

Priority	Tier 2: Long-term outcome	Tier 3: Intermediate outcomes
Customer: All our customers are able to access high quality services and support	Every customer is able to access high quality services and support	Customers are digitally included and can use technology to access services and advice
		Customers say the councils met their needs the first time they made contact
	Residents have a voice - enabled to democratically engage and empowered to do so	Residents feel well informed about council services, activities and plans that may affect them
		Customer and community needs are at the heart of service design and improvement
		Customers are engaged in testing and piloting new ideas
	Residents are satisfied with Council services	Residents are satisfied that council services meet their needs
		Residents say the council listens and acts on feedback
		Residents have high-quality experiences and interactions with the councils
	Well-being: Families lead active, healthy, safe and independent lives; with children having the best start in life and adults managing their own health & wellbeing.	Inequalities are reduced for all groups
Every child has the best start in life		
Older people have a good quality of life		
Residents have equal access to high-quality health and care services		
Residents have the best possible opportunities to improve their physical and mental health and well-being		
		Residents have improved well-being
		Residents have improved physical health
		Residents have opportunities to participate in leisure and sport to improve their health and tackle obesity
		Residents live longer and healthier lives
		Residents are supported to help us tackle our most pressing public health challenges
Families lead active, healthy, safe and independent lives and manage their own health and wellbeing.		Residents with care needs have personalised support, independence and choice, enabling a good quality of life
		Residents are safeguarded and protected from harm
		Residents and visitors are and feel safe in the districts

Environment: We enjoy, value, enhance & protect our environment	Biodiversity is enhanced and protected	Biodiversity on council owned land is enhanced
		Babergh and Mid Suffolk increasing tree and hedgerow canopy cover contributes to biodiversity gain
		Wild flower planting enhances the landscape in our districts
		Biodiversity gain is optimised in new developments
	Babergh and Mid Suffolk have a low carbon footprint	Everyone in Babergh and Mid Suffolk can access and use sustainable, net zero, transport options
		New development will achieve high levels of energy efficiency, minimise carbon emissions and support green infrastructure
		Everyone in Babergh and Mid Suffolk understands the need to reduce carbon emissions and energy use - making sustainable choices
		The Councils maximise low carbon energy generation for council owned buildings
	Babergh and Mid Suffolk are healthier, safer and sustainable places	Our communities reduce, reuse and recycle by default
		Local businesses are safe and healthy for residents and visitors
		Green and open spaces are safe and accessible, providing formal and informal activity and opportunities for all
		Residents and visitors feel safe in our places and communities
Economy: To support the creation of strong and successful economies and vibrant places for people to live, work and visit.	Babergh and Mid Suffolk's places and economy are supported to be innovative, green and resilient.	Babergh and Mid Suffolk have employment sites to meet demand, maximise business growth and opportunities and provide good quality jobs.
		Babergh and Mid Suffolk's economy and places are supported to be a home for new ideas, creativity and innovation.
		Our town centres are supported through regeneration and culture to be resilient, vibrant and creative places.
		Our places are growing visitor destinations with a wealth of cultural opportunities.
		Our districts benefits from strong and inclusive partnerships to deliver sustainable regeneration and economic growth
	Our businesses and places benefit from stronger connectivity and opportunities to be more environmentally sustainable.	Our places and businesses can flourish and grow, by accessing high speed broadband.
		Our places are home to a diverse network of spaces where residents can work and test new business ideas
		Our places and spaces are well connected with green and sustainable travel infrastructure
	Babergh and Mid Suffolk communities are supported to be the best skilled workforce across the East with high levels of aspiration.	Residents are supported to have the skills, knowledge and access to training and opportunities to access local jobs in key growth sectors
		Babergh and Mid Suffolk's growth and traditional core sectors are supported to flourish, expand and innovate
		Economic growth is inclusive with every resident given equal opportunity to participate and succeed

Communities: All our communities are attractive, successful and connected places for people to live and work	Communities have the capacity and are supported and empowered - with the infrastructure to maximise opportunities and thrive	Communities are digitally connected with the right infrastructure and skills to minimise digital exclusion
		Community assets are optimised to create thriving communities
		Communities are equipped and supported to be resilient, deliver local services and volunteer
	Our places, and their communities, are well connected and valued by residents and visitors	Residents actively participate in their local communities and work to improve them
		Residents have positive relationships across communities
		Residents have a sense ownership, belonging to, and pride in, their local communities
		Our communities are vibrant and well connected
		Our communities lead discussions on what is important to them and inform decisions to improve their quality of life
	Our communities are high quality, safe, healthy and attractive	Local places are inclusive, safe, and accessible for walking, cycling and public transport
		Residents access and enjoy a range of activities in their local community spaces
Communities are green and environmentally attractive		
Housing: To build great communities with bright and healthy futures that everyone is proud to call home.	Residents are settled, safe and healthy in affordable and high-quality homes that meet their needs	Residents have access to quality affordable homes that meet their needs
		Vulnerable and homeless residents have somewhere safe and appropriate to live and homelessness is prevented
		Residents understand and can access the most appropriate options to get housing
		New homes are in high quality sustainable environments, served by jobs, community facilities, green spaces and effective transport links.
		Residents are able to live as healthy, safely, independently as possible in local communities.
		Residents live in high quality and safe homes
	Residents have a say in the future of housing	Residents are included and actively participate in how their
		Council tenants and leaseholders are involved in the management and improvement of their housing services
	Homes are sustainable, with reducing carbon emissions, that are future proofed to meet resident needs	Tenants and leaseholders receive high quality services from the councils.
		Residents have choice in the housing market with homes that meet their needs and are environmentally sustainable
		Babergh and Mid Suffolk's homes have improved energy efficiency

