WINNER
COMMUNITY PARTNERSHIPS AWARDS 2010

North Dorset
DISTRICT COUNCIL

NORTH DORSET DISTRICT COUNCIL & COMMUNITY

Making Savings/Changing Behaviour

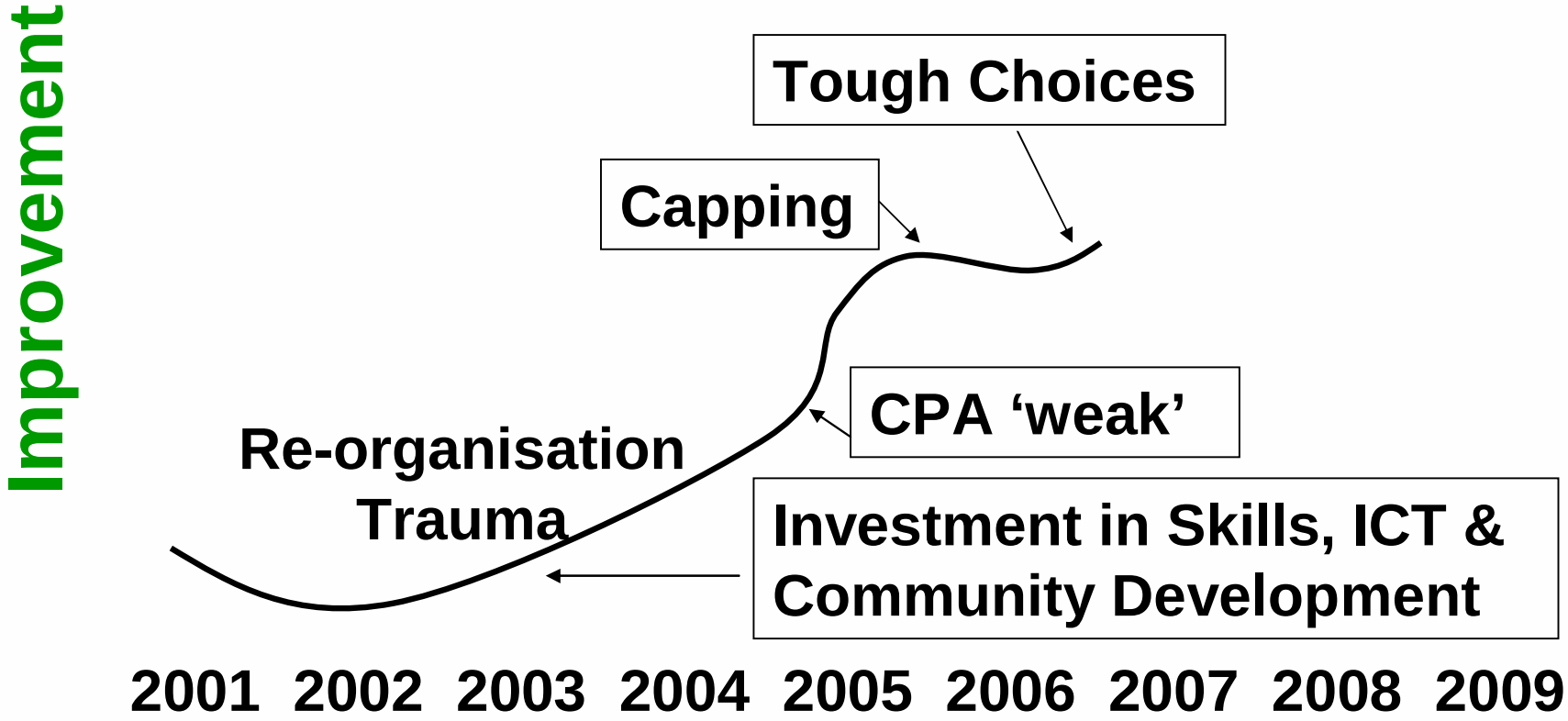
Liz Goodall, Chief Executive

The Starting Point

- Vision for North Dorset
- Easy to remember priorities

So people know who we are
and what we believe in

North Dorset Journey



Set Underlying Principles

1. Doing <u>less</u> but do what we do <u>well</u>
2. Assisting people to gain efficient, direct access to advice and services
3. Fostering a skilled and motivated workforce, treating staff fairly and well, providing redeployment and support where needed

Tough Choices Programme

Three Part Strategy to save 25% of net budget 2006–2009

1. **Local Delivery**
   - Supporting local communities to take ownership of discretionary service provision
2. **Focused Resources**
   - Prioritising our services, focusing resources on our highest priorities and reducing what we do
3. **Business Transformation**
   - Making best use of investment in ICT through increased efficiency

Local Delivery
Behaviour Change

- **Led by Councillors**
- **Cross party cooperation**
- **Town/Parish Working Group (76 town & parish councils)**
- **Community Planning**
- **Member and Officer cooperation**

Conversations

COMMUNITY

"Why should we help the Council?"

