery of power distribution infrastructure at Snetterton and to build upon the success of the new primary substation.
- ❖ To foster economic growth, community development and improved rural infrastructure, we've launched a new Business Support Scheme for small businesses and community organisations. The funds help businesses diversify or grow, bring more customers to the area or to support social economic and local growth through innovation.
- ❖ To enhance accessibility, we've secured £60,000 in national funding for Banham Zoo to develop new, fully accessible Changing Places Toilets.
- ❖ To promote training and employment opportunities in manufacturing, we've launched the 'Make it in Thetford' initiative with Partners.
- ❖ We've completed the restoration of four of Swaffham's historic buildings with funding from the Heritage Action Zone



- ❖ To provide individuals and families who are homeless with a safe and secure place to stay, we've purchased new temporary accommodation units within our District.
- ❖ Ensuring residents have a say in how the land within Breckland should be used in the future, we've successfully adopted an update to the District's Local Plan.
- ❖ Acknowledging the impactful work in delivering mental health youth projects, we were nominated for a Norfolk Flourish Award, hosted by the Children and Young People's Strategic Alliance (CYPSA).
- ❖ We've helped over 3,000 residents who've contacted us for Housing advice and helped over 150 households access temporary accommodation.
- ❖ In recognition for supporting the health and well-being of residents, we won the Health and Social Care Award at the 2023 Local Government Chronical Awards. The award recognised work by the council, NHS, charities and partners to tackle health inequalities in Breckland.
- ❖ Acknowledging our exceptional care and dog warden services, we received the RSPCA Platinum PawPrints award; the only Council in Norfolk to receive this accolade.
- ❖ To maintain our area's cleanliness and having continued our commitment to reduce environmental crime and increased the maximum penalties, we are now ranked in the top 100 Councils for tackling fly tipping.
- ❖ To support survivors of domestic abuse in the local community we've committed to continue to support and fund the Daisy Programme until 2026.
- ❖ To promote mental well-being within the local community we've continued to grow our Mindful District Programme by adding a third village and a new training partner and trained over 300 mental health champions.
- ❖ Aimed at fostering well-being among young people in the district, we've begun to deliver a new youth mental health programme through the Breckland Mindful District Partnership.
- ❖ Providing access to fresh and affordable food options for our community, we've expanded the Breckland Mobile Food Store to three additional locations.
- ❖ To provide financial assistance to those grappling with the aftermath of the devastating effects of Storm Babet, we've allocated grants and council tax and business rate relief.
- ❖ To enhance leisure facilities, we've been granted planning permission to bring improved recreational opportunities for residents and visitors of Attleborough.
- ❖ To continue to deliver services which support people who have experienced domestic abuse, declining mental health or financial hardship, we've invested £1.1M of council funding over the next 3 years.
- ❖ To help local groups commemorate the upcoming 80<sup>th</sup> anniversary of D-Day, we've made a total of £25,000 available to celebrate and mark the historic event.
- ❖ In addition to our annual contribution to Citizens Advice, we've strengthened our partnership by funding two Debt Advisors, further supporting their vital debt assistance services.



**Working**   
Smarter

***We put our residents and businesses at the heart of everything we do.***

- ❖ To better manage the Council's business and ensure transparency for our residents, we've delivered a new suite of performance indicators and new performance framework.
- ❖ To help customers track their enquiry and utilise officer time effectively, we've launched a new case management system
- ❖ To ensure everyone can vote in an election, we undertook a successful 2023 annual canvas.
- ❖ We've launched an Amazon Alexa skill to help residents access information about local services more easily.
- ❖ To provide another way for customers to contact us and have their questions answered 24/7, we've developed and launched a telephone chatbot, an extension to our web-based resident service.
- ❖ Recognising our innovative ways to recruit and onboard our new employees, the council was a finalist in the Local Government Chronicle Annual Workforce Awards.
- ❖ To help seek new funding opportunities, we've created a new Corporate Strategy Team
- ❖ We've delivered training for our new intake of councillors on their duties and our new code of conduct.
- ❖ To enable our workforce to deliver exceptional services to our residents and businesses, we've delivered over 80 projects designed to enhance learning and development, culture & leadership and health and well-being.
- ❖ We've helped ensure occupancy of 97% of our commercial property portfolio.
- ❖ To develop skills of our own workforce and creating opportunities for local talent, we've supported over 20 apprenticeships across the Council.
- ❖ We've successfully delivered the 2023 local elections and onboarding of new Members.
- ❖ In recognition of how we develop our workforce and support their health and well-being we were finalists in two awards for the PPMA (Public Services People Managers Association) People Management awards.
- ❖ To ensure our top priority projects are delivered on time and on budget, we've created a new Corporate Projects Service.

