



BUCKINGHAMSHIRE COUNCIL

# Corporate Plan

## 2020 - 2025

*Version refreshed February 2022*



## Introduction

Our corporate plan outlines our ambitions and priorities for Buckinghamshire Council, a brand-new organisation bringing together the best of the previous five councils to create positive changes for local people, communities, visitors, and businesses.

Our original plan was developed over many months in consultation with the public, our partners and our staff and was published in April 2020.

However, the Covid-19 pandemic will leave a social and economic legacy long after it has ended and as such, we have reviewed the plan to reflect key events and changes in priorities since the plan was drafted in 2019/20.

Our vision for Buckinghamshire has not changed and remains one where growth will be carefully planned and managed, so that all our residents benefit. This includes well-designed, more affordable homes in thriving communities; providing excellent education opportunities for our young people, developing a skilled workforce with access to great job opportunities in highly productive sectors; and a world-class physical and digital infrastructure to support our businesses to flourish.

We also want to play our part in tackling climate change by planting over 500,000 trees, increasing recycling and improving our environment.

We are committed to making Buckinghamshire the best place to live, raise a family, work, and do business. We want our county to be a place everyone can be proud of, with excellent services, thriving businesses and outstanding public spaces for everyone. We want our residents, regardless of background, to have access to great opportunities, living healthy, successful lives and ageing well with independence. The Covid-19 pandemic has changed the way we live, work and think and presents a number of challenges in ensuring we continue to protect and support people who are vulnerable and in need; whilst meeting the extra service demands produced from the Covid pandemic. While we do this, we will continue to lay the foundations for what is best for Buckinghamshire in the longer term.

We will need to continue to adapt to achieve this, building on some of the positive changes we have already made as well as increasing resilience, agility and the skills required to be able to manage ongoing challenges. We remain focused on the importance of a local approach and will continue to engage with local communities and offering opportunities for our residents, business, and partners to influence new approaches to their local places and services.





Buckinghamshire's Strategic Vision for 2050 will help us deliver a lot of these ambitions and delivering on this will not only benefit the residents of Buckinghamshire but also the economy.

This refreshed plan provides the building blocks to our success and sets out the Council's strategic priorities and how we can achieve these. It will be used to inform cabinet portfolio priorities, service, and team planning – setting out the challenges and vital opportunities we will focus on to support the county to recover, build resilience and reset.

Supporting this plan will be a number of strategies and policies which will detail how we will deliver our ambitions and priorities. Underneath each of these there will be details about how we evaluate success against set policies and where appropriate use of benchmarking to ensure we measure success and best practise.

Demand for our services rises each year due to changes in our population, but new pressures from the pandemic have added to this. We are down on income compared to pre-pandemic levels with reduced levels of income from council tax, business rates and parking charges for example. However, income is slowly recovering.

During this challenging time, we have also seen great strengths and opportunities for the future. All over the county, people have stepped up to help those in need and look out for their family, friends, and neighbours. The public sector and community services have worked more closely together than ever before to find ways to continue supporting those that rely on them, thinking innovatively

through the challenges. Some of the new ways of doing things have proven to work well and have demonstrated how we can make improvements to the way we deliver our services. Our staff are our greatest asset, and it is important that we acknowledge and thank them for their ongoing hard work, dedication, and resilience.

The next few years will undoubtedly be a challenging time for Buckinghamshire, but there are also exciting and unique opportunities available to us to improve the services we provide and accelerate the county's success and prosperity in the future, such as devolution from central government. We must continue to attract investment into the county and seek to maintain valued universal services that make a big difference to quality of life for our residents. By seizing opportunities available to us now and working on our ongoing commitments, such as our objective to achieve net carbon zero for Buckinghamshire by 2050, we can avoid over burdening future generations that make Buckinghamshire their home and ensuring that current residents benefit from positive changes in the years to come.



