



Developing our vision for the next five years

Framework Approach

Purpose of the Plan

- To articulate the work that is most important for us to deliver – our priorities
- To shape the activity plans we will deliver – our programmes
- To allow us to measure and monitor how effective we are – our performance measures

So that we can be held to account by our customers and stakeholders.

It needs to be clear, concise and focused.

Key Drivers:

- Demographics – the growing and changing nature of our population
- Customer feedback – perceptions of the Council and the area
- Technology – potential for our organisation and our communities
- Economics – the continuing drive for efficiency and effectiveness
- Legislation – changing responsibilities and opportunities

Early thinking on provisional priorities:

For our communities:	<ul style="list-style-type: none">• Building resilience• Jobs and prosperity• Character of place
For our customers:	<ul style="list-style-type: none">• Education and skills• Protecting the vulnerable• Health and housing
For the Council:	<ul style="list-style-type: none">• Value for money• A responsive Council

Community Resilience

The Outcome: Our communities will be sustainable and resilient places.

Community spirit will be high and the skills of residents will have grown.

People will be supported to help themselves and others. Residents of all ages will have opportunities to do more on either a voluntary or paid basis. Organisations such as Town and Parish Councils will also be supported to take on more community services.

People will feel safe because crime, and anxiety about crime, will have reduced.

Jobs and Prosperity

The Outcome: A thriving local economy, supported by great infrastructure, will mean that all our residents can enjoy prosperity.

We will have created opportunities for everyone to have access and incentives to work, either in Central Bedfordshire or in other areas which they can get to with ease. There will be routes into employment for all ages such as apprenticeships and schemes for older people, which will result not only in increased income but improved health and raised self esteem.

Education & Skills

The Outcome: Our residents, regardless of their age or life stage, will have opportunities to learn, develop and flourish.

We will support the academic and social success and physical wellbeing of our children and young people, working with schools, parents and communities. We aim to avoid any of our young people not being in employment, education or training.

And because learning is a lifelong activity, opportunities will be available for adults to continue to develop their existing skills and learn new ones.

Character of Place

The Outcome: The character of Central Bedfordshire will have been preserved alongside positive progress and development.

Development will support and enhance our proud heritage of beautiful countryside combined with diverse market towns and villages. We will nurture housing growth that complements our strong and pleasant communities, offering a range of opportunities for people to get into housing they can afford which is sensitively designed to meet their needs. And we will ensure that our communities are supported with the infrastructure to meet their growing demands, in terms of technology, transport and core services.

Protecting the Vulnerable

The Outcome: Those who are vulnerable no matter what their age, health or wellbeing, will have the care, support and protection they need.

Children who are at risk from harm and those we look after will be given care, support and encouragement, not only to keep them safe, but to allow them to be confident and happy young people.

And adults who need support to live fulfilling lives, will determine for themselves what care they want and how they will access it, maintaining their choice, dignity and control.

Health and Housing

The Outcome: The wellbeing of residents will be improved by their access to good housing and health services.

Local people will live in good health for longer because they will be supported to have great lifestyles at every age. Residents will be living in homes which suit them in communities which are thriving and supportive. And when residents do need more help, it will be available to them. More health services will be offered locally, 7 days a week, through excellent and extended primary care services.

Care services will continue to be developed to help people to live independently for as long as possible, either in their own homes with support or in specialist homes.

Value for Money

The Outcome: Increasing numbers of our customers will feel that the Council offers them value for money because of its continuing focus on cost effectiveness and efficiency.

We will make the most of opportunities to create value from trading, from growing, and from working across the public and private sectors to deliver great solutions for our residents. Internally we will deploy technology to enable our staff to work with less reliance on paper and offices, reducing our overhead costs and streamlining our processes.

A Responsive Council

The Outcome: We will enhance the way the Council works to improve customer experience and satisfaction.

The Council will be seen as responsive and accessible – an easy organisation to contact, that communicates with and responds to all its customers.

Our staff will be motivated and customer focused. No matter how we are contacted, the customer experience will be excellent and residents will increasingly be able to engage with us digitally.

Key Questions

- How should we streamline our priority outcomes?
- What are the major programmes of activity we should focus on?
- How should we measure our performance so we can track our progress?

Five Year Plan Development Schedule

Members

Officers

Stakeholders

