

<b>SUBJECT:</b>	<i>Service Plans 2019-20</i>
<b>RELEVANT MEMBER:</b>	<i>Leader of Chiltern District Council, Councillor Isobel Darby</i>
<b>RESPONSIBLE OFFICER</b>	<i>Chief Executive, Bob Smith</i>
<b>REPORT AUTHOR</b>	<i>Ani Sultan 01494 586 800</i>
<b>WARD/S AFFECTED</b>	<i>This report applies to whole district</i>

## 1. Purpose of Report

This report provides the Service Plans all service areas within the Councils. Feedback has been had from Portfolio Holders on all Service Plan Summaries.

## 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

- 3.1 Service plans provide a summary of achievements from the current year and an overview of what each service aims to deliver in 2019-20.
- 3.2 This year, the internal consultation process has been extended to include all managers within service areas, plus other staff as appropriate, prior to sign-off from Heads of Service in order to ensure that the Service Planning process has been more robust than in previous years. This process will continue to be refined in coming years.
- 3.3 The service plans have been dramatically reduced in size, changed in format and aim to include only key information so that both staff and the public can easily reference the document.

## 4. Consultation

Not Applicable.

## 5. Options

Service Plan summaries will be made available on the Council's internet site, with Members able to access the full Service Plans via the supplement to this agenda.

Steps have been taken to develop the service planning process to ensure that the process is straightforward for managers to complete and provides a useful management tool for each service.

## 7. Corporate Implications

Financial – Service plans assist effective performance management and assist the budgeting process.

3.1 Legal – None.

3.2 Resources – Service plans are a useful tool to help monitor progress made by the Council to improve service delivery.

3.3 Risks issues – Critical operational risks are reviewed as part of the service planning process.

3.4 Equalities – Equalities are considered during the service planning process.

3.5 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.

A separate, detailed Performance Indicator review is currently taking place.

<b>Background Papers:</b>	
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