**Martin Tett**  
*Leader*



**Rachael Shimmin**  
*Chief Executive*



# Buckinghamshire in numbers

In 2022



**551,560**

population in January 2022



**£413,924**

average house price  
(December 2021)



**£1,310pcm**

average rent for a two-bed property  
(January 2022)



**171**

parish and town councils



**31%**

of the county is designated green belt  
(England average 12.5%)



**£18.4 billion**

size of Buckinghamshire economy national  
output (Buckinghamshire LEP 2019)



**One third**

of working residents travels outside of the  
county for work



**236 schools**



On the horizon...



**564,319**

population in 2030  
(Source: ONS projections)



**450**

state pension age citizens per  
1,000 working age citizens by  
2040 (from 320 per 1,000 in 2020)

In the next decade (2022-2032):



**19%**

increase in 65+ year olds



**38.4%**

increase in 85+ year olds



**4.3%**

decrease in children

## Moving forward together: valuing partnerships

Achieving the best outcomes for our communities requires joined-up thinking. Working collaboratively with partners to make the most of collective resources, skills, ideas, and talents will be critical to achieve the key priorities which we set out later in this plan.

Most of our public sector partners work across the same geography and serve the same population. This provides great opportunities to join up and improve services.

Buckinghamshire Council will also be a leader in developing relationships at a regional, national, and international level. Championing the county's voice on a big stage, we will work creatively to develop the local economy, support businesses, and bring in investment and funding.

We are committed to partnership working, focusing on shared priorities, and encouraging collaboration, sharing intelligence, and driving change and tackling key issues in a more co-ordinated way.

### Buckinghamshire Growth Board

The Buckinghamshire Growth Board is an established board which has been engaging with key partners for over a year, developing the Strategic Vision and producing the Recovery & Growth Proposal. Partners include the Local Enterprise Partnership, NHS Clinical Commissioning Group, and other local public sector partners, all of whom have a shared ambition and work programme to deliver innovative, sustainable, and appropriate growth at pace.

Since supporting the recovery and growth proposal in November 2020, Buckinghamshire Council, through the Buckinghamshire Growth Board, have been progressing discussions with central government to develop partnerships and secure investment and devolution opportunities.

Whilst there is no current precedent, the proposals aim to build upon the ambitions outlined in the Recovery and Growth proposal and provide Buckinghamshire with the tools to locally drive economic recovery and growth, which in turn will drive national growth. The proposal includes the supply of affordable and appropriately designed new housing, and the delivery of necessary supporting infrastructure such as digital communications, energy,

roads, schools and hospital beds. We want Buckinghamshire to remain a forward thinking and dynamic economy without sacrificing the assets which already make it a great place to live.

Following the transition to a unitary authority, we have the advantage of strong local alignment and the most coterminous county structure in England as all our key partner organisations share our county geography. Utilising our economic assets and governance strengths with a combination of direct project investment, broader investment funds, and specific freedoms and flexibilities that would enable us to deliver services more efficiently and effectively. We will work with our partners to:

- Invest in our places.
- Mobilise our high-tech sector assets.
- Create an accelerated skills delivery system.
- Enhance physical and digital connectivity.
- Deliver public service efficiency improvements, including a first-class integrated health and social care campus
- Increase our overall contribution to HM Treasury.



## Local Enterprise Partnership and businesses

Our business community includes major international companies and large numbers of small and medium enterprises. By working closely with partners, including Buckinghamshire Business First and Buckinghamshire Local Enterprise Partnership, and through the Buckinghamshire Business Group, we support new businesses to grow and existing businesses to thrive - creating more local jobs and wider economic benefits to our communities.

Buckinghamshire Local Enterprise Partnership is a business-led 'partnership of equals' between local government and the private sector, building the conditions for sustainable economic growth in Buckinghamshire.

## Integrated Care Partnership and health partners

This brings together the expertise of health and care professionals to look after people's physical, social, and mental health needs. By working closely with partners across the Integrated Care Partnership, including Buckinghamshire NHS Clinical Commissioning Group, Buckinghamshire Healthcare NHS Trust, Oxford Health NHS Foundation Trust, FedBucks, Medicas, and South-Central

Ambulance Service NHS Foundation Trust, we will achieve our vision of everyone living happier and healthier lives.



