

Introduction to SBDC Corporate Plan 2011-2021

The purpose of this plan is to set out the aims, priorities and objectives of the Council. The plan is reviewed annually and updated in line with priorities based on community and customer need, government strategies and targets and the results of ongoing improvement activity.

The Corporate Plan links to the Sustainable Community Strategy 2009-2026 which was produced by the South Bucks Partnership (SBP) and sets out the long term aspirations and vision of the community in South Bucks. The district council's aims and priorities are informed by this vision.

Summary of the Vision from South Bucks Sustainable Community Strategy

South Bucks will be a place with:

- A prosperous and diverse economy, with more people choosing to live and work locally;
- Green space, thriving and attractive towns and villages, where our heritage is protected and more affordable homes are available to help meet community needs;
- A sustainable environment where people take pride in their community and live low carbon lives;
- Lower levels of crime and anti-social behaviour, where the police are an active part of the community and people are knowledgeable about how to prevent crime;
- Good health which is enjoyed by all including those in deprived groups and where people take responsibility for their own well-being;
- Active communities involved in shaping decisions locally and who support the elderly and vulnerable to live full and independent lives.

The Sustainable Community Strategy and the District Council's Corporate Plan share five themes which are the framework for delivery of the Vision:

South Bucks Sustainable Community Strategy and Corporate Plan - Key Themes	
Theme 1	Thriving Economy - lifelong enterprise, the entrepreneurial heart of Britain
Theme 2	Sustainable Environment - protecting our heritage, protecting our future
Theme 3	Safe Communities - being safe, feeling safe
Theme 4	Health and Well-Being - healthier, happier and longer lives
Theme 5	Cohesive and Strong Communities - strong, confident and active communities

The elements of the Sustainable Community Strategy that are the responsibility of the District Council to deliver are included in its detailed Corporate Plan. Each of the five themes is split into objectives accompanied by detailed action plans for the current year and objectives are set out for the medium-term (the next 2-3 years) and the longer term (4-10 years).

Our values as a public service organisation - the way we do things - is governed by six key drivers that all staff will focus on throughout their work and these are:

The way we do things will focus on:
• Customer needs and customer involvement
• Value for money and a lean organisation
• Recognising diversity and involving everyone
• Supporting a cohesive and caring community
• Sustainable quality of life
• Knowing the locality and our communities, use of KnowledgeSource etc. to guide our work

Corporate Plan Aims and Priorities:

Aim 1: Thriving Economy - lifelong enterprise, the entrepreneurial heart of Britain

- Support for local businesses and families recovering from the recession
- Enable local people to live and work locally
- Support a local economy which balances availability of labour with types and levels of employment, including developing skills required for the future
- Increase affordable housing for local people entering the housing market, key workers and an ageing population
- Help to keep essential services within our high streets and towns and village centres
- Enable local people and businesses to take opportunity of 2012 Olympics

Aim 2: Sustainable and Clean Environment - protecting our heritage, protecting our future

- Support and educate residents and local businesses to achieve a reduction in carbon emissions and adapt to climate change. Lead by example
- Place shaping - conserve and enhance towns and villages, whilst safeguarding the Green Belt
- Review conservation areas and use key site briefs to take a proactive approach to plan ahead on specific sites
- Continue to improve the street scene and cleanliness of the district as a key public services coordinator
- Monitor, protect and plan for improvements to the environment
- Increase participation in recycling, reusing and reduce waste going to landfill

Aim 3: Safe Communities- - being safe, feeling safe

- Achieve a reduction in crime and an increase in clear up rates, in partnership
- Lobby and work with the Police to achieve more effective policing
- Reduce the impact of antisocial behaviour in our community
- Reduce fear of crime
- Encourage Bucks County Council to improve traffic management and road safety

Aim 4: Health and well-being - healthier, happier and longer lives

- Support NHS Buckinghamshire and other partners in improving health and well-being of residents
- Promote healthy lifestyles including reducing obesity particularly in young people
- Design leisure services that encourage access for all, improve health and provide support for older and younger people
- Reduce health inequalities and ensure comprehensive information on support and services is available to everyone
- Deliver improved access to services, tailored to meet the needs of individuals and reduce social isolation

