



Corporate Plan 2015 – 2020

Barnet's 'Commissioning Council' approach - what does it mean?

- it means we're open to new ways of doing things and we're not restricted by the status quo
- public sector; private sector; voluntary sector; a combination: we're concerned less about the 'who' and the 'how' – who provides a service and how it's provided – than we are about ensuring that each service is necessary; that it meets the needs of residents; and that it provides value for money
- we'll commission the best possible services from across the market – whether they're provided 'in-house' or by external partners
- no matter which route we choose, those services that residents need will continue to be there and accountability will always remain with the council.

The principles which guide our approach

The principles of Fairness; Responsibility; and Opportunity are at the heart of our approach. The council, working with local, regional and national partners, will strive to ensure that Barnet is a place:

- of opportunity, where people can further their quality of life
- where people are helped to help themselves
- where responsibility is shared, fairly
- where services are delivered efficiently to get value for money for the taxpayer.

Barnet's vision for 2020:

A council which lives within its means...

- Council Tax bills in Barnet have been frozen since 2010 - a 16% real terms reduction for residents between 2010 and 2017
- building on its financial plan to 2020, the council will continue to plan ahead to manage its finances effectively, providing value for money and generating more income locally.

More involved and resilient communities...

- with residents taking on greater responsibility for their local areas and, where appropriate, being involved in the design and delivery of services
- health and social care will be personalised and integrated.

Older people are supported to live safely and maximise independence...

- older adults with eligible social care needs will receive services which enable them to live as independently as possible.

Children and young people will receive a great start in life...

- Barnet's schools will remain amongst the best in the country, with places for all

Our vision for local services in 2020

Redesigned local services – integrated, intuitive and efficient:

- by 2020, public sector agencies will be more integrated – pooling resources, sharing assets and staff, and developing joint solutions
- public services will be commissioned jointly for the borough by the council working with partners
- for residents, this will mean easier access to multiple services in one place
- for the council, it will reduce bureaucracy and drive innovation in the way services are designed and delivered.

Our Corporate Plan priorities

1. responsible growth and regeneration – revitalising communities and providing new homes and jobs whilst protecting what residents love about the borough, such as its green spaces, and generating local revenue as Government funding reduces to zero
2. managing demand – working across the public sector and with residents to prevent problems rather than just treating symptoms
3. transforming services – redesigning services to make them more intuitive and integrated, and more efficient to deliver
4. more resilient communities – working with residents to increase self-sufficiency, reduce reliance on statutory services and tailor services to their needs.

Our priorities are underpinned by a commitment to improve our customer services and be as transparent as possible. The tables overleaf set out some of our key areas of focus and how these contribute to our priorities and support our principles.

- a broad offer of skills and employment programmes for all ages
- the council remains committed to ensuring the effective safeguarding of the borough's vulnerable children.

A clean and attractive environment...

- Barnet will remain amongst the safest places in London
- well-maintained roads and pavements, flowing traffic, increased recycling.

A responsible approach to regeneration...

- with thousands of new homes built and job opportunities created, whilst protecting the borough's parks and green spaces.

An intuitive, transparent, and flexible council...

- customer services will be intuitive and flexible
- Barnet will continue to be recognised as a transparent and open council
- and for staff, the council will offer a more flexible and modern workplace.



Responsible growth and regeneration (Opportunity)

- building more than 20,000 new homes by 2025 – the most in outer London – with plans to deliver over 700 homes on council land, including 320 new council affordable homes
- developing space for 30,000 new jobs, mostly at Brent Cross
- development of a new Parks and Open Spaces strategy
- programmes designed to create the conditions for a thriving local labour market so all residents, including young people and social care clients, are equipped to take advantage of the employment opportunities that growth will bring.



Managing demand for services (Fairness)

- helping the NHS manage the cost of A&E and hospital admissions through greater provision of primary and community care, improving the experience of service users, promoting independence and enabling self-care
- working with partners to deliver early interventions for families and safely reduce the rate of children in care through targeted and specialist interventions
- working to prevent homelessness, procuring more properties at Local Housing Allowance rates outside London and helping people to access accommodation in the Private Rented Sector
- developing strategy for achieving a target 50% recycling rate by 2020.



Transforming services (Opportunity)

- continuing the Burnt Oak Opportunity Support Team (BOOST), a new approach to place-based commissioning, which has supported 161 people into work and engaged with 411 people between May 2015 and March 2016
- maintaining the Welfare Reform Task Force which has so far helped 722 people get a job
- using the ring-fenced Public Health grant to stimulate innovation in the system and test new models to deliver efficiencies and manage demand through better understanding of needs (e.g. mental health as a key obstacle to employment)
- by 2020, social care services for adults will be remodelled to focus on promoting independence, with a greater emphasis on early intervention.



More resilient communities (Responsibility)

- the council's Community Participation Strategy includes the development of an interactive database showing the support provided by voluntary organisations across the borough and a comprehensive volunteering brokerage service which will put residents and council staff interested in volunteering in touch with local opportunities
- working with families, schools and the community to build resilience so that families are able to help themselves and stop problems from escalating.

Our commitments to customer services and transparency support our priorities:



Improving customer services

- flexible and intuitive web-based services – by 2020, the majority of customer interaction with the council will be via the web and other self-service channels, which will be quicker and more convenient. My Account will enable customers to access account information for Council Tax, benefits and parking permits and track the progress of street-based problems or bin requests.
- we'll ensure that those who are unable to access services digitally are still supported
- increasing satisfaction – by 2020, resolution of issues raised at the first point of contact with the council will occur over 80% of the time and satisfaction with the services people receive will consistently exceed 90%.



Commitment to transparency

- Open Data Portal – continuing to develop the council's Open Data Portal (Open Barnet), which provides access to a wealth of council data and information and has been recognised by the Cabinet Office and the Taxpayers Alliance as a model of best practice in transparency
- building on our groundbreaking move to publish the two major contracts with Capita, the council will continue to look to publish other major contracts. We will look to go further than is required in publishing our data where feasible, building our decision to publish details of our spending down to the last penny (the Government requirement is a minimum of £500).

For more information: visit www.barnet.gov.uk/performance