## Town and parish councils, and local MPs

There are 171 town councils, parish councils and parish meetings in Buckinghamshire, collectively known as local councils. There are 5 MPs for the area. The Buckinghamshire and Milton Keynes Association of Local Councils (BMKALC) is an independent member organisation which provides support to these councils on procedures and statutory regulations. Local councils can take on the management of services through devolution agreements with the council, allowing them to set their own priorities according to local needs.

## Voluntary and community sector

Buckinghamshire has a vibrant not for profit sector with invaluable insight into the needs of our communities. The sector is at the heart of the community, delivering key services with experience in building relationships and social connections. They are vital in strengthening and supporting our communities. Volunteers are a huge asset, and we must ensure that voluntary capacity is used effectively and safely.



## Buckinghamshire Cultural Partnership

Buckinghamshire Cultural Partnership brings together senior leaders from key cultural organisations, Buckinghamshire Council, the Local Enterprise Partnership, and higher

education organisations. It plays a strategic leadership and development role for culture, positioning culture at the heart of strategic agendas throughout the county.

## Armed Forces Covenant

The Armed Forces Covenant is a pledge to show our support to those who serve, or have served, in the armed forces, as well as their families. It recognises the sacrifice they have made and ensures they are treated fairly.

We are committed to ensuring that the Armed Forces community does not face disadvantage in the provision of services compared to other residents. As an employer, we recognise the range of unique skills and experiences that reservists and veterans can bring to our organisation.

## Schools, colleges, universities and lifelong learning

The Buckinghamshire Skills Hub promotes and optimises links between the business community and education/training providers to enable young people and adults to develop the skills and qualifications they need to progress in the workplace, at whatever stage of their career they are in. Skills development is central to creating the conditions for sustained

innovation, excellence, and growth for our Buckinghamshire businesses, particularly in priority sectors as described in our [Local Industrial Strategy](#).



*Credit: Buckinghamshire College Group*

## Police, fire and rescue

The Thames Valley Police and Crime Panel examine and review how the Police and Crime Commissioner (PCC) carries out their responsibilities of ensuring that Thames Valley Police runs effectively. The panel also supports the PCC in their work and provides reports and recommendations on the Police and Crime Plan, Annual Report and some proposals made by the PCC.

Buckinghamshire & Milton Keynes Fire Authority is a publicly accountable body managing Buckinghamshire Fire & Rescue

Service on behalf of the communities it serves. The Authority meets four times a year to discuss budgets, financial arrangements, insurance and financial plans, and to make recommendations to the Fire Authority for decision.

## Housing providers

There are four main registered providers which were formed to take on the local housing stock across Buckinghamshire. The council works closely with them on developing new-build affordable housing, either in partnership with private developers or by developing their own sites. These providers allocate social housing tenancies in accordance with the Bucks Home Choice Allocations Scheme, advertising available tenancies on a central website.

## Natural Environment Partnership

The Buckinghamshire and Milton Keynes Natural Environment Partnership includes individuals, businesses, and organisations with an interest in driving positive change in the local natural environment. They work alongside the Local Enterprise Partnership, LEAP and Health and Wellbeing Board to embed natural environment in growth, economic and health strategies, and develop interventions and programmes for delivery.

## Our key priorities - a summary

**We want to make Buckinghamshire the best place to live, raise a family, work and do business.**

Our key priorities are:

- Increasing prosperity.
- Strengthening our communities.
- Improving our environment.
- Protecting the vulnerable.

Our key priorities are for our residents, employees, businesses, service users and councillors. Customer focus is integral to each of the priorities.







# Strengthening our communities

## Life expectancy in Buckinghamshire



**81.7**  
years



**85.3**  
years

(one of the highest in South East England)



Children and young people  
meeting recommended levels  
of physical activity



**175,000**

residents volunteer  
at least once a year

## Life expectancy gap

6.5 year | 6.4 year



life expectancy  
gap between  
most and least  
deprived



**24%**

**of 21,651**

homes built in the last  
decade were affordable

**> 63%** of adults are obese  
or overweight

## Strengthening our communities

People in Buckinghamshire are living longer and healthier, with health outcomes better than the national average. We have strong communities and a thriving, dedicated not for profit sector

Buckinghamshire is a healthy and inclusive place to live, work and visit, but we have a number of challenges. These include building more affordable homes now and for future generations, providing extra help and support for an increasingly older population and improving the health of people who live in the more deprived areas of Buckinghamshire. We also face the challenge of supporting our communities and residents to recover safely from the coronavirus pandemic.



