



Meeting **Departmental Briefing**

date **15 April 2008**

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REPORT OF COMMUNITIES DEPARTMENT BUSINESS PLAN 2008-2011

1. Purpose of the Report

- 1.1 To inform Elected Members of the key elements related to the 2008-11 Communities Business Plan.

2. Background

- 2.1 With the introduction of new Local Area Agreement arrangements and the move from Comprehensive Performance Assessment to Comprehensive Area Assessment, increased emphasis will be placed upon the ability of the Council to work in partnership to deliver local outcomes.
- 2.2 With this in mind Communities Management Team (CMT) have developed a number of strategic cross-cutting departmental priorities.
- 2.3 Members are asked to review the plan, and also note delivery and performance against Strategic Plan commitments and other key priorities during 2007-08.

3. Executive Summary

- 3.1 Our aim is to work effectively with partners in order to ensure we deliver high quality, value added services to the people of Nottinghamshire. This plan has been produced to help realise this vision by keeping partners and stakeholders informed and up to date.

Contained within the plan is a snapshot of our achievements during 2007-8 followed by a summary of our key strategic priorities for 2008-11. These priorities are formed in response to the many challenges we face, taking into account the views of Nottinghamshire residents and other stakeholders.

Over the coming year our aim is to respond to the following challenges:

- Minimise the impact of climate change
- Achieve higher waste recycling and recovery targets
- Make Nottinghamshire a better place to live

- Develop and implement lines 2 and 3 for Nottingham Express Trams
- Improve journey times for buses in partnership with bus companies
- Develop plans for the relocation of our Sherwood Visitor Centre, and the creation of the Sherwood Forest Regional Park
- Reduce crime and the fear of crime in conjunction with other partners

The key features of the plan will also be covered in a presentation at the Departmental Briefing from the Strategic Director of Communities.

4. Approach to Business Planning

- 4.1 Business Planning is a process used to ensure that the Council's vision, values, priorities and targets are achieved within timescale, cost and quality requirements.

The purpose of departmental plan is to set out where it is now, where it needs to be, how it will get there, what resources are required to achieve progress.

- 4.2 Production of our departmental business plan takes into account stakeholders views and suggestions from;

- **Our Customers** – who are in receipt of our services and whose views shape how we develop delivery
- **Our Staff** – at all levels, whose contribution ultimately ensures delivery of our objectives
- **Elected Members** – who have responsibility for setting our priorities and scrutinising our performance
- **Our Partners** – with whom we will increasingly and jointly commission and deliver services

- 4.3 Our business plan is a working document which is used as a vehicle to guide and review our performance, translating our vision and priorities into action.

- 4.4 The business plan is both retrospective and forward looking document, which reflects upon our key achievements and development opportunities identified over the previous twelve months, as well as setting out our aspirations and priorities for the coming year and beyond.

- 4.5 The business planning process takes place at a number of levels. Strategic objectives are developed by the extended Communities Management Team. This includes Service Heads and Service Managers to harness collective knowledge and expertise across the department to improve business planning and promote ownership. This planning process is further cascaded down in the department to relevant service areas.

- 4.6 Employee Performance and Development Reviews are linked to translate high level strategic objectives into accountable actions for individual members of staff, they also ensure that employee's individual learning, development, training and support needs are addressed. The process is designed to ensure that staff are clear about the way in which their contribution relates to the wider aims and objectives of the authority as a whole.

5. Links to other Plans

- 5.1 The **Community Strategy** encompasses the Nottinghamshire Partnership vision. All Together Better is a document which describes the kind of place people would like Nottinghamshire to be in the future. The vision, aims and aspirations of all partners are shown in the Nottinghamshire Partnership star below.



“ This is Nottinghamshire

We are proud of our past and ambitious for our future.

Ambitious for our people, the places they live and work, and for the pride there is in their environment and community.

To achieve these ambitions we will concentrate on narrowing the gaps in different communities, focus on making a difference, seeking improvement for all and working in partnership to be better.”

Nottinghamshire County Council's vision for the future is shaped by the needs of its community, local political choice and national policies established by the Government.

Our **Community Strategy** is our plan for improving Nottinghamshire as a place to live and work over the next five years. It outlines the key community priorities which the council and its partners are committed to addressing. As such it is a collective document drawn up in consultation with public sector partners which includes district and borough councils, the police, the health service and the fire service.

5.2 The County Council's **Strategic Plan** also entitled 'All Together Better' identifies five overarching key priorities:

- **Safer and Stronger** – a safer place to live with a strong sense of community
- **Healthier** – improved health and wellbeing for people
- **Learning and Earning** – help for everyone to reach their potential
- **Cleaner and Greener** – protection and improvement for the environment
- **Travel and Access** – help for people to travel more easily and safely and be able to access all the services they need

We will also adopt **three principles** which will drive our efforts to improve:

- **Putting our customers at the heart of everything that we do**

We want to take into account the needs of the whole community, including our existing customers and those who do not currently use particular services, to shape the way we plan, deliver and change our services.

- **Delivering excellent but affordable public services**

We have a strong performance record as a provider of public services. We wish to build upon our established reputation and continue to ensure that excellent services are available to local people.

- **Being a civic leader, helping to develop strong communities across the county**

We want to help local communities and organisations to work together. We want to support councillors to give voice to the needs and aspirations of their communities. We also want to be a strong community leader determined to achieve the best for Nottinghamshire and to create a sustainable future.

5.3 The purpose of the Nottinghamshire **LAA** is to ensure that partner agencies work collaboratively to deliver outcomes that improve the quality of life for people living in Nottinghamshire for now and in the future.

LAA has the following broad aims:

- To shape an area
- To drive and deliver improved performance
- To strengthen community leadership, encourage participation and give power back to the people
- To help change and improve all local public services and encourage
- To improve central and local government relations

6. Making Nottinghamshire a Better Place

- 6.1 Feedback from customers and stakeholders is an important part of the business plan. Equally important are our accolades and awards which the department is credited with. Here are some of the comments received.

“The authority demonstrated an outstanding programme of actions targeted at priority groups of areas, as well as accessibility being embedded into the strategic planning process.”

Comment from the panel that awarded us Beacon Status for ‘Improving Accessibility’.

“Excellent design. My first time on the website and it took me straight to info on local refuse tips, and when I felt a map would be useful there it was! Full marks.”

Comment from a member of the public

“Rufford is stunning. It is excellent value, stimulating, a celebration of art, and the staff are always courteous. We can’t wait until our next visit!”

From a visitor to Rufford Abbey Country Park

“The whole time your staff was efficient, patient, pleasant and accommodating. Well done to everyone! You are lucky to have staff of such quality.”

Comment from a member of the public

- 6.2 The department has a culture of continuous improvements and responds positively to concerns about services both in terms of reviewing priorities and the manner in which services are delivered to achieve better outcomes.

Recommendation

Members are asked to note and comment on the Departmental Business Plan for 2008/11.

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