

West Bletchley Council delivers Value for Money Services

West Bletchley Council is committed to delivering services and facilities that represent value for money for residents. The Council's mission statement commits to "improve the quality and range of local services available". The Council has adopted a medium term (4 year) financial plan, which is regularly reviewed and updated to take account of changes in circumstances. Reports on budgets and financial performance are presented to each Council committee meeting for consideration and review, with relevant financial information published on the Council's website in accordance with the Local Government Transparency Guide 2015.

It remains constantly aware of the need to professionally and proactively manage costs, whether they be internal (staff and administration) or external (via suppliers). All staff are employed in accordance with nationally agreed terms and conditions and there is a programme of annual performance and training reviews. Council officers regularly review the range of skills and abilities required to fulfil the demands placed upon the council resources to ensure that the resource remains "fit for purpose".

New and renewal contracts for service delivery are negotiated and awarded in accordance with the Council's Standing Orders, with competitive tenders being obtained as required.

The Council undertakes a programme of regular best value service reviews, with input from service users and external "consultants", defining and implementing action plans to deliver required changes/improvements to service. It is intended that all service areas will be subject to such best value reviews, in a rolling programme.

The Council undertakes regular random sample postal surveys of residents, testing satisfaction levels with a range of activities, services and facilities. Its service improvement plans take direct account of residents' views and aspirations.

The Council has defined and approved a series of scoring matrices, to enable it to determine justification for any specific scheme of improvement, compared to others of a similar nature. Predominantly, the matrices deal with a range of vehicle parking issues, where solutions are costly and impact is "localised".

Adopted October 2015