### We want:

- Our residents to live independent, fulfilling lives, within strong, healthy, inclusive, and resilient communities.
- To support existing business communities, especially our small to medium enterprises (SMEs), to grow and flourish.
- To improve health and wellbeing, with a particular focus on reducing any gap in health outcomes.
- To work more with town and parish councils, giving them the responsibility for services and assets where it makes sense to do so, and helping communities to help themselves.
- To facilitate a 'catch up programme' for our young people, from the lost educational achievement which occurred during the coronavirus pandemic, particularly focusing on those most disadvantaged.

### Working with partners, we will:

- Enable and promote healthier lifestyles, wellbeing and quality of life for people in Buckinghamshire.
- Review our Leisure Strategy and seek to invest in our facilities where appropriate.
- Tackle health inequalities, including the impact of Covid-19, through cultural, leisure and learning opportunities, by developing clear plans to reduce health inequalities.
- Encourage localism through our Community Boards, the devolution programme and working with local councils and voluntary community groups.
- Ensure we are keeping our residents regularly informed.
- Provide the affordable homes our growing communities need, including key workers.
- Continue our commitment to equality and inclusion, through engagement with ethnic minority communities including regular engagement with faith leaders and partnership events, celebrating the diversity within our communities.
- Maintain commitment to the armed forces and armed forces covenant and recognising Buckinghamshire's proud and historic links to the armed forces.



# Protecting the vulnerable



**518** children with  
a Child Protection Plan  
on 31 March 2021  
(446 as at 31 March 2015)



**26** children were  
adopted (2020/21)

**33%** of care users  
do not have as much  
social contact as they  
would like (2020/21)



**58/1,000**  
crimes people  
(67 per 1,000 for Thames Valley)

**1,918**

applications for  
homelessness assistance  
(2020/21)



Budget for adult social  
care has increased by  
**23.2%**  
since 2015



**357** children in  
foster care (March 2021)

**68%** were satisfied with  
the care and support they  
received - only 3% were  
unsatisfied (64% England average)  
With 67% of people using  
Adult Social Care services say  
that they had either adequate  
or as much social contact as  
they would like (2020/21)



## Protecting the vulnerable

While most people in Buckinghamshire live independent and healthy lives, some need extra support and protection. We know that the number of children and adults who need this extra help is increasing. There are also rising numbers of people with mental health difficulties, special educational needs, disabilities, and complex needs.

We want to give everyone the best chances in life, so that – together with their families and carers - they are resilient and can identify their own solutions. We will continue to work with our partners and communities to innovate and improve our offer, helping people recover from illness sooner, promoting fostering and adoption reducing social isolation and loneliness, and supporting our most vulnerable residents.

Our goal is to reduce inequalities and give everyone the support and skills they need to live independent, happy, and fulfilling lives.



### We want:

- Children, adults, and families to feel safe and supported to live independent lives.
- Our older, disabled, and vulnerable people to receive the right support, at the right time.

### Working with partners, we will:

- Develop Helping Hand programme to tackle food and financial insecurity in local communities, administering government winter grants to vulnerable residents.
- Work with the police, PCC and partners to help prevent crime, reduce the fear of crime and understand the issues around 'female insecurity' and adopting a zero-tolerance approach to domestic abuse.
- Provide care for all those who are unable to help themselves, working with the NHS to give residents the choice and support to stay in their own home should they wish to.
- Make sure children and adults, particularly those that are vulnerable, are healthy, safe and protected from harm and continue to improve the services we provide, including delivering the Happier, Healthier Lives strategy.
- Work with residents, partners and stakeholders to virtually eliminate rough sleeping, and reduce homelessness, addressing the root causes of both.
- Work in partnership with the NHS and voluntary groups to reduce problems such as drug abuse, alcoholism, and unhealthy lifestyles. Aligning services with the NHS where this benefits residents.
- Work with our partners to understand and prepare implementation of the Government's new social care reforms and the Health and Care Act, which sets out the Integrated Care System to ensure it best suits the needs of our residents.
- Encourage children in school to adopt healthy lifestyles and encourage them to exercise more, eat a healthy diet and spend more time with their friends and less on the internet.



