Cllr Tricia Turner
Leader of Central Bedfordshire Council
29 days old...!
Vision

“Our vision is to improve the quality of life of all in Central Bedfordshire and enhance the unique character of our communities and our environment”
Priorities

- Supporting and caring for an ageing population
- Educating, protecting & providing opportunities for children & young people
- Managing growth effectively: 252,000 → 350,000 +
- Creating safer communities
- Promoting healthier lifestyles

……..plus VFM
Our Journey

- Unprecedented workload
- Focus on transition → 1/4
- = less partnership working
- Delivery of CB bid
- Top Team of Directors
- Successful vesting day
What Next?

- New Council of 66 members elected 4th June
- Transformation with you and other partners
- Flagship by 2012
- Known for
  - Empowering communities
  - Excellence in partnership working
Prepared to take a risk
Innovative and caring
Gary Alderson
Director of Sustainable Communities
Assistant Directors

Trevor Saunders - Planning & Development Strategy
Gary Worth - Development Management
Liz Wade - Economic Growth & Regeneration
Basil Jackson - Highways
Jane Moakes - Community Safety & Public Protection
Steve Whittaker - Waste
Aspirations of Sustainable Communities

- High quality, cost effective services
- Managing Growth Effectively
- Creating Safer Communities
Opportunities for Sustainable Communities

• New Partnership arrangements
• Preserve the best of the old
• Adopt the best of the new
What ‘Unitary’ means for Sustainable Communities

• Building on relationships with T&PC
• Supporting T&PCs as community representatives
• Joined up services, internally and externally
Edwina Grant
Director of Children, Families and Learning
Our aim

We want every child to be safe, healthy, and successful in education and employment and make a positive contribution to society. In particular, we will support children to become ambitious and have high aspirations.
Large Directorate includes:

- Schools & Learning
- Specialist Services
- Integrated Services
- Leisure, Culture, Libraries & Adult Community Learning
- Policy Planning and Commissioning
Key Strategies & Plans

• Children & Young People Plan

• Cultural Strategy
Links to all of the priorities of the Council

- Supporting and caring for an ageing population
- Educating, protecting and providing opportunities for children and young people
- Managing growth effectively
- Creating safer communities
- Promoting healthier lifestyles
Julie Ogley

Director of Adult Social Care, Health & Housing
The Directorate is responsible for:

**Housing Services:**

- 5,000 properties
- Supporting People Programme
- Private sector renewal/enforcement
- Homelessness advice/housing options
- Ensuring housing needs are met
- Management of gypsy and traveller sites
Adult Social Care Services:

- Assessing social care needs
- Arranging delivery of care
  - in house services
  - independent care sector
  - third sector
- Support in care homes, home care, day care, direct payments
- Older people, adults with learning disabilities, adults with disabilities, adults with mental health problems, carers
Jointly with the Health Service:

- Joint Strategic Needs Assessment
- Preventing hospital admissions
- Ensuring timely discharges from hospitals
The challenges in Central Bedfordshire:

- Safeguarding vulnerable adults
- Personalisation of care and support
- Range and quality of support available
- Availability of affordable housing for vulnerable groups
Communicating with you

Richard Ellis
Director of Business Transformation
Central Bedfordshire Council

Portfolio holder: Rita Drinkwater
Importance of Communications

- Not just one-way
- Vital to effective partnership working
- Opportunities for joint communications
What are we trying to achieve?

- Information / awareness
- Managing perceptions
- Affiliation / Advocacy
- Customer / community understanding
What have we done?

Partners
• Monthly newsletters
• CBIT
• Countywide assembly
• Rural conference
• Member/officer relationships
• This conference!

Customers
• Residents’ magazine
• Website
• Posters
• PR
• Branding
• Customer Service Centres
• Service leaflets

……..but, we’ve only just begun!
Opportunities

• Developing how we communicate and engage with you

• Joint communications with shared customers

• Community insight and understanding
Over to you…
Fingers at the ready.......
Communicating with our partners

Which one of these is your most preferred method of communicating with the Council?

1. Face to face contact
   – with officers
   50%

2. Conventional written communication
   – including hard copy newsletters
   16%

3. Electronic communication
   – such as e-zines, websites and email
   28%

4. Networking events
   – conferences and meetings
   7%
Face to face communication

Which one of these is your most preferred way of communicating with officers of Central Bedfordshire Council?

1. Dedicated officer “friend” at the council to act as your key contact  27%
2. Regular officer attendance at your council meetings  26%
3. Regular contact with officers in all services  47%
Written communication

Which one of these is your most preferred method of receiving information?

