

Creating
Central Bedfordshire
Council

**Corporate Resources
Directorate Plan 2009/10**

September 2008

THE COUNCIL'S VISION FOR CENTRAL BEDFORDSHIRE

"The Council's vision is to improve the quality of life of all in Central Bedfordshire, and enhance the unique character of our communities and our environment."

(From Strategic Plan 2009-11 approved by Shadow Executive 2 Sep 2008)

The Council's Directorates will work together to implement this vision.

CORPORATE RESOURCES

This Plan sets out the strategic direction and immediate priorities for all the services within the Corporate Resources Directorate. It is part of a family of plans covering the Council and our partners that will ensure services are integrated to meet the needs of our communities as set out in the Council's Strategic Plan 2009-11 (The Strategic Plan) approved by the Shadow Executive on 2 September 2008.

The Strategic Plan included the overall vision of the council (reproduced above) and the following core values:

- *We will be close to our communities by being communicative, approachable and aware of the needs of all of our customers;*
- *We will be caring, responsive and trustworthy;*
- *We will be innovative, embrace change and strive for efficiency;*
- *We will work with our partners and be valued by them for service delivery and for being a team player.*

The Strategic Plan also identified five service priorities for the early years of the new Council. For each priority: the actions and outcomes expected are listed; how success will be measured and who is responsible for delivery. The Director of Corporate Resources has not been allocated specific responsibility to deliver any of the five service priorities but will support, through the work of the directorate, all of them. In addition the Strategic Plan sets out ways of working that, together with the core values listed above, will underpin all that we do. Of particular relevance to the Corporate Resources Directorate is the need to: manage our finances; restrain Council Tax and deliver value for money. The seven specific priority actions arising from these objectives are incorporated in the individual service plans and are listed below.

Strategic Direction

The overarching purpose of the Directorate is to provide efficient and cost effective support services to the other directorates. In short the Directorate must provide the raw materials; the finance, people, property and technology required by the Council to deliver first rate public services within a framework of good governance and internal control.

The Directorate comprises the following services:

- Financial
- Human Resources & Organisational Development

- Legal & Democracy
- Information & Communication Technology
- Property & Asset Management
- Internal Audit & Risk Management.

Directorate Priority Actions

The specific Directorate priority actions arising from the Strategic Plan are:

Directorate Priorities for Action	
Priority Action	Service Lead
To establish a medium term financial strategy that will provide the basis for sustainable and affordable budget setting based on the priorities set out in the Strategic Plan.	Head of Financial Services
To provide opportunities for local residents and businesses to contribute to discussions relating to budget setting.	Head of Financial Services
To introduce a business transformation programme with the twin aims of improving service to customers and delivering financial efficiencies. This will include remodelling of service processes to maximise efficiency.	All Heads of Service in support of Director of Business Transformation
To develop an Organisational Development strategy to ensure that the skills and enthusiasm of staff are harnessed.	Head of Human Resources & Organisational Development
To take opportunities offered by the creation of the unitary council to provide an improved customer service.	All Heads of Service in support of Director of Business Transformation
To develop an approach to procuring services that ensures Value for Money. As part of this, we will work in partnership with others, sharing services wherever it is sensible to do so.	Head of Financial Services (procurement) All Heads of Services (partnership working and sharing services)
To review the Council's property and investment portfolio.	Head of Property & Asset Management

Partnership working and sharing services with others

The Directorate will work to expand and strengthen partnership and shared service opportunities to improve service delivery. This will require forging closer links with neighbouring authorities including: Bedford Borough, Luton Borough and Milton Keynes Councils.

Performance Management and Inspection

The Directorate's performance is measured through a number of Performance Indicators, set out in detail in each of the Business Plans. These include the new National Indicator Set and a range of appropriate key local indicators. These indicators are part of the "golden thread" linking the Council's high level ambitions through to Directorate plans, service plans and, in time, individual personal development plans.

In addition, our services are subject to external inspection:

- Audit of Accounts by the Audit Commission
- The Council's performance as a whole will be judged through the Comprehensive Area Assessment (includes Use of Resources judgements and Direction of Travel)

Business Plans

This Directorate Plan is supported by six detailed Business Plans, setting out how each service will contribute to the Council's and Directorate vision and priorities. A brief summary of each service is given below (TABLE TO BE COMPLETED WHEN SERVICE PLANS ARE FINALISED):

Financial Services	
Nature & scope: •	Major projects 2009-11 •
Human Resources and Organisational Development	
Nature & scope: •	Major projects 2009-11 •
Legal & Democratic Services	
Nature & scope: •	Major projects 2009-11 •
Information & Communication Technology	
Nature & scope: •	Major projects 2009-11 •
Property & Asset Management	
Nature & scope: •	Major projects 2009-11 •
Internal Audit & Risk Management	
Nature & scope: •	Major projects 2009-11 •

Summary

This Directorate Plan aims to provide a link between the Council's overarching Strategic Plan and the individual Business Plans of each of the 6 subordinate services found within the Directorate. It provides a summary of the Directorate's key priorities for action identified within the Strategic Plan and thus acts as a checklist for the Director of Corporate Resources and the Portfolio Holder to account for performance throughout the year.

This Directorate Plan and each of the individual Business Plans will be reviewed and refreshed annually. A comprehensive performance management framework is being developed, that will set out the structure for monitoring and measuring our performance and how the cycle for reviewing and monitoring plans at strategic, operational, team and individual level will contribute to delivering quality services.

The Council will be setting targets against around 200 national performance indicators and a range of local indicators. Subsets of this information will be used to monitor progress against our priorities by, amongst others, the Corporate Management Board, Executive and Overview & Scrutiny Committees.

The Council's Strategic Plan and the full set of Directorate and Business Plans are all available on the Central Bedfordshire Council website: <http://www.centralbeds.gov.uk/>

This information can be provided in an alternative format or language on request:
call 01462 611222

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