# Improving our environment



**1,990  
miles**

of publicly maintained  
carriageway



**3.35 billion**

vehicle miles travelled (2020)



**34%**

reduction in  
Buckinghamshire's  
CO2 emissions  
(from 2005 to 2019)



**1.3 million**

country park visitors  
(projected) in 2021/22



**51.2%**

of waste is recycled  
(2020/21)



**2,130 miles**

of public Rights of Way



Bus passenger numbers have  
returned to



**67.5%**

of pre-Covid levels

## Improving our environment

Buckinghamshire is a beautiful county, and our stunning natural and historic landscape is valued by all. Over a quarter of our county is within the Chilterns Area of Outstanding Natural Beauty and a third is covered by the Metropolitan Green Belt.

Protection of the county's beautiful countryside, including areas of outstanding natural beauty and green belt will be achieved through the 'Brown before Green' principle. We know we must deliver more homes and associated infrastructure for our growing population. By managing growth sensibly and responsibly (including identifying appropriate surplus public sector property and actively developing this for market, affordable housing and key worker housing), we can protect and enhance our natural environment and the benefits it brings. Aylesbury Garden Town is an exciting example: putting green spaces and natural environments at the heart of future development.



### We want:

- To address climate change, improve our environment and create economic opportunities for clean growth.
- To reduce our county's environmental impact by promoting sustainability and reducing waste.
- To improve air quality and people's health, by reducing emissions and encouraging green transport options.

### Working with partners, we will:

- Take action to reduce our carbon emissions including planting over 500,000 trees, including 240 trees planted by schools and care homes for the Queen's Platinum Jubilee and creation of new woodland.
- Facilitate the increased use of electric vehicles (including within our own fleet) and aim to double the number of electric charging points across the county. Encourage recovery and use of the public bus network.
- Increase recycling and energy recovery rates and continue to deliver recycling initiatives, including regular Love Food, Hate Waste campaigns through the year.
- Enhance and protect our green spaces and high-quality environment, through a zero-tolerance policy towards fly-tipping and litter, a no-nonsense approach to planning enforcement, and taking action on flood prevention.
- Encourage 'green growth' by promoting well-designed homes and introducing higher, more energy efficient standards for all new developments.
- Continue to manage and mitigate the impact of national infrastructure schemes such as HS2 and East West Rail, on Buckinghamshire's residents, businesses and special environment.
- Progress our ambition to be net carbon zero by 2050 (and potentially earlier) by delivering the key actions set out in our Climate Change and Air Quality Strategy.





# Increasing prosperity



**45%**

of residents educated to degree level or above



of vacant jobs not filled due to lack of skills (25% national average)



**88.8%**

of pupils attend good or outstanding schools



Value of exports from Buckinghamshire



**77.5%**

of residents in employment (South East average 78.3%)



**5.4%**

aged 16 or over have no qualifications (South East average 4.9%)

## Increasing prosperity

Buckinghamshire is a prosperous county and a successful place to do business, contributing £18 billion to the UK economy and ranked as the fourth most productive area in England.

The county has low unemployment, higher than average household incomes, and boasts world leading sectors. From Pinewood Studios in the south to Silverstone in the north, Buckinghamshire is a great success story. We are also well placed to take advantage of emerging opportunities because of our proximity to London and Heathrow, and our location in the middle of a leading economic area with global strengths in science, technology and high-value manufacturing.

However, the Covid-19 pandemic has impacted this and the national trend shows that high levels of productivity and growth are beginning to slow, and levels of unemployment are rising. Our High Streets have been badly affected and are still facing challenges, including the change in retail habits with increased online demand and falling footfall in Town Centres. Action is needed now to ensure our economy remains fit for the future.



