

APPENDIX B

Summary of promises/pledges contained within Central Bedfordshire bid proposal (Volume 1)

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
<p>2.4 CBC will provide strong leadership;</p> <p>2.114 Central Bedfordshire will be a strong, cohesive & well-managed unitary council, providing high quality, cost-effective services.</p> <p>2.116 New governance structure to align LAA targets/portfolios/O&S and management</p> <p>3.8 Working with other public sector organisations,</p>	<p>2.33 We will tailor how we work with towns, parishes & neighbourhoods according to the ambitions, capacity & organisational abilities that exist in those localities.</p> <p>2.4 CBC will empower communities; have a clear identity; be customer responsive; aspire to national recognition & external validation of services.</p> <p>2.6 Deliver high quality, cost effective services that match the requirements of</p>	<p>2.4 CBC will be financially viable & have high quality members & officers.</p> <p>1.43/ 5.4/ 5.31/: Ongoing savings of £11.5m per annum; One-off transitional costs of £18.2m paid back in 19 months; no permanent call on reserves to fund transitional costs.</p> <p>5.9 “potential” for new council tax to be lower than existing by between 12% & 16%;</p> <p>2.35 Principles of new political leadership structures</p>	<p>2.4 CBC will place children’s services at the heart & make them a priority.</p> <p>2.55-2.56 Priority outcomes envisaged for C&YP.</p> <p>2.59 Priority outcomes envisaged for safer and stronger communities.</p> <p>3.16 Introduce user groups for all key services.</p> <p>3.18 The portfolio holder for Children, Young People &</p>	<p>1.35 Adult social services ..we will provide personal care at home or through a place in a day care centre.</p> <p>2.52-2.54 Priority outcomes envisaged in social care, health & housing.</p> <p>3.16 Introduce user groups for all key services.</p> <p>4.9 Key Principles for Service</p>	<p>2.31 Setting aside for town and parish councils substantial ring fenced funding to help reduce fear of crime and improve highway maintenance.</p> <p>2.57 – 2.58 Priority outcomes envisaged for sustainable development.</p> <p>2.59 Priority outcomes envisaged for safer and stronger communities.</p> <p>2.60 Achieving improvements in</p>

Note: reference are to paragraph headings within Volume 1

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
<p>Central Bedfordshire will make “who does what” irrelevant for our residents.</p> <p>3.16 Prioritisation of deprivation “hot spots”</p> <p>4.7 During transition CBC will challenge current practices. ...in order to deliver efficient, coherent, value for money services.</p> <p>4.9 Key principles for Service Integration</p> <p>4.11 CBC will put customers at the heart of everything we do.</p>	<p>local communities & service users.</p> <p>2.8 Encourage “Quality Parish” status. Develop a new charter for town & parish councils and strengthen existing town centre management committees.</p> <p>2.10. A new framework of local engagement will be put in place, supporting councilors</p> <p>2.25 The LAA will determine how Central Bedfordshire responds to key challenges</p> <p>2.27 The development of a Multi Area Agreement (MAA)</p> <p>2.28 Outcome-based</p>	<p>2.64 Maximising efficiency & effectiveness in use of resources</p> <p>2.65 A realignment of the new council’s budget framework with the targets in the LAA & achieving further efficiency savings & downward pressure on council tax.</p> <p>2.67 Align the core responsibilities of each cabinet portfolio with the remits of themed overview & scrutiny committees.</p> <p>2.86 We will consider ways of achieving greater public involvement & participation in full Council meetings.</p>	<p>Families will ensure that young people’s voices are heard.</p> <p>4.9 Key Principles for Service Integration</p>	<p>Integration.</p>	<p>the street scene, road safety, energy conservation & waste minimisation.</p> <p>3.16 Introduce user groups for all key services.</p> <p>3.26 Support for town & parish councils (re. highway mtce).</p> <p>4.9 Key Principles for Service Integration.</p>

