

Town & Parish Council Conference

29th April 2009



Cllr Tricia Turner

Leader of Central Bedfordshire Council

Jaki Salisbury

Interim Chief Executive

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

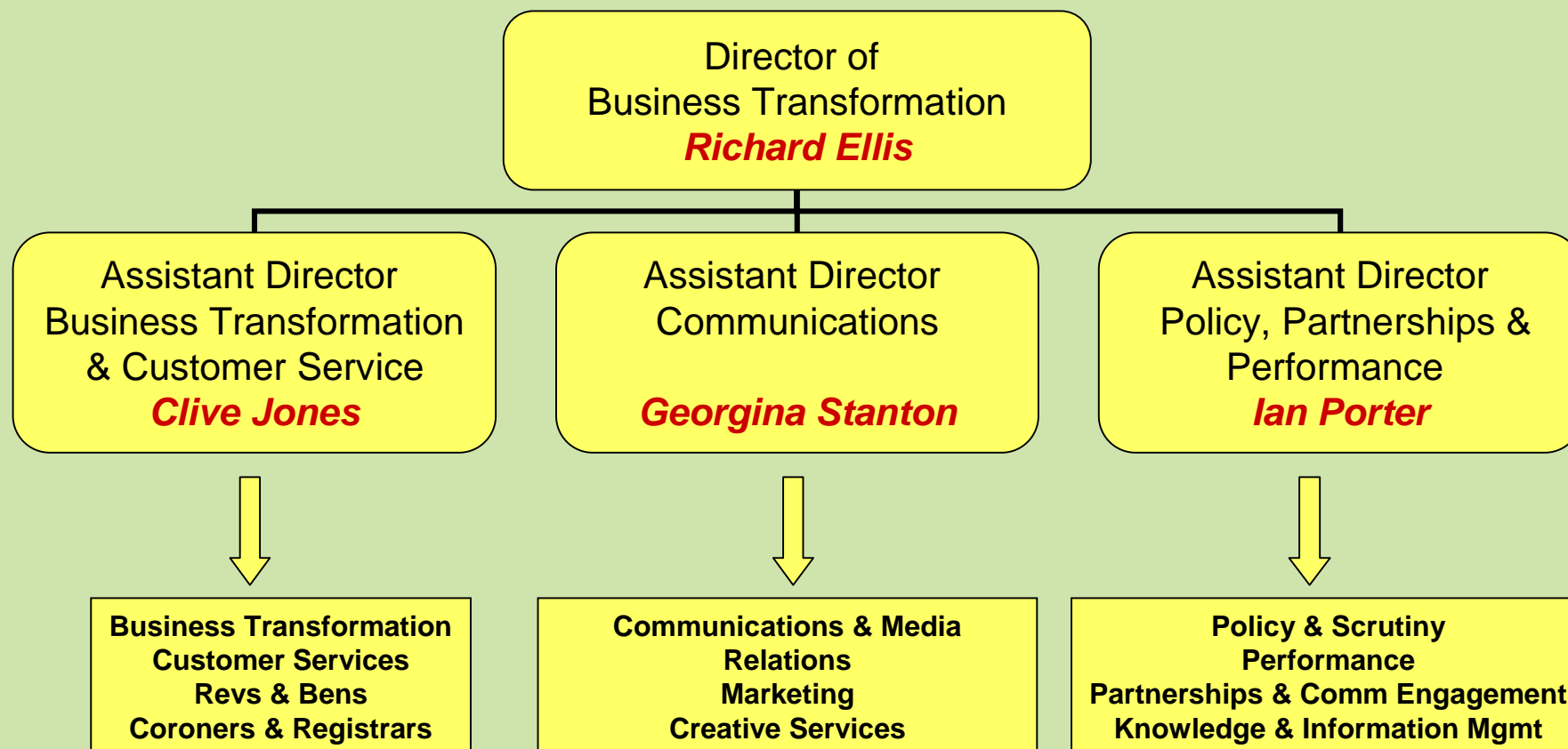


Communicating with you