"Helping the area not the Council"

"We want to talk about <u>more</u> services …… we will do <u>this</u> bit"

"We'll talk to others on your behalf"

COUNCIL

"We cannot fund any discretionary services"

"We <u>are</u> reducing central costs"

"What is important to you?"

"If it is important can we find a way of keeping it going?"

Winning Hearts & Minds

- Planning tactics and timing
- Listening and adapting
- 12 months to build consensus
- Towns and Parishes funded the 12 months

Increased understanding of Council ethos

Outcomes

- Refurbished and transferred 5 public conveniences, closed 8
- Street cleansing to 3 towns
- Tourist Information Centres run as CICs
- Open spaces and play areas transferred

Of 4 Leisure Centres

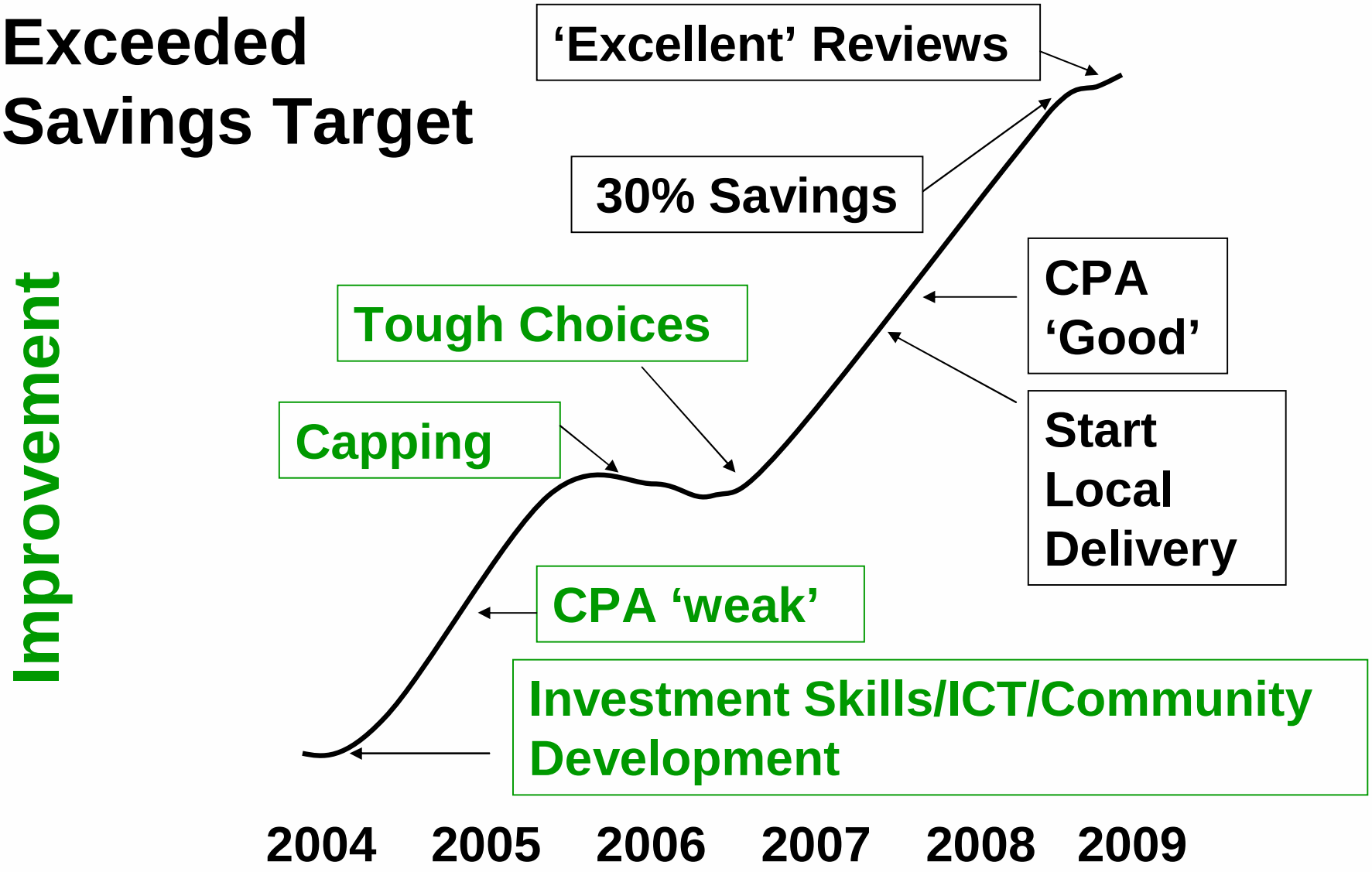
1 x closed but transformed by £4m community led project

