

South Bucks District Council: Cabinet: 8 February, Overview and Scrutiny: 30 January
Chiltern District Council: Cabinet: 7 February, Resources Overview: 31 January,
Services Overview: 24 January

SUBJECT:	<i>Service Plan Summaries</i>
REPORT OF:	<i>Leader of the Council, Councillor Isobel Darby and Leader of the Council, Councillor Ralph Bagge</i>
RESPONSIBLE OFFICER	<i>Acting Chief Executive, Bob Smith</i>
REPORT AUTHOR	<i>Rachel Prance 01494 732 903 and Sarah Woods 01494 586 800</i>
WARD/S AFFECTED	<i>This report applies to whole district</i>

1. Purpose of Report

This report provides a summary of each of the service plans produced by service areas within the council with the exception of Legal & Democratic services which is yet to be submitted.

RECOMMENDATION

Cabinet are asked to note these service plans.

2. Reasons for Recommendations

Service plans are an important part of the Council's performance management framework as detailed in the Joint Business Plan 2016 – 2020 and link to the Councils' policy objectives.

3. Content of Report

Service plans provide a summary of achievements from the current year and an overview of what each service aims to deliver for 2017-18. 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.

4. Consultation

Not Applicable.

5. Options

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.

7. Corporate Implications

- 3.1 Financial – Service plans assist effective performance management and assist the budgeting process.*
- 3.2 Legal – None.*
- 3.3 Resources – Service plans are a useful tool to help monitor progress made by the Council to improve service delivery.*
- 3.4 Risks issues – Critical operational risks are reviewed as part of the service planning process.*
- 3.5 Equalities – Equalities are considered during the service planning process.*
- 3.6 Sustainability – any sustainability implications are fed into the service Actions Plans.*

8. Links to Council Policy Objectives

Service plans are an important part of the Council's performance management framework as detailed in the Joint Business Plan 2016 - 2020.

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.

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.

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.

9. Next Step

Service plans will be adopted and implemented.

Background	1) Business Support Service Plan Workbook 2017-18 final 2) Comms, Performance and Policy Service Plan Workbook 2017-
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Papers:	18 final 3) Customer Services Service Plan Workbook 2017-18 final 4) Environment Service Plan Workbook 2017-18 final 5) Finance Service Plan Workbook 2017-18 final 6) Healthy Communities Service Plan Workbook 2017-18 final 7) Human Resources Service Plan Workbook 2017-18 final 8) Sustainable Development Service Plan Workbook 2017-18 final
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