Richard Ellis

Director of Business Transformation

Business Transformation





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



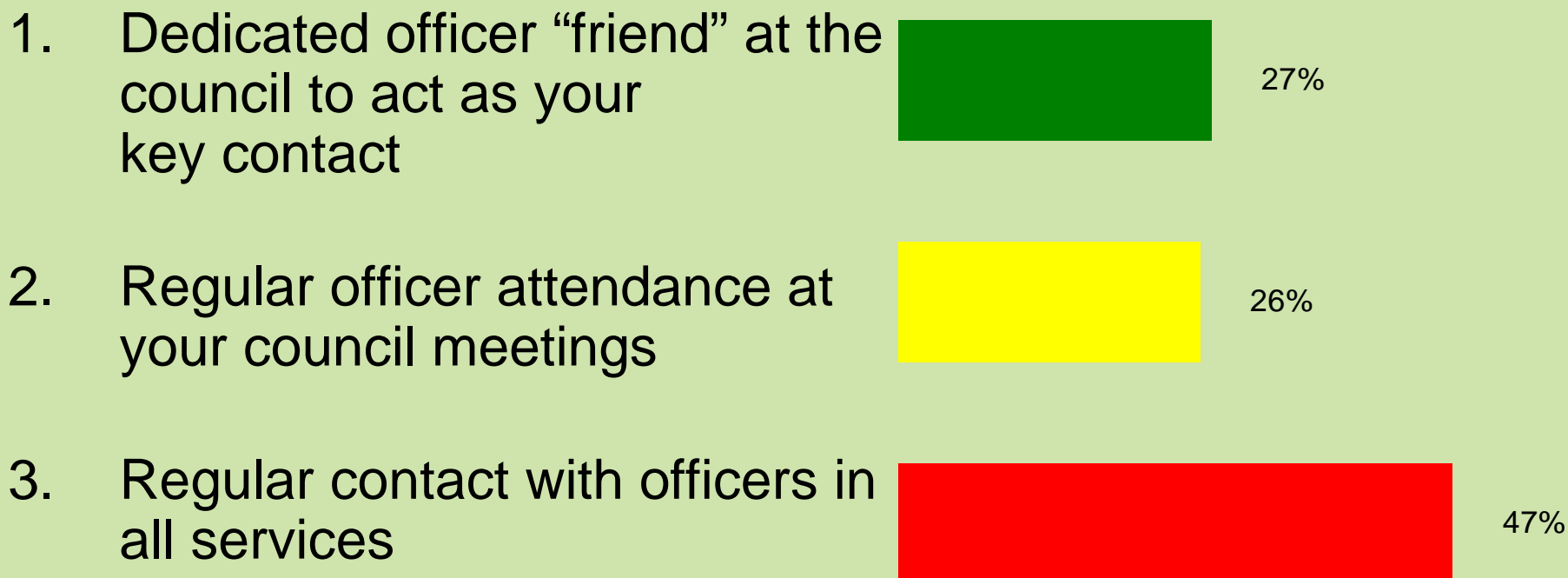
Which one of these is your most preferred method of communicating with the Council?