Aim 5: Cohesive and strong communities - strong, confident and active communities

- Increase community participation and volunteering and maintain support for the voluntary and community sector
- Support individual Councillor engagement with their communities to feedback need
- Encourage people to have their say and shape local decisions
- Help communities to get on well together through encouraging and supporting community events
- Better engagement with vulnerable and hard to reach groups to help improve community cohesion and tackle inequalities
- Improve access to Council Services by encouraging use of the Council's website whilst improving other means of access for those without computers

Corporate Action Plan 2011 - 2021

*Risk - refers to risks listed on the strategic risk register. Please see Appendix A

Aim 1: Thriving Economy

1 year short-term improvement objective		Unit	Risk *
Support for local businesses and families during the recession			
a	Work to ensure the Citizen Advice Bureau can provide an appropriate level of support to South Bucks residents	Communications and Partnerships	SR8
b	Maintain benefits processing times and improve access to advice about the service	Revenues & Benefits	SR15
c	Increase awareness of benefits available to local residents, including small business rate relief to local businesses	Revenues & Benefits	SR1
d	Monitor any emerging trends as a result of the recession and look for opportunities to provide support for communities affected	Corporate Support, HR & Policy	SR15
e	Aim to minimise the increase in homelessness during recovery from the recession	Housing Services	SR15
Enable local people to live and work locally			
a	LDF to provide support to ensure local economy can continue to thrive	Planning Policy	SR4
b	Provide sufficient new dwellings to meet the agreed housing requirement for the District	Planning Policy	SR7, SR9
c	Deliver an effective housing strategy to improve the provision of appropriate housing	Housing Services	SR7, SR9
d	Address issues concerning a lack of infrastructure, and seek to increase financial contribution towards the provision/improvement of infrastructure	Development Management	SR4, SR8, SR15
Support a local economy which balances availability of labour with types and levels of employment, including developing skills required for the future			
a	Secure a balanced local economy which can continue to thrive in terms of jobs, skills and local labour supply	Planning Policy	SR8, SR15
Increase affordable housing for local people entering the housing market, key workers and an ageing population			
a	Increase the amount of affordable housing provided in the District, including both affordable rent and shared ownership properties, particularly social rented units	Housing Services Planning Policy	SR8, SR9
b	Ensure maximum use is made of existing housing stock to meet housing need	Housing Services	SR5
c	Monitor success of Choice Base Lettings to improve the way we allocate social housing	Housing Services	SR7, SR8, SR9
d	Support people to stay in their own homes via disabled facility grant, home repair grant and supporting people services	Housing Services	SR8, SR13
e	Action the plans to spend commuted sums money monitoring expenditure and keeping track of demand for each scheme and the number, type and tenure of properties released.	Housing Services	SR5, SR15
f	Produce a Development Brief for Mill Lane, finalise following consultation into a Supplementary Planning Document.	Planning Policy	SR8, SR9
Help to keep essential services within our high streets and towns and village centres			
a	Maintain standards of car parks and look to improve customer satisfaction	Property Facilities and Environmental Improvements	SR15

b	Review of street parking capacity in Beaconsfield and Gerrards Cross and explore ways to accommodate any unmet demand using the Council's existing car parks.	Property Facilities and Environmental Improvements	SR15
Enable local people and businesses to take opportunity of 2012 Olympics			
a	Work with partners to maximise the benefits to the community with regard to the 2012 Games	Cultural and Youth Services, Planning Policy, Development Management	SR8 SR11
b	Ensure systems are in place to monitor safety and welfare issues and react to incidents as part of the Olympic plans	Environmental Health	SR3, SR15
2-3 year medium term objective		Unit	Risk*
<ul style="list-style-type: none"> Secure ongoing benefits for the district as part of the legacy of the 2012 Olympics 		Cultural and Youth Services, Planning Policy, Development Management	SR8 SR11
<ul style="list-style-type: none"> Respond to the implications of the introduction of Universal Tax Credit, and localisation of council tax benefits 		Revenues and Benefits	SR6
4-10 year long term objective		Unit	Risk*
<ul style="list-style-type: none"> Work to ensure services adapt in a positive way to meet the needs of an ageing population 		All services	SR8, SR13, SR15