## We want:

- To encourage sustainable economic growth, working with our partners to maximise opportunities and boost productivity.
- To continue to attract high quality jobs and investment in skills, innovation, and connectivity, keeping Buckinghamshire one of the best places to do business.
- Growth to benefit both new and existing communities, preserving the character of our environment while delivering everything we need to prosper.

## Working with partners, we will:

- Provide a clear and consistent vision for Buckinghamshire through longer term strategic planning and a new Buckinghamshire Local Plan.
- Continue our commitment to working proactively and in partnership to produce and deliver regeneration plans for Aylesbury, High Wycombe and other town centres.
- Maximise capital and revenue opportunities in our property estate to support the provision of affordable key worker housing, to support the economy and other council services.
- Enable residents to be successful in their chosen career by encouraging skills development and lifelong learning.
- Support the business community, especially SMEs, to grow and flourish including through promotion of high streets and Enterprise Zones.
- Deliver at least £100m investment in Buckinghamshire's roads and pavements; including gully emptying and investing £2.7m in our drainage programme in 22/23 and in alignment with the rigorous, data driven approach set out in our highways asset management policy.
- Continue to deliver the infrastructure that Buckinghamshire needs ahead of planned growth, including improving connectivity, increasing sustainability, attracting investment in the economic prosperity of the County and tackling congestion.

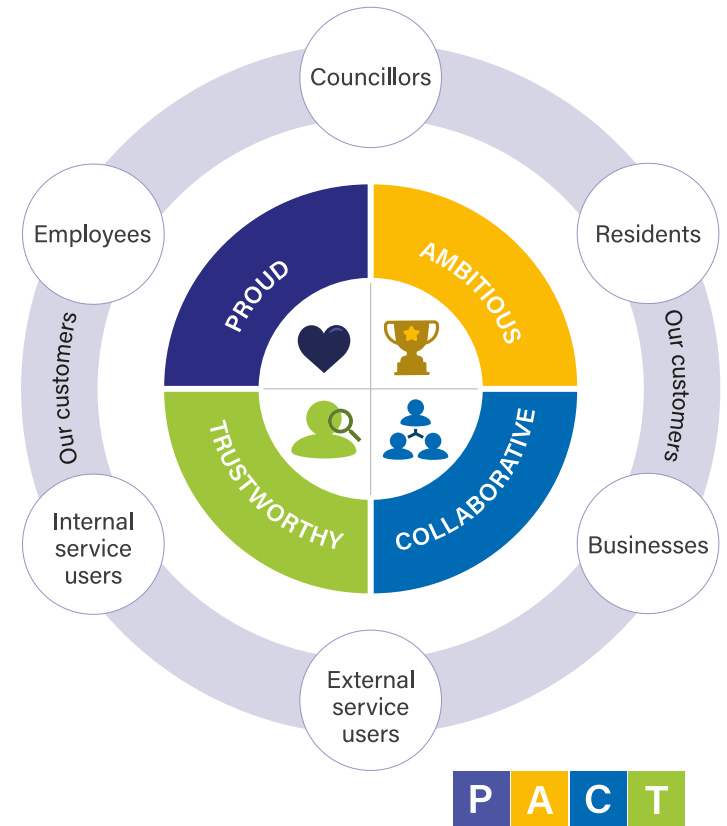
## Our people

Everything we want to achieve for Buckinghamshire depends on having the right people in place. We need to retain, recruit, and develop talented and committed staff to provide the best services for our residents and businesses. To support this, Buckinghamshire Council has developed a set of values in consultation with our staff.

Our values are: Proud, Ambitious, Collaborative, Trustworthy (PACT). These values underpin how we work and show our commitment – our PACT – to do our very best for our residents, service users and businesses. They are at the heart of everything we do.

Similarly, where services are provided through partners or external organisations, we will work with them to make sure these values are carried through in delivering services on our behalf.

We are already transforming our services and will continue to do so through our Better Buckinghamshire Programme, not only making savings but redesigning services and service delivery to suit our residents' needs. It is our people who deliver these services, and our improvements are focused on making the most of people's skills and experience, so we can take full advantage of the opportunities created by the new council. Everyone needs to be performing at their best to take the organisation on the next stage of its journey.