1. **Targeted letters and/or emails** relevant to your organisation — 60%

2. **Partnership newsletters** from Central Bedfordshire Council — 11%

3. **Shared communication channels**, such as a partnership portal, for exchanging news and views — 29%
ACHIEVEMENTS 2008/09

- ASB victim satisfaction 71%, target 70%
- 2471 fewer victims of crime, down 9%
- Robbery reduced by 10%
- Vehicle crime reduced - ToMV -16%, TfMV -12%
- Criminal damage down by 17% 5547
- “Other Crime” down by 27%, 11238, to 8155
- Overall sanction detection rate 26%
- Robbery detection rate 32%
- Vehicle crime detection rate 10%, on target
- Violence detection rate 57%
- Criminal damage detection rate 15%
- Hate crime detection rate 52%
- Domestic Abuse detection rate 53%, up 7%
PERFORMANCE CHALLENGES for 2009 /10

• Economic climate
• Move from three to two Districts
• New police confidence target ‘deal with local concerns’ target 46% to 50%
• Crime victim satisfaction, 77% last year and new target of 82%
• Victim parity gap of 15%, target 7%
• Robbery reduction 14%
• House burglary reduction 15%
• House burglary sanction detections, 14% (11% 2008-09)
• Maintaining sanction detection rate - 26%
• Rural immediate response Policing Pledge measure, target 90%, (89% in 2008-09)
• Neighbourhood Policing - embedding and partner involvement
KEY CHANGES

OPERATIONS & COMMUNITY POLICING

• Increased supervision in Neighbourhood Policing
• Co-location of Safer Neighbourhood Team to Ampthill Citizone
• Experienced supervision & patrol officers across former Mid Beds
• Improved resilience across the Area for response

VOLUME AND SERIOUS CRIME INVESTIGATION

• New DCI post
• CID Office at Ampthill
• Dedicated proactive Tasking Team for area
• Increased Case Directors in Prisoner Handling Unit
• Bail Management Team
• Supervision of PPO officers
Working With You

Richard Ellis
Director of Business Transformation
• Community Engagement & Empowerment

• Supporting you
Vision

“Our vision is to improve the quality of life of all in Central Bedfordshire and enhance the unique character of our communities and our environment”
Our Unitary Bid

“Our vision is based on bringing local government closer to people”

“The new unitary council will rejuvenate working relationships with town and parish councils and aim for a close synergy between local aspirations and strategic ambitions”

“We will debate and consult on options for further devolution or commissioning of local services”
National Context

- Government focus on “the area”
  - Place Shaping
  - New National Indicators / LAA / CAA
  - Duty to Involve
Work to date

• Rural Conference
• Valuable Feedback – CANs
• ‘Issues’ not ‘geography’ led
• ONE SIZE DOES NOT FIT ALL
Emerging Factors

- Town / Parish Plans
- Proactive consultation vs consultation “fatigue”
- Devolution
- Respective roles of Councils, Councillors & Partners
The “Golden Thread”

Sustainable Community Strategy / LAA

LSP & Thematic Partnerships

Community Engagement

Town & Parish Councils

 Communities

Central Bedfordshire Council
Our Developing Approach

- Understand Town & Parish Plans
- Drive joined up consultation
- Provide platform to unite communities to tackle common issues
- Assess appetite for Devolution
- Maximise the benefit of these conference for you
Support – how can we help?

• Training needs?
  - Clerks – Certificate in Local Government Administration
  - Quality Council Status
  - Project Involve

• Sustainable Communities Act
Sustainable Communities Act 2007

- Promote social, economic environmental well being of an area

- Ideas generated locally – action by central government

- Consult and agree with panel of local representatives

- Proposals by 31 July 2009
Next Steps

• Talk to you / Listen to you

• Clear profile on our biggest community challenges

• Community Engagement Strategy – Sept 09
Back to you...
What is your preferred approach to tackling local issues?

1. Working with neighbouring parishes 74%

2. Working with non-neighbouring parishes 5%

3. Working in clusters of parishes with the neighbouring Town 21%
How helpful are group events for discussing key issues in your locality?

1. Very helpful: 38%
2. Helpful: 37%
3. Not very helpful: 16%
4. Not helpful at all: 9%
How often would you like a Town and Parish Council conference hosted by Central Bedfordshire Council?

1. Annually 21%
2. Twice a year 52%
3. More often 27%
Revisiting our Conference Objectives
How informed do you feel about the vision for Central Bedfordshire Council?

1. Very informed 29%
2. Quite informed 52%
3. Not very informed 15%
4. Not informed at all 4%
How informed do you feel about Central Bedfordshire Council’s priorities?

1. Very informed 18%
2. Quite informed 57%
3. Not very informed 22%
4. Not informed at all 3%
How informed do you feel about the services Central Bedfordshire Council is responsible for?

1. Very informed 29%
2. Quite informed 48%
3. Not very informed 22%
4. Not informed at all 1%
How informed do you feel about how to contact Directors, Assistant Directors and Heads of Service at Central Bedfordshire Council?

1. Very informed: 38%
2. Quite informed: 39%
3. Not very informed: 16%
4. Not informed at all: 7%

Central Bedfordshire Council