1 x closed but community facility enabled

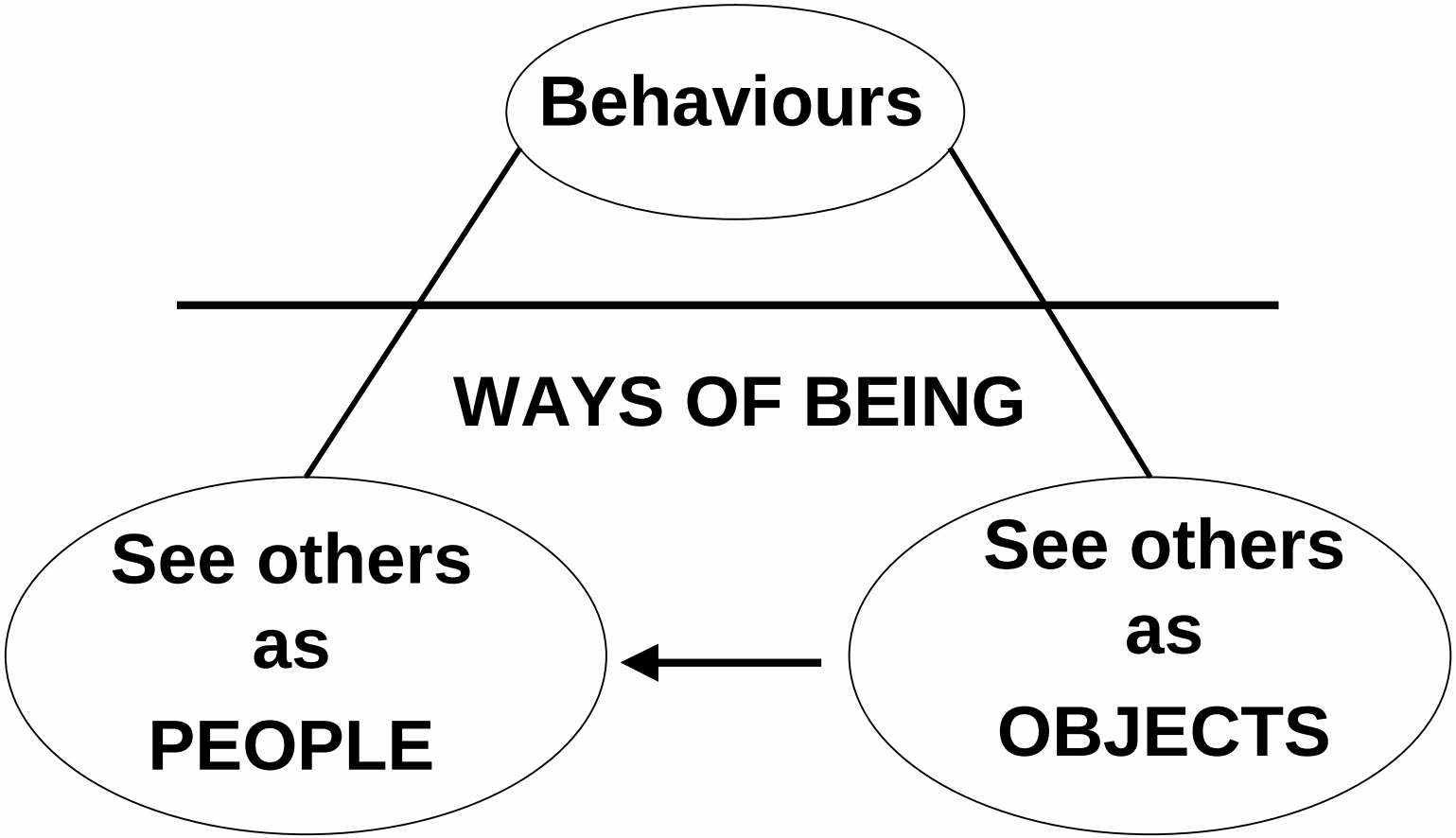
1 x transferred to School and Trust

1 x transferred to Trust, funded by Town, Parishes, GPs and School

Exceeded Savings Target



Behaviour Shift



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Results

- Major town regeneration led by community
- Town and Village design Statements adopted
- Multi-agency advisory services in towns
- Credit Unions started by volunteers
- Town centres, amenity areas, trailways even loos looked after well!

