

THE HEREFORDSHIRE PUBLIC SERVICES VISION

Working together to deliver efficient, excellent services and improve outcomes for the people of Herefordshire. We aim to put **PEOPLE** at the heart of everything we do.

Our shared values are;

- P**eople – treating people fairly, with compassion, respect and dignity,
- E**xcellence – striving for excellence and the highest quality of service, care and life in Herefordshire,
- O**penness – being open, transparent and accountable for the decisions we make,
- P**artnership – working together in partnership and with all our diverse communities,
- L**istening – actively listening to, understanding and taking into account people’s views and needs,
- E**nvironment – protecting and promoting our outstanding natural environment and heritage for the benefit of all.

OUR PRIORITIES TO MEET THE VISION ARE TO

1. Create a thriving economy	2. Improve health care & social care	3. Raise standards for children and young people	4. Promote self reliant local communities	5. Create a resilient Herefordshire	6. Commission the right services
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We will ensure that our priorities are met by the achievement of the following long term outcomes

LONG TERM OUTCOMES					
1.1 The regeneration of Herefordshire with a particular focus on Hereford City	2.1 Improved intervention and support for older people and keeping them safe	3.1 Sustainable educational provision throughout Herefordshire	4.1 Vibrant cultural opportunities	5.1 The preservation and enhancement of our environment.	6.1 High quality assessments of need
1.2 The delivery and maintenance of key infrastructure including actions to reduce congestion	2.2 A robust & healthy provider market	3.2 Improved intervention and support for children & young people and keeping them safe	4.2 Safe places where people feel secure	5.2 Accessible services and countryside	6.2 Streamlined, working practices
1.3 Growing businesses, jobs & wage levels.	2.3 Financial balance across Herefordshire’s health & social care economy	3.3 Improved performance by early years and primary school pupils including vulnerable groups relative to their peers	4.3 Enhanced local democracy and community engagement.	5.3 A strong regional and national reputation	6.3 High levels of customer and citizen satisfaction
1.4 The development of employment skills, including access to higher education	2.4 The development of a new local commissioning infrastructure	3.4 Reduced child poverty	4.4 Ways of working that reflect the needs and priorities of people & place	5.4 The protection of people’s health & wellbeing	6.4 A high quality workforce
1.5 A reduction in health inequalities for the working age population	2.5 Good quality corporate and clinical governance standards are embedded in all services provided	3.5 Families & communities that are able to support all children & young people effectively	4.5 A balanced housing market to meet residents needs	5.5 Increased equality of opportunity	
1.6 Improved access to superfast broadband and wider use of technologies	2.6 A reduction in health inequalities for frail, elderly people	3.6 A reduction in health inequalities for children & young people		5.6 Sustainable public transport provision	
	2.7 More people retaining their independence through greater choice and control				

Ensuring that our policies improve the localities where we live, work and play	Ensuring that our policies are evidence based	Ensuring that our policies improve well being in Herefordshire
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We will deliver our vision through the implementation of our “Rising to the Challenge” change programme which has the following five work streams:	Customer focus	Communities first	Streamlining the business	Better services	People and Performance
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