

WELCOME

12 MONTHS OF SUCCESS

Our Vision: 2015-2019

**‘A place of opportunity and
ambition for all’**



Our Corporate Priorities

- Developing the **local economy** to be vibrant with continued growth
 - Supporting Breckland to **develop and thrive**
 - Enabling stronger, more **independent communities**
 - Providing the **right services**, at the **right time** and in the **right way**
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‘Developing the local economy to be vibrant with continued growth’

- Breckland met with more than **50 local providers** as part of its plans to procure more goods and services from the **local market**



**MEET
THE
BRECKLAND
BUYERS**

‘Supporting Breckland to develop and thrive’

Housing:

- Home Connections – offering better **online support** for applications and an improved process
- Part of **Key Select** - the new choice based online letting system



‘Enabling stronger, more independent communities’

- Dementia Awareness project: **Our Day Out**
- First local authority in UK to offer discounted and contract free Leisure Membership for carers and cared for



‘Providing the right services, at the right time and in the right way’

- Part of **transformation** programme
- **Service review**
- **10%** efficiency target
- All now programmed



Transformation – Moving Forward

- We agreed a 4 year programme to transform the council supported by an appropriate budget.
- Members have set up 4 task & finish groups to scrutinize the ‘Moving Forward’ transformation programme key themes - to make sure it delivers all the benefits expected.

1. Commercialisation


2. Digitalisation

3. Aligning public services

4. Organisational design

Moving Forward

Commercialisation

- Successful launch of **Breckland Bridge**, in partnership with Land Group
 - Draft Budget planning will facilitate **investment /growth funds** for housing and economic prosperity and commercial returns
 - Commercial property continues to perform well with **8% return** and **99% let**
 - **ARP** new enforcement services established and **contributing to income**
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Moving Forward

Digitalisation

- **Website** - new **content management system** to go live with refreshed/reduced content in 2016:
 - Content designed for easier viewing on **mobile devices**
 - Greater **flexibility** to support future digital online services
 - Trial improved **digital services** – Eg: garden waste Feb 2016
- Procured Capita **online payment software**
- Introduced new **performance management system** (Covalent) to more effectively monitor organisational performance
- Secured LGA funding to trial **Book and Pay** options and **Assisted Digital** in reception

Moving Forward

Aligning Public Services

- **DWP** will be moving into Elizabeth House to deliver their services from here, **transforming our face-to-face service** in Dereham and Thetford
- **Early intervention hubs** - to support vulnerable families and individuals through **collaborative working** - being developed

Moving Forward

Organisational Design

- Shared **Management restructure** and refocus implemented, with South Holland
- **Staff Forum** re-established - delivered staff values and new recognition scheme
- LGA supporting our **Organisation Development Programme**
- **Staff survey** action plans implemented and clear direction of travel now understood

In a nutshell

- Making good progress on **Corporate Plan** objectives:
 - **Supporting local businesses**, through events like Meet the Buyer
 - **Encouraging growth**, through ventures like Breckland Bridge
 - **Enhancing digital services** (Eg Housing and green waste trial), by investing in technology
 - **Enabling communities**, through schemes like Our Day Out
- Improving and **redesigning services**, through transformation programme

Plus:

- Strong **draft budget position** - planning to be free of central government RSG by 2019. Balanced budget for 2016/17 plus we have the plans in place for future years
- Successfully ran a very **complex election**: District, Parish and General
- Developed a suite of **ward profiles** for newly elected members to give them key facts and figures

2016 and onwards

- Delivery of Corporate Plan and transformation
 - Devolution
 - Safe communities, work with operational partnership team
 - Working with partners, Eg: OPE, NCC, BT and Broadband
 - Re-imagining Norfolk and public health & wellbeing
 - Cost shunting, re: austerity
 - Local Plan adoption
 - Growth: GTDP, Attleborough Development Partnership
 - Inward investment for employment sites: TEP and Snetterton
 - ARP: commercialisation
 - Renegotiating major contracts
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