Note: reference are to paragraph headings within Volume 1

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
4.28 'business as usual' during transition.	<p>LAA targets will be developed</p> <p>2.31 Consult town and parish councils on further devolution of services</p> <p>2.33 New community networks to be established</p> <p>2.61 We will ensure that the citizens have their voice heard at sub-regional, regional & national level.</p> <p>2.62 A key outcome will be the development of two-way engagement through supported community networks</p> <p>2.63 We will place the highest importance on dynamic</p>	<p>2.91 Central Bedfordshire will consult widely to establish the best ways of empowering councilors.</p> <p>2.94. We will tailor & target the provision of appropriate support services for all members.</p> <p>2.95 We will pay close attention to the training & development needs of all councillors.</p> <p>2.98 Members allowances will be extensively reviewed by an Independent Remuneration Panel.</p> <p>2.114 Streamlined electoral</p>			

Note: reference are to paragraph headings within Volume 1

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
	<p>communication & media relations</p> <p>2.67 O&S Committee will take overall responsibility for scrutinising the council’s strategic direction</p> <p>2.72 develop further opportunities for public engagement in the O&S process.</p> <p>2.115 Priorities will flow from partnership working, LSP & LAA, towns & parishes & active community engagement. We will take full advantage of the evolving role of councilors.</p> <p>2.117 Strengthen the role of overview & scrutiny, responding to</p>	<p>arrangements will give councilors more power to speak up for their communities.</p> <p>3.10 Convergence of back office IT systems; larger discounts from suppliers.</p> <p>3.16 Introduce user groups for all key services.</p> <p>3.21 Support and training for members through IdeA and LGIU Learning Network.</p> <p>3.22 Consider ward “fix it” budgets and community kitties.</p> <p>3.25 Encourage a cross-section of society to participate</p>			

Note: reference are to paragraph headings within Volume 1

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
	<p>Councillor Calls for Action & the new external scrutiny powers.</p> <p>3.2 The new council will deliver choice & accessibility in services, more information, more say, more equity, more easily managed partnerships, more dialogue etc.</p> <p>3.5 New Customer service strategy.</p> <p>3.10 Single customer service team; single CRM; best in class business processes; further opportunity for face to face services.</p> <p>3.16 Identify deprivation hotspots; pool community</p>	<p>in community activism & local politics & will take steps to recruit a more diverse population of potential councillors.</p> <p>4.9 Key Principles for Service Integration.</p> <p>4.34 Publish a workforce strategy.</p> <p>4.36 Carry out staff training & capacity assessment.</p> <p>4.38, 4.40 Office accommodation: sizeable net saving to be delivered through rationalisation of the asset base.</p>			

Note: reference are to paragraph headings within Volume 1

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
	<p>intelligence; develop information at neighbourhood level; work with BRCC to deploy kiosks and mobile services; support third sector; use key partner grant funding agreements; greater encouragement of volunteering; work towards achieving level 3 Equality Standard.</p> <p>3.19 Central Bedfordshire will engage, deliver, measure & monitor its services around community areas.</p> <p>3.20 Develop information sharing with partners.</p> <p>3.22 Consider ward</p>				

Note: reference are to paragraph headings within Volume 1

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
	<p>“fix it” budgets and community kitties.</p> <p>3.23 Establish ward “walkabouts”.</p> <p>3.25 will encourage a cross-section of society to participate in community activism & local politics.</p> <p>3.26 Support for town & parish councils (inc. support for parish plans; support for Quality Council status; further devolution of services; networking events; newsletter; town conference; rural parish conference).</p> <p>3.27 Explore & seek opportunities to build on the principles of the existing voluntary sector compact.</p>				

Note: reference are to paragraph headings within Volume 1

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
	<p>4.9 Key principles for Service Integration.</p> <p>4.12 New customer engagement strategy – principles.</p> <p>4.13 Customer focused promises (list includes designing new strategy; single customer service team; convergence of ICT; CRM; more PoP's; sharing functions with partners & developing staff to provide excellent customer service).</p> <p>4.35 Communication - we will devote significant resource to a range of solutions.</p> <p>4.39 points of presence. - we will</p>				

Note: reference are to paragraph headings within Volume 1

Corporate & cross cutting	Business Transformation	Corporate Resources	Children, Families and Learning	Social Care Health & Housing	Sustainable Communities
	broaden the range of services on offer.				

Note: reference are to paragraph headings within Volume 1