## The financial challenge

We will ensure that Buckinghamshire Council is financially fit, efficient, and responsive to change. We will maintain robust financial planning, scrutinise budgets closely and be prudent in managing risks. As a new unitary authority, we have already achieved significant savings and will strive to achieve more.

Like all local authorities, we face challenging financial circumstances. There are more people turning to the council for support, but the resources available to help them have not increased to match the demand. We have to be realistic and focus on greater efficiency and value for money.

However, we are still ambitious to keep investing in our communities, sustaining the vital services on which our most vulnerable residents rely. We will manage our assets to create long term benefits and additional income, reducing our dependency on the taxpayer and protecting front line services.



**£1.278bn** | 2022/23  
**Buckinghamshire  
Council budget (gross)**

**£524m**

**2022/23 to 2025/26 - spending on providing or improving buildings, roads and other infrastructure (capital budget)**

£38.5m for economic growth and regeneration  
£136.4m for schools and school improvement projects  
£117.9m for strategic highways and maintenance  
£129.4m for strategic transport and infrastructure  
£24.8m for waste  
£21.8m for housing and homelessness



## Your council, your way

Residents are at the very heart of what we do. There are lots of different ways for people to get involved, shaping the council's knowledge, plans and policies and keeping up to date on news and views.

### Getting involved: community boards

Community boards enable a focus on local solutions. There are 16 boards across the county. They bring together councillors and local communities to help solve local issues, take local decisions, and influence local service design and delivery.

### Neighbourhood plans

We continue to work with town and parish councils to develop and deliver Neighbourhood Plans and produce regular local planning updates for local councils.

Our five local Planning Committees continue to meet regularly.

### Inform, consult, and involve

We believe engagement should be meaningful, timely, inclusive, and direct. We want local people to help shape any proposals that affect the services they use or the areas where they live and work. We want to hear the voices of those most affected. It is important to us that

local people - including the young, community groups, businesses, partners, and staff - are involved, working together on developing and testing solutions and services. We are constantly looking to develop and improve on this.

### Councillors and committees

Being democratically accountable and having good governance is essential to any council.

Our website helps you find your local councillor and see which meetings are coming up and decisions that are being taken. To make sure the council is open and transparent, agendas and minutes of meetings are available online, with many meetings being filmed or in public.

### Customer focused

We must have a strong customer focus with services that are easy for everyone to access and we continue to improve our user experience with a commitment to return calls, keep customers updated on progress and to escalate queries when needed. We are improving our website content to improve accessibility and availability of information in high traffic areas, such as Planning, School Admissions and Home to School Transport. We are also developing our Digital Strategy focussing on improving resident's interaction with council through digital channels.





We want our residents to have a choice of how they engage with the council, including in places local to them. We know that some people would like to 'self-serve' online, but others will still value talking to us face to face. To support this, we have developed a Customer Experience Framework which we call 'Customer First.'

Key to Customer First are our three promises to our customers about the experience they should expect:

1. Easy for you to get in touch with us, easy to get what you need.
2. Helpful and that we aim to get things right first time.
3. Fair and honest in our approach so that we're clear about what we can and can't offer, and the reasons why.

Supporting this we have described the behaviours that we expect from our staff and those we request of our customers. To track the Customer Experience that residents, services users and businesses receive we will publish performance metrics to show how we are doing.

We are also developing our Digital Strategy focusing on improving residents' interaction with the council through digital channels.

## Our equalities commitment

Buckinghamshire Council is committed to equality of opportunity, fostering good relations, and eliminating discrimination, harassment, and victimisation.

We recognise, respect, and celebrate the fact that our staff and the people we serve are all from different backgrounds, whether this is our age, disability, race, family setting, gender, sexual orientation, religion, or belief. We will work with our partners to promote equality, celebrate diversity, improve social inclusion and mobility, and ensure fairness for everyone.

### How to contact us

- Most information about our services can be found on this [website](#).
- However, you can also [contact us](#) directly.
- Follow us on social media: @BucksCouncil

