



Corporate Plan

2015-2020

Our vision for 2020

What we'll achieve by delivering this plan

- more involved and resilient communities, with residents taking on greater responsibility for their local areas
- health and social care will be personalised and integrated, with more people supported to live longer in their own homes
- Barnet's schools will be amongst the best in the country, with places for all
- Barnet's children and young people will receive a great start in life
- there will be a broad offer of skills and employment programmes for all ages
- a clean and attractive environment, with well-maintained roads and pavements, flowing traffic, increased recycling
- Barnet will be amongst the safest places in London
- a responsible approach to regeneration, with thousands of new homes built and job opportunities created
- 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.

Barnet's local services in 2020

Redesigned, 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 services
- for the council, it will reduce bureaucracy and drive innovation in the way services are designed and delivered.

Our strategic objectives

The council, working with local, regional and national partners, will strive to ensure that Barnet is the place:

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

Our principles

The principles of Fairness, Responsibility and Opportunity are at the heart of our approach

Fairness

towards more frequent users of services and to the wider taxpayer

'getting the basics right' – disposing of waste, keeping streets clean

a step change in early intervention and prevention to manage demand on services

Responsibility

all public service providers must help to achieve outcomes with reduced resources

the council will change its relationship with residents, who will take on more responsibility

in some cases, residents will be required to pay more for certain services as the council prioritises resources

Opportunity

the council will capitalise on opportunities from a growing economy by prioritising regeneration, growth and maximising income

we will redesign services and deliver them differently

continuing to plan ahead is crucial

How we'll get there: Barnet's 'commissioning council' approach

We will be **open to new ways of doing things**. Public sector, private sector, voluntary sector, a combination. We are concerned less about the 'who' and the 'how' – than ensuring that each service is **necessary**, that it **meets needs** and provides **value for money**.

Commissioning is **not outsourcing**. We commission the best services from **across the market**, whether they are provided in house or externally.

We have a **varied mix of providers**. This provider mix will continue to evolve.

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

Barnet's achievements

Council Tax – saving households nearly £300 a year by 2016 – 17, a 20% real terms cut since 2010–11

Barnet has frozen Council Tax since 2010-11 and cut it by 1% in 2014 – 15. It plans to freeze it for a further two years, up to 2016-17.

Resident satisfaction – more people are satisfied with their local areas and think the council is doing a good job

Autumn 2014 Residents' Perception Survey shows that 88% of residents are satisfied with their local area as a place to live, 6% above the national average.

Excellent schools – amongst the best in the country, with high attainment levels

£116m invested in extra school places over the past five years to ensure Barnet's schools continue to be amongst the best in the country and that demand is met.

Crime – a safe place to live, with continued reductions in crime

9% reduction in burglary between March 2014 – Feb 2015, 25% down compared to 2011-12.

16% reduction in anti-social behaviour incidents between March 2014 – Feb 2015.

Housing and regeneration – 20,000 new homes, 30,000 new jobs, more income

Barnet's seven major regeneration schemes will create more than 20,000 new homes and provide up to 30,000 jobs over the next 20 years, the most new homes in any outer London borough. Existing regeneration programme will generate more than £11m in recurrent income by 2025 and £50m in one-off income by 2020 – to be invested in infrastructure. We have also made sure that 40% of the homes delivered in 2014/15 were affordable.

Roads and pavements – £50m of investment over the next five years

Barnet will invest a further £50m in the borough's roads and pavements networks to 2020, reflecting that these are consistently a high priority for residents.

Waste and recycling – big increase in recycling since the introduction of a new system

New, easier to use recycling system well received by residents. For the last calendar year (2014), the tonnage sent for recycling, composting and reuse has increased by 16%.

Safeguarding – Multi-Agency Safeguarding Hub (MASH) to improve child protection

Created in November 2013, bringing together professionals from police, local authority and other agencies to share information and improve child protection of all referrals that concern children or young people.

Adult social care – integrating health and social care to improve outcomes

Barnet Integrated Locality Team has gone live – health and social care staff working together in one team to provide support and improved services to older people who have long-term conditions and frequent admissions to health services.

Unemployment – falling youth unemployment and Job Seekers Allowance claims

Job Seekers Allowance and youth unemployment (18 – 24 year olds) claims now at pre-recession levels. Only 2.3% of 16 – 18 year olds in Barnet are 'NEET' (not in education, employment or training).

Welfare reform – implementing benefit reforms and getting people into work

Co-located Welfare Reform Task Force – comprised of officers from Barnet Homes, Revenues and Benefits, and Jobcentre Plus – has engaged with 96% of residents affected by the Benefit Cap and has helped 35% of those to find work.

Support for business – commitment to make Barnet the best place in London to be a small business

Entrepreneurial Barnet strategy outlines the council's vision to make Barnet 'the best place in London to be a small business' and support for the economy to grow.

Customer services – customer satisfaction continues to rise

Satisfaction with the experience of talking to customer services via telephone continues to rise. Launch of 'My Account' facility on the council's website in March 2015, making it easier for customers to carry out transactions.

Transparency and open data – Barnet Council leading the way

In March 2015, Government named Barnet as one of only 16 local authority 'Open Data Champions'.