Face to face communication



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



Written communication



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





POLICING CENTRAL BEDFORDSHIRE

SUPERINTENDENT NEIL WILSON
AREA COMMANDER





COUNTY PERFORMANCE REVIEW

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





CENTRAL BEDS POLICING STRUCTURE





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



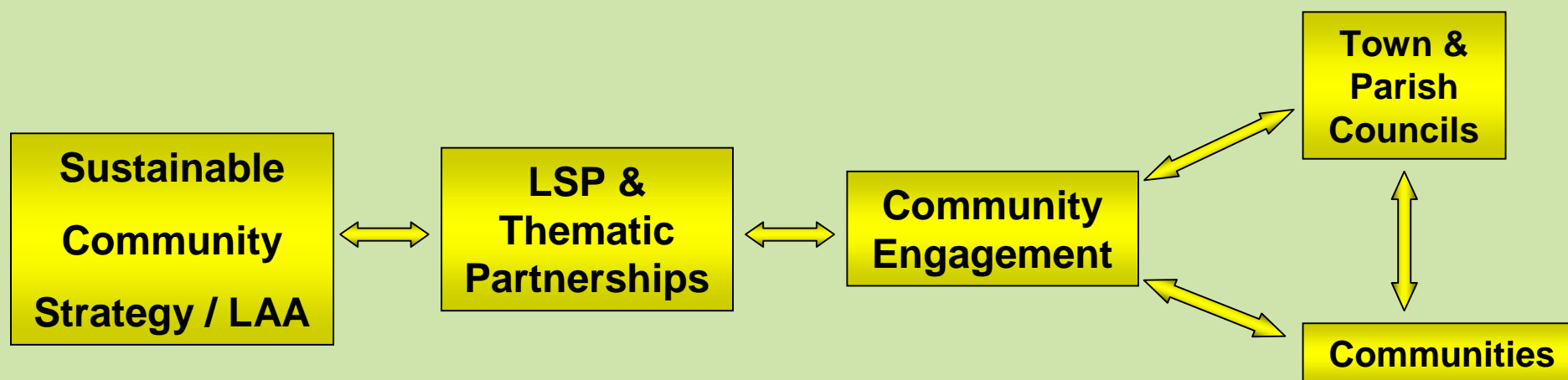
Work to date

- 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”



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?

Central
Bedfordshire

1. Working with neighbouring parishes



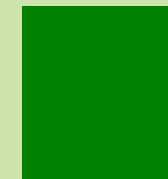
74%

2. Working with non-neighbouring parishes



5%

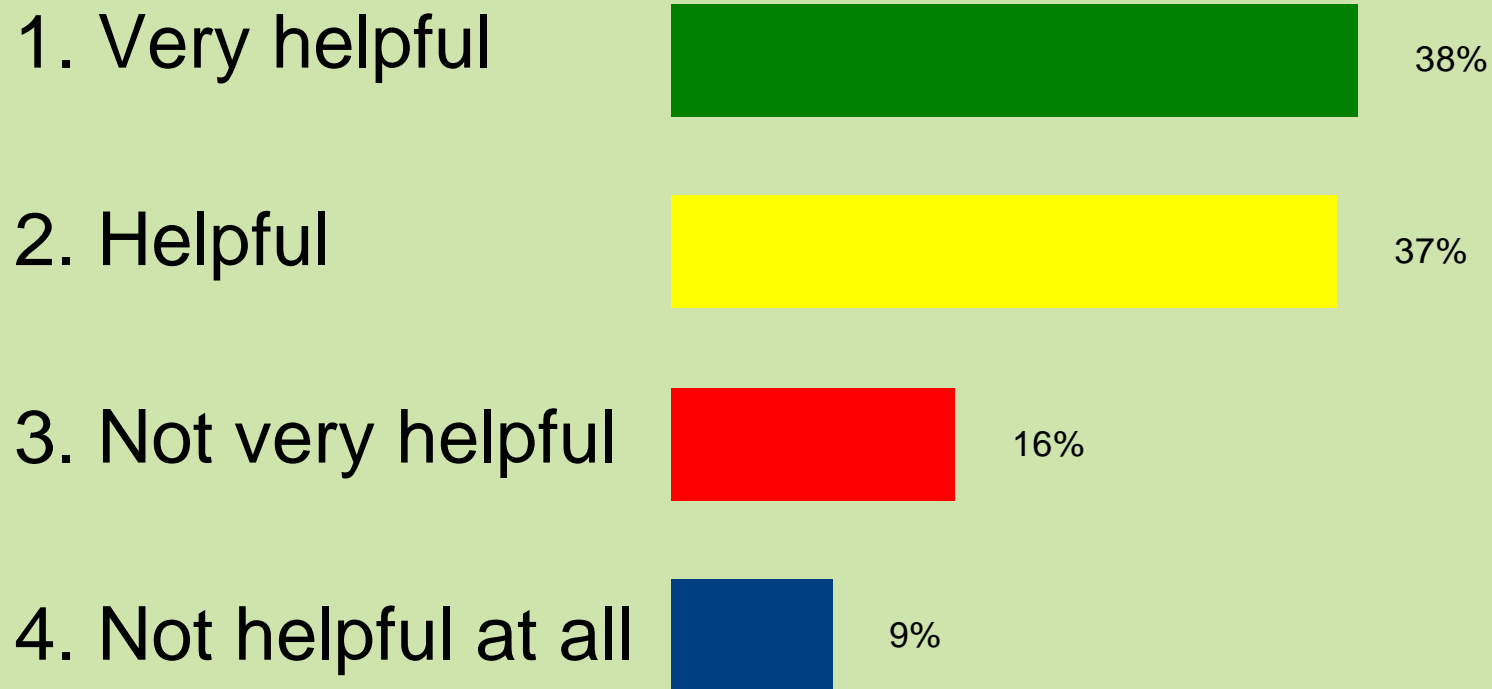
3. Working in clusters of parishes with the neighbouring Town



