

COMMITTED TO QUALITY – THE BUCKINGHAMSHIRE APPROACH TO BEST VALUE

Service Plans 2001 – 2002

Name of Service Plan Area Performance and Initiatives **Service Plan Ref:** ES6

Part 1 Description of Service

Purpose of service

To promote new initiatives and policy development, and improve the efficiency and effectiveness of service delivery. This is done by proactively working with others to set up new initiatives and by providing professional expertise, advice, information and recommendations.

What are the statutory parameters that regulate how the service operates?

The services this Group provides supports the delivery of statutory services. The responsibilities for the Department's LPP content are governed by the Local Government Act 1999.

Chairman of Policy & Resources 2001/02 Policy Steer(s) relevant to the service

Overall steers: Council must live within its means, all managers must deliver 2% efficiencies.

No specific steers for this service.

Resource Summary

	2001-02
Budget £m	£282,354

Volume of service (2001/02)

Number of customers/users	Ultimate customers are the people and businesses of Buckinghamshire. Intermediate customers include Departments and Members of the County Council, and external partner agencies
Number of location of sites	All staff at County Hall
Number of staff (FTE)	8

Part 2 Performance of Service

Current performance (in relation to 2000-01 Service Plan outcomes and targets)

THREE YEAR OUTCOME	MEASURE OR INDICATOR	PERFORMANCE 2000/01	TARGET 2001/02	TARGET 2003/04
<p>1. Environmental Services (ES) delivers the Council's agenda through the LPP and fulfils government requirements. 1(e)</p>	<p>District Audit report</p>	<p>New outcome</p>	<p>Clean bill of health from District Audit</p> <p>Clear information about performance available for public, Members and staff</p>	
<p>2. ES continues to develop/ improve effective responses to the demands of 'Modernising' including making the most of opportunities for e-government. 4(a)</p>	<p>Parish Council Survey</p> <p>Organisation Health Survey</p> <p>Number of opportunities taken for avoiding paper, exclusive use of electronic means</p>	<p>New outcome</p>	<p>Local Committees are seen as a success by the majority of parishes</p> <p>Improved information flows internally</p> <p>Increased use of electronic means of communication</p>	
<p>3. ES continues to become more effective through organisational development. 1(b)</p>	<p>IIP accreditation</p> <p>Organisation Health Survey</p>	<p>See ES19</p>	<p>IIP – continue to retain accreditation</p> <p>Departmental management training initiative is built upon</p> <p>Positive and improving results from Organisational Health Survey</p>	

THREE YEAR OUTCOME	MEASURE OR INDICATOR	PERFORMANCE 2000/01	TARGET 2001/02	TARGET 2003/04
<p>4. The European, national, regional and local agendas are influenced so that policies, activities and funding support the delivery of Buckinghamshire's strategic aims. 2(d), 5(b), 3(a), 1(g)</p>	<p>Positions held</p> <p>Number of information releases provided</p> <p>Initiatives supported and successful bids</p> <p>Continued subscription to TV Brussels Office</p>	<p>Buckinghamshire members hold the following positions: Chairman ACTVaR European Group and TVEF; Secretariat, SEEHPG, TVEF; Member of LGA/LGMB European & International Executive; Member of CLRAE</p> <p>Regular information Fortnightly Info Flash</p> <p>Support to successful and existing projects ESF, Culture 2000, CHILDE bid, Cont. Ed. Grounding bid, TWIG, OPTIMUM Submission of Leader + bid, 2001 ESG bids</p> <p>Thames Valley Desk established and TV Brussels Officer recruited</p>	<p>One position held on external bodies at each of the local, sub-regional and regional levels</p> <p>User friendly European and external funding information provided across the authority</p> <p>Increased uptake of EU and other external funding opportunities to support and deliver priorities</p> <p>Thames Valley Brussels Office recognised as a valuable resource and used by the Thames Valley authorities</p>	
<p>5. The County Council's policy making and implementation is informed and supported by appropriate research and information. All Services Aims</p>	<p>Number of initiatives</p> <p>Member satisfaction</p>	<p>Target exceeded</p>	<p>5 strategic initiatives supported each year</p> <p>Member information (esp. for members after June)</p>	
<p>6. ES and County Council services are made more effective and their images are enhanced by the Department's Web pages. 4(a)</p>	<p>Number of documents put on web pages</p>	<p>New outcome</p>	<p>Use of services (electronic/GIS/ etc) increases reduce use of paper through putting more key documents on Web pages (ie print less) Use of site increases</p>	

Portfolio Flagship Projects:		
Project Outcome	Key Stages	By When
<p>Leading:</p> <p>Strategic 7 The community receives more integrated services as a result of community planning by the County Council and its partners. 5(c)</p> <p>Contributing to:</p> <p>Strategic 1 The Council's services are improved as a result of accessing new sources of funding. 1(g)</p> <p>Strategic 3 Services at the local level are improved as a result of the direct involvement of the community. 2(c)</p> <p>Strategic 6 Rural communities have improved access to services provided by the County Council. 3(c), 4(a)</p>	<ul style="list-style-type: none"> • Publish a draft of the Bucks Community Strategy (via the New Bucks Partnership). • Carry out public consultation and review. • Implement agreed action plans. • Hold Strategic Overview Conference. <ul style="list-style-type: none"> • Submit a PSA bid. • Negotiate with Government over performance targets. • Sign PSA agreement. <ul style="list-style-type: none"> • Develop project proposal including 'ground rules'. • Commence 'Local Commission of Enquiry' (possibly in the Amersham area) as a pilot. • Consider findings and develop action plan for improving joined-upness. • <ul style="list-style-type: none"> • Examine implications of Rural White Paper of Bucks Rural Strategy and develop an Action Plan for the County Council. • Identify 'quick wins' for service improvement (including external funding) e.g. rural transport, rural policing. 	<p>April-May 2001</p> <p>October 2001</p> <p>September 2001 December 2001</p> <p>March 2002</p> <p>September 2001</p> <p>September-December 2001</p> <p>March 2002</p> <p>May 2001</p>

Part 3 For more information

Associated County Council Business Plans, and links with other Service Plans or Statutory Plans

Direct links to targets and outcomes in Management and Business Support Service Plans and indirect links to delivery of many services across the County Council (through this Groups European, External Funding and Research services)

When is the service due for a Best Value Root and Branch Review?

Probably included with Community Leadership Year 2 2001/02

Accountable Officer: Alison Smith 01296 382793