Results

- Over 200 community projects completed and going well
- New recruits for councils
- Community influence Council policy and whole budget – ‘seat at the table’
- Community monitor performance

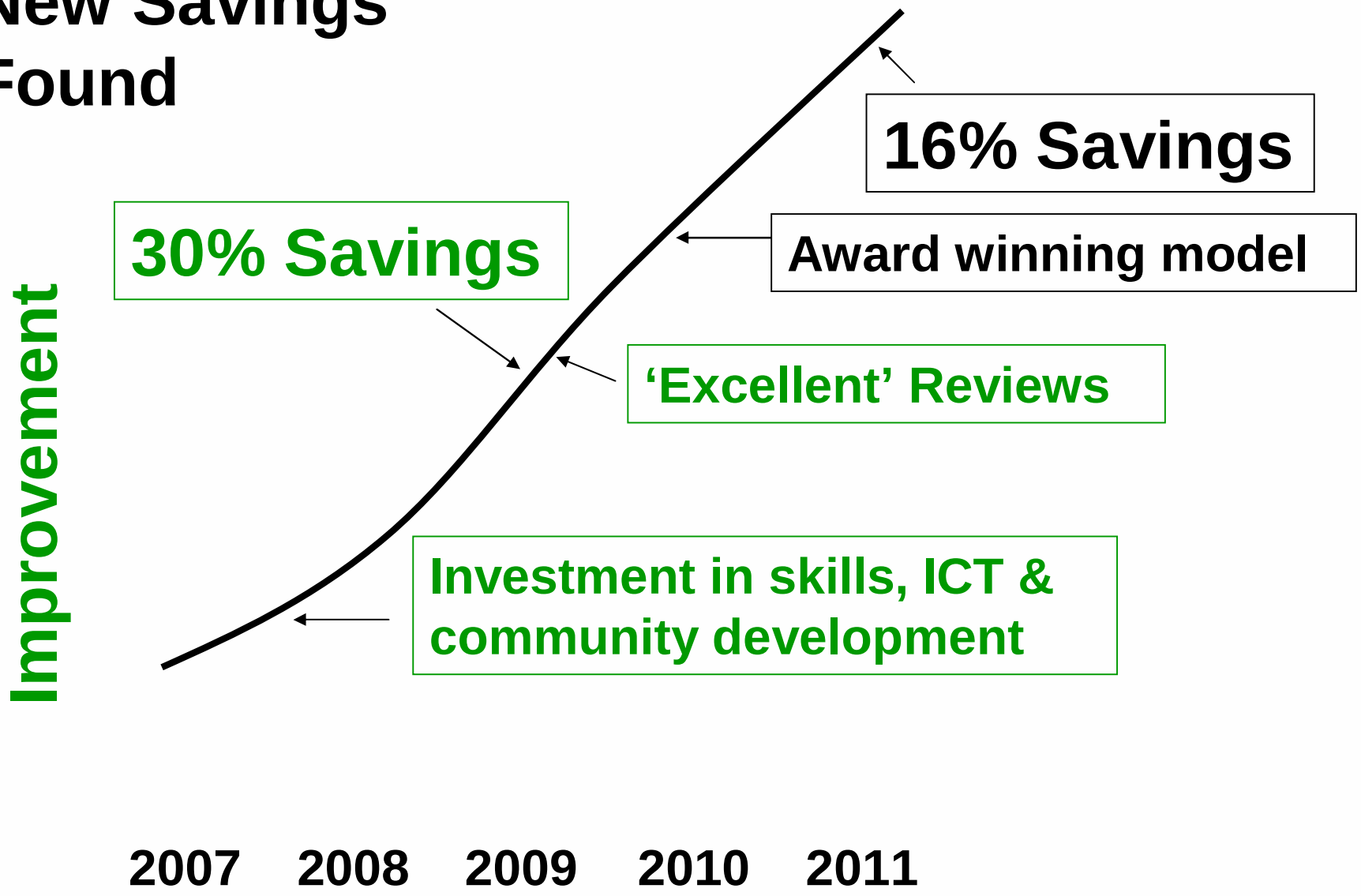
And it continues……Big Society in Action

- **Best Community Partnership in Britain 2010 – celebrating the work of the community**
- **A huge army of volunteers without whom this journey would not have been possible!**
- **Community planning model kept under review**
- **Empowering communities to come together to address local issues**

Big Society

- **The Council has given community partnerships and partners the tools and trust to be autonomous**
- **The Members have shown long term commitment – it is harder and scarier to really know your values and see them through!**
- **The district is well placed for the future through its long track record of local community engagement and commitment**

New Savings Found



Q. How build trust?

A. Consistency, honesty, commitment

Q. How do Members stand back?

A. A ‘buzz’ from community leadership

BEHAVIOUR CHANGE

Q. How do officers let go?

A. Empowerment skills and team spirit

Q. How do people get involved?

A. Investment in community (long term)

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And finally …….
How do you inspire?

- **Community: “they believed in us”**
- **Learnt to ‘lead from behind’**
- **Learnt to solve problems <u>together</u>**

THE <u>SHARING</u> OF SUCCESS INSPIRES