Modern, accessible, accountable council
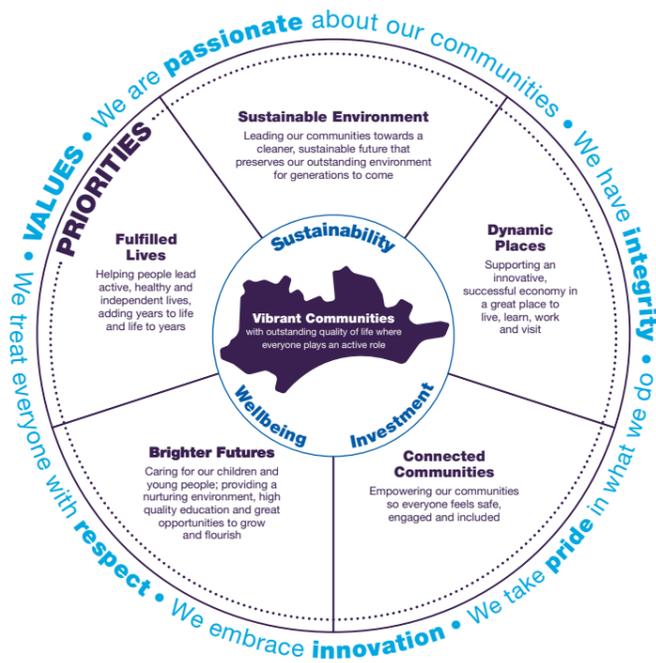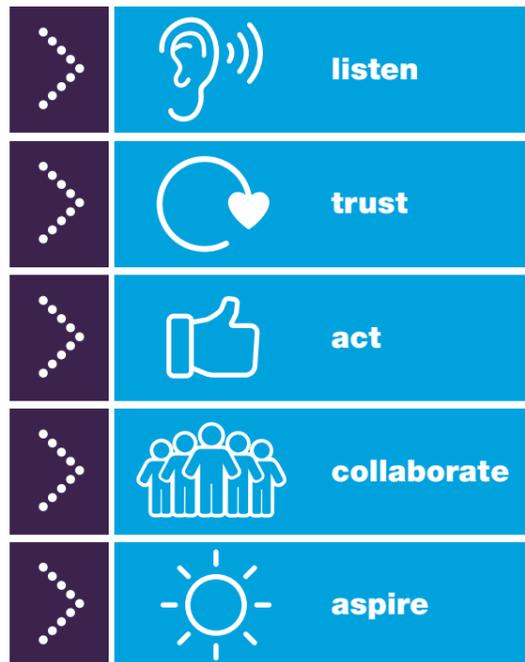

We are a modern, accessible and accountable council committed to providing effective community leadership

Our Behaviours

- listen
- trust
- act
- collaborate
- aspire

▶ Modern council　　　SDG 5 / 10 / 12 / 16

We will:

- complete the review and harmonisation of all our major service strategies and policies by 2022

- implement our new operating model in 2021, agreed by Cabinet in 2020, and invest in new technology and ways of working so residents and customers have better services

- following the commitment to develop a BCP Council Civic Centre, begin a review of how we use our buildings to deliver the right services, in the right places with the right facilities for our community and customers

- adopt a Digital Strategy in 2021 that sets an ambition for the digital development of communities and sets the framework for the delivery of a Smart Place Strategy

- improve how we use data to better understand and inform service planning and to empower our communities and customers

- identify and deliver efficiencies that will meet the demands of the Medium-Term Financial Plan and protect vital front-line services

- maximise income opportunities by proactively identifying and bidding for new sources of grant income that deliver the corporate strategy

- implement the Pay and Reward Strategy and begin the harmonisation of pay in 2021

- continue to implement our People Strategy to support modern working practices and improve staff physical and mental wellbeing

- embed our values, behaviours and new working practices through our Behaviours Framework to support cultural transformation during 2021.

▶ Accessible council　　SDG 5 / 10 / 12 / 16

We will:

- adopt an inclusive Customer Access Strategy that builds on BCP Council's commitment to the Local Digital Declaration and meets "Best in Class" standards for digital service design in 2021

- ensure that the design of any new facilities meets "Best in Class" standards to provide ease of access to services and employment

- develop a Communication Strategy and an accessible Communication Plan in 2021, with clear responsibilities for supporting equality and diversity

- continue to develop and improve technology to allow live streaming and remote participation for all public meetings

- complete the development of a single accessible BCP Council website, and close legacy websites by September 2021

- achieve the 'excellent' level of the Equality Framework for Local Government by 2023

- standardise our approach to the collection of equality monitoring data in line with the requirements of the Public Sector Equality Duty by September 2021

- improve the percentage of equality data collected from our customers and staff and ensure it is used to inform equality impact assessments and council decision-making processes

- promote and proactively work towards enabling a diverse workforce across all levels of the organisation, acting as a role model for Dorset employers.

▶ Accountable council　　SDG 5 / 10 / 12 / 16

We will:

- continue to review BCP Council's Constitution and decision-making processes and implement changes in 2021

- consider opportunities to improve local community engagement and accountability for service delivery

- proactively engage our communities to inform policy and future decision-making via regular residents' satisfaction surveys, utilising digital tools to engage with new audiences.

- use Lead Member roles and Member Champions to engage with identified priority groups

- plan and prepare for a peer review by the Local Government Association in financial year 2021/22.

Measures of success

- **Communications:** number of website views
- **Communications:** total number of BCP Council corporate account social media followers
- **Communications:** total number of BCP Council email news subscribers
- **Customer:** percentage of all interactions raised by online portals
- **Customer:** residents' levels of trust in BCP Council
- **Customer:** residents' satisfaction across all services
- **Equalities:** percentage increase in the equality data collected across services and from staff
- **Finance:** percentage of business rates collected
- **Finance:** percentage of council tax collected
- **Finance:** percentage of successful grant applications
- **HR:** percentage of employees completing development training
- **HR:** percentage of employees completing mandatory training
- **HR:** diversity of workforce - at all levels in comparison to BCP area demographics
- **HR:** employee engagement levels
- **HR:** employee sickness absence levels (days)

Sustainable Development Goals (SDG)

DRAFT