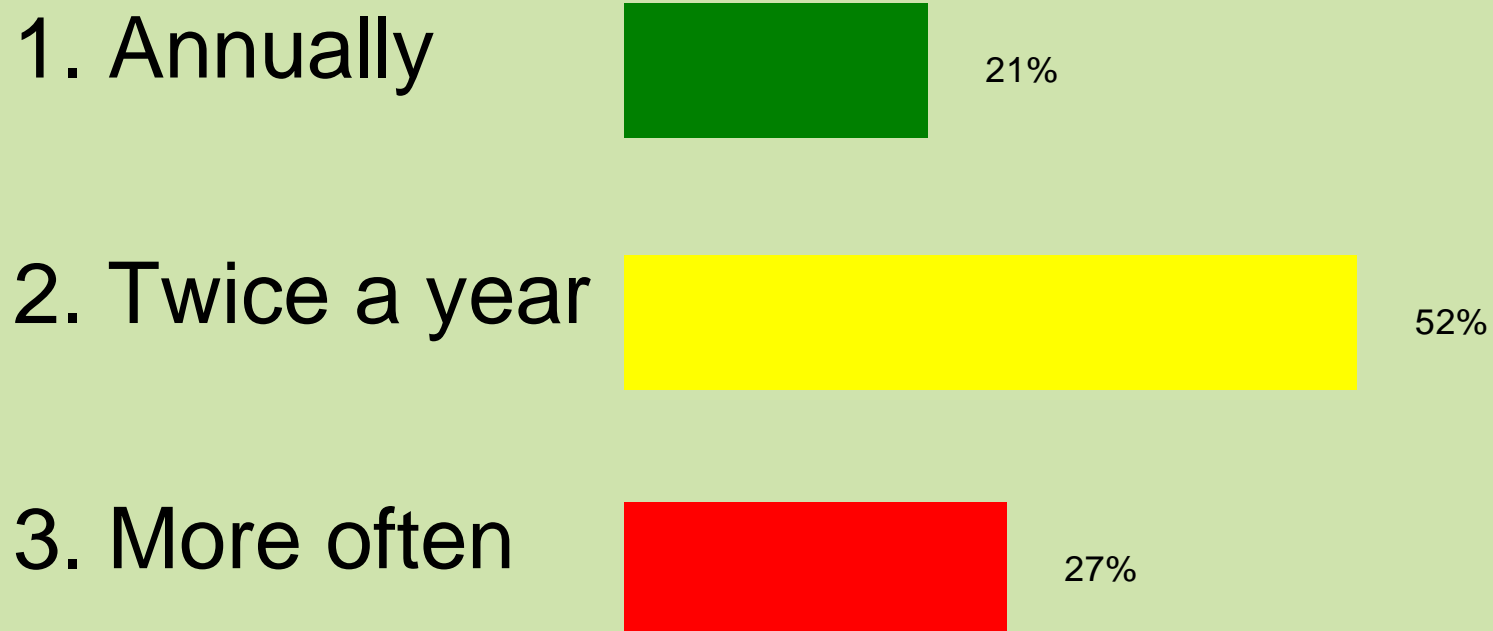
21%

How helpful are group events for discussing key issues in your locality?

