

**CHILTERN DISTRICT COUNCIL  
CABINET (10<sup>th</sup> February 2015)**

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*Background Papers, if any, are specified at the end of the Report*

**SERVICE PLAN SUMMARIES**

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**RECOMMENDATIONS**

**Cabinet are asked to note these service plans.**

**Relationship to Council Objectives**

*This report links in to the following Council's objectives listed below:*

*Objective 1 - Efficient and effective customer focused services*

**Implications**

- (i) This matter is not a Key Decision within the Forward Plan.*
- (ii) This matter is within the Policy and Budgetary Framework.*

**Financial Implications**

*Sound service planning helps to deliver value for money.*

**Risk Implications**

*The service planning process includes the review and highlighting of operational risks.*

**Equalities Implications**

*Equalities are considered during the service planning process.*

**Sustainability Implications**

*Any sustainability actions are fed into the service Action Plans.*

## **Report**

### *1 Purpose of this Report*

- 1.1 This report provides a summary of each of the service plans produced by service areas within the Council.

### *2 Background*

- 2.1 Service Plans are an important part of the Council's performance management framework as detailed in the Joint Business Plan 2014-19.
- 2.2 The Joint Business Plan states that performance management is about how we consistently plan and manage improvements to our services and involves making the best use of the resources (financial, personnel, skills) and information to drive improvement.
- 2.3 Continuous improvement is driven by regular consultation and analysis of customer needs feeding into the service planning process. This helps to identify actions to drive improvement and measures to monitor if the desired improvements are delivered.
- 2.4 The joint performance management framework is a clear statement that Chiltern and South Bucks District Councils are committed to providing value for money services that meet the needs of users and improve the quality of life for residents. Rising public expectation alongside reducing budgets require the Councils to embed a culture of performance improvement so that we can continue to deliver quality services to our customers at the correct cost.
- 2.5 Service plans provide a summary of achievements from the current year and an overview of what each service aims to deliver in 2015-16. As well as looking at aims and achievements services are asked to look at a range of areas including:
- Shared Services Programme
  - Know your customer and equalities
  - Performance indicators and risks
  - Costs and cost comparison information.

### *3 Discussion*

- 3.1 Each Head of Service/Principal Officer produced a joint service plan workbook for South Bucks and Chiltern and this information was used to produce a summary for each Council. These summaries will be made available on the Council's internet site. The service planning process will continue to be developed to ensure that the process is straightforward for managers to complete and provides a useful management tool for each service.