

## **Root and Branch Core Purpose Statements**

**April 2013**

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**ROOT AND BRANCH REVIEW PROGRAMME -  
CORE PURPOSE**

**Appendix A**

***HERS Review - Core Purpose***

To deliver a range of housing, regulatory and economic services that minimise red tape and support the delivery of the Council's strategic objectives around vulnerable people and creating a thriving local economy.

***Streetscene - Core Purpose***

To deliver Public Realm, Property and ancillary services at the best possible value for money whilst meeting customer expectations through a greater emphasis on locality working to tailor the delivery and implementation of services to meet local needs.

***Children and Young People - Core Purpose***

To ensure positive and sustainable outcomes for all children and young people in Herefordshire, by ensuring that those who are unlikely to thrive are supported.

***Safer and Stronger - Core Purpose***

"Get it right first time":

- Prevention and preparedness – assign resources to avoid the need for higher levels of intervention.
- Localised decision making and delivery – service design to reflect distinctive local needs.
- Enable and empowerment – build self-reliance, proactive and resilient communities.
- Choices - options and choices for decisions to be made on allocating resources.

***Customer Services (MECC) - Core Purpose***

To improve outcomes for our residents and Herefordshire by making every contact count, so that the following outcomes:

- Predict and prevent the need for services
- Support people to be independent and self-reliant
- Manage and divert demand for services to self-service channels
- Customer led service improvements
- Clear points of access
- Achieve Value for money for residents

***Environment - Core Purpose***

- Promote HC as an environmental exemplar
- Draw together environmental resources to;
  - Deliver renewable energy projects to reduce costs and maximise income
  - Develop energy efficiency projects both in-house and in the community to reduce energy costs
  - Minimise the amount of waste produced to reduce the cost of collection and disposal
  - To view waste as a resource and maximise recovery of value including energy production
  - Protect and enhance Herefordshire's countryside environment for the benefit of residents and visitors

***Older People & Vulnerable Children and Adults - Core Purpose***

- Inclusion of those who are most vulnerable in our society
- Access to universal services for all
- Removing barriers inhibiting inclusion and access to universal services for vulnerable older people who have additional needs
- Early identification of triggers leading to crisis and prevention of high level vulnerability

***Living and Wellbeing - Core Purpose***

To promote and improve:

- the health and wellbeing of the population
- physical and mental wellbeing
- belonging to the community and involvement in activities to enhance life

Whilst promoting individual and community responsibility for their own health.

***Learning and Skills - Core Purpose***

To enable effective partnerships between businesses, education/training providers and communities, and maximise external funding in order to:

- Help all residents, including the most vulnerable, to find out what education, training and volunteering support/information is available to them, and what they need to do to gain employment or start a business.
- Help businesses to find out how to develop their workforce and find new employees with the general and specialist skills which they require.
- Work towards realising the full potential of Herefordshire residents and businesses, enabling them to grow, compete and prosper in a global economy

***Herefordshire 2020 – Core Purpose (initial headlines)***

- Unique democratic role
- Providing community leadership
- Doing the things only we can & should do
- Economy, jobs, wages

- Helping people to help themselves
- Safeguarding & vulnerable people
- Getting the basics right
- Demonstrating value for money

***Transport and Travel - Core Purpose***

- To deliver a cleaner, healthier more prosperous county(create and maintain a successful economy)
- To maintain connectivity for all and to reduce social isolation of the elderly and those without access to a car (enable residents

to be independent and lead fulfilling lives)