

Developing our vision for the next five years

Overview and Scrutiny Committees
August 2015

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 outcomes:

For our communities:	<ul style="list-style-type: none">• Building resilience• Jobs and prosperity• Character of place	<p><i>Our communities will be sustainable and resilient places.</i></p> <p><i>We'll have thriving local economy, supported by great infrastructure, so that all our residents can enjoy prosperity.</i></p> <p><i>The character of Central Bedfordshire will have been preserved alongside positive progress and development.</i></p>
For our customers:	<ul style="list-style-type: none">• Education and skills• Protecting the vulnerable• Health and housing	<p><i>Our residents, regardless of their age or life stage, will have opportunities to learn, develop and flourish.</i></p> <p><i>Those who are vulnerable no matter what their age, health or wellbeing, will have the care, support and protection they need.</i></p> <p><i>The wellbeing of residents will be improved by their access to good housing and health services</i></p>
For the Council:	<ul style="list-style-type: none">• Value for money• A responsive Council	<p><i>Our customers will feel that the Council offers them value for money because of its continuing focus on cost effectiveness and efficiency.</i></p> <p><i>We will enhance the way the Council works to improve customer experience and satisfaction.</i></p>

Developing our approach:



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Outcome:	Programmes:	Focus:
Resilient Communities	Resilience	<ul style="list-style-type: none">• Community Infrastructure and Action• Volunteering• Devolution
Prosperous and Well Educated Residents	Tackling Barriers to Prosperity Education, Skills, Business Growth and Prosperity	<ul style="list-style-type: none">• Transport/Childcare/Skills • Delivering our vision for education• Supporting new and existing businesses
Sustainable Growth and Heritage	Transport and Infrastructure Plan Growth/Heritage	<ul style="list-style-type: none">• Road/Rail/Broadband • Enabling Development including:• Market towns• Commercial and retail sites• Countryside and heritage

Developing our approach:

Outcome:	Programmes:	Focus:
Sustainable Growth and Heritage	Development Delivery	<ul style="list-style-type: none"> • Priority deliverables for: • Chiltern Vale • Ivel Valley • Leighton Buzzard • Mid Beds
Taking Care of the Vulnerable and Promoting Independence	<p>Independent Lives</p> <p>Healthy Lives</p> <p>Reducing Childhood Vulnerability</p> <p>Reducing Adult Vulnerability</p>	<ul style="list-style-type: none"> • Info & Advice/Care and Support/Housing • Prevention • Early identification • Effective management • Targeted early interventions: • Poor parenting • Exploitation • Abuse • Safeguarding and early interventions • All vulnerable groups including those who are poor, marginalised and isolated.

Developing our approach:

Outcome:	Programmes:	Focus:
Efficient and Responsive Council	Customer Insight and Satisfaction Value for Money Mobile, Flexible and Paperless	<ul style="list-style-type: none">• Channel improvement and shift• Culture• Resident behaviour change• Council systems and staff behaviours <ul style="list-style-type: none">• Commercialisation (trading, fees and charges, NNDR)• Collaboration <ul style="list-style-type: none">• Technology• Accommodation• Flexible working

Key Issues:

- Are the we focusing on the right things:

Priorities?

Programmes?

What next?

- Consideration of all Overview and Scrutiny Committees
- Engagement with key stakeholder groups
- Revised presentation to Executive - October
- Full Council consideration – November
- Delivery programme under development to launch once approved.