Central
Bedfordshire



How often would you like a Town and Parish Council conference hosted by Central Bedfordshire Council?



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



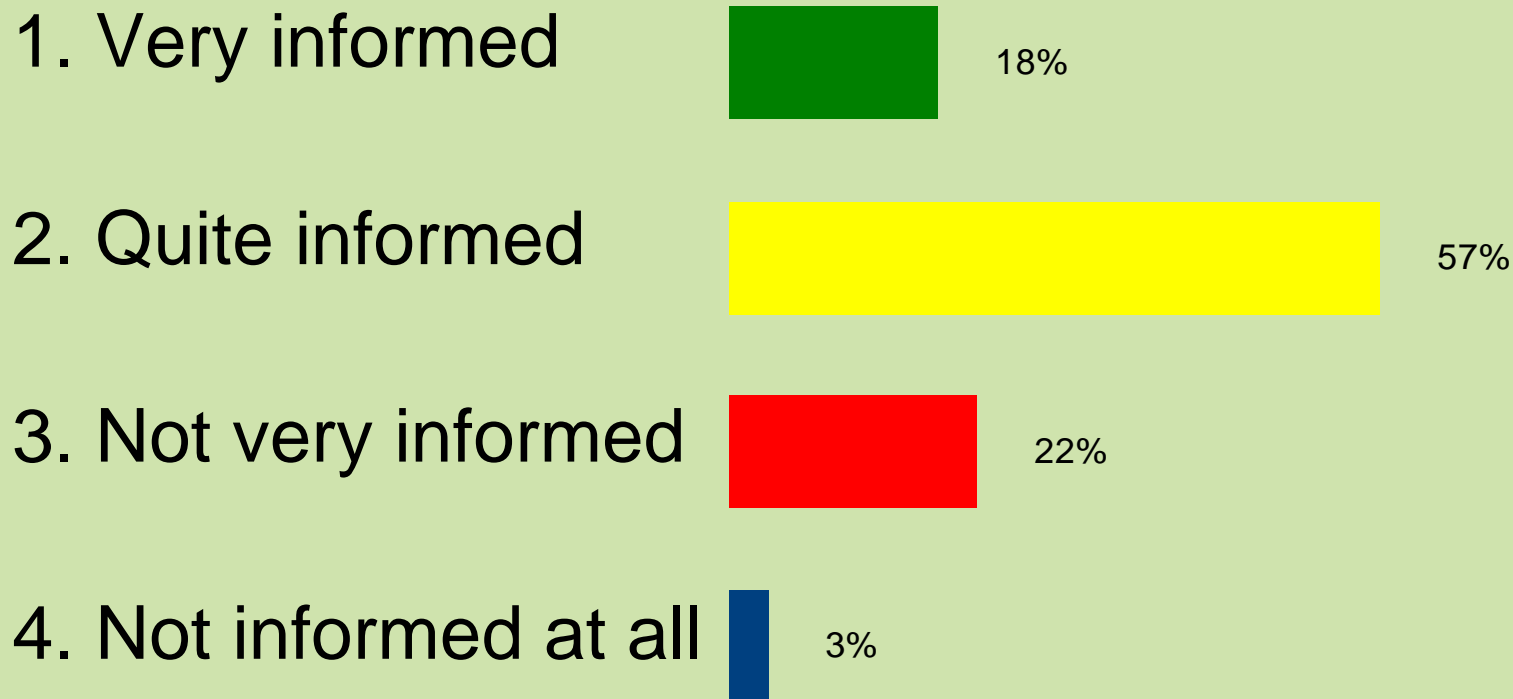
15%

4. Not informed at all



4%

How informed do you feel about Central Bedfordshire Council's priorities?



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%