Aim 2: Sustainable Environment

1 year short-term improvement objective		Unit	Risk *
Support and educate residents and local businesses to achieve a reduction in carbon emissions and adapt to climate change. Lead by example			
a	Implement the sustainability strategy and promote principles of sustainability within the Council, including through the EMS and Energy Savings Trust Action Plans.	Planning Policy, Environmental Health, Property Facilities and Environmental Improvements, Waste and Recycling	SR12
b	Progress energy and sustainability management at Capswood	Property Facilities and Environmental Improvements	SR12
c	Promote sustainability within the Voluntary sector	Communications and Partnerships	SR1, SR12
d	Work with South Bucks Partners to reduce the District's carbon footprint, by implementing the Council's Carbon Reduction Plan.	HR and Policy, Communications and Partnerships, Development Management	SR1, SR8, SR12
e	Promote green travel policies and home working both internally and for local businesses	Environmental Health	SR1, SR8, SR12
f	Ensure policies and services adapt to meet the challenges of climate change, including statutory obligations and business continuity	Environmental Health, Legal Services, Planning Policy	SR1, SR12
Place shaping - conserve and enhance towns and villages, whilst safeguarding the Green Belt			
a	Maintain and enforce strong policies to protect the Green Belt from inappropriate development	Planning Policy	SR3, SR4, SR11, SR9
b	Shape places and manage change to the built environment to ensure that development secures an appropriate balance between meeting development requirements and the conservation of character and amenities	Planning Policy, Development Management	SR3, SR4, SR11

c	Implement Core Strategy, including training for development management staff and selected Members.	Development Management	SR5
d	Progressively review older enforcement cases, reducing the number of cases which are open.	Development Management	SR5, SR15
e	Conserve and enhance the built environment by encouraging good design and protecting townscape character	Planning Policy, Development Management	SR5
f	Ensure all planning decisions; applications, consultation responses, enforcement, tree protection orders, are of high quality and contribute towards the Council's aims	Planning Policy, Development Management	SR5
g	Comply with building regulations and deal effectively with dangerous buildings and structures	Building Control	SR1, SR5
h	Safeguard the Green Belt from inappropriate waste management facilities and excessive mineral extraction	Planning Policy	SR5
i.	Implement statutory changes to Building Control - modernisation and reform	Building Control	SR1, SR5
j	Increase planning fees with effect from October 2011 on a cost recovery basis.	Development Management, Finance.	SR15
Review conservation areas and use key site briefs to take a proactive approach to plan ahead on specific sites			
a	Review and update Conservation Areas, and consider the designation of further areas to provide a better framework for planning decisions	Development Management	SR3, SR5
b	Ensure that buildings of architectural or historic importance are protected	Planning Policy, Development Management	SR5
Continue to improve the street scene and cleanliness of the district as a key public services coordinator			
a	Undertake environmental improvement projects in town/village centres that enhance and protect the built environment	Property Facilities and Environmental Improvements	SR1, SR4, SR12
b	Manage refuse, recycling and street cleaning contract and look for ongoing improvements in service delivery and efficiency	Waste & Recycling	SR10
c	Work to reduce fly-tipping, graffiti and unwanted litter through introduction of new sweeping/litter picking schedule and monitoring system and the lobbying of magistrates to support flytipping prosecutions	Waste & Recycling	SR10
f	Work with BCC, Parishes and other partners to coordinate activities towards efficient and effective delivery of street scene services.	Waste & Recycling	SR1, SR10
Monitor, protect and plan for improvements to the environment			
a	Deliver best practice in sustainable development and contribute to a lower carbon footprint for the District.	Building Control	SR1, SR5
b	Maintain levels of resident and user involvement in the management of Littleworth Common SSSI	Property Facilities and Environmental Improvements	SR12
c	Work with Groundwork Thames Valley and other partners and environmental bodies to improve the environmental aspects of the District	Property Facilities and Environmental Improvements	SR4, SR5, SR8
Increase participation in recycling, reusing and reduce waste going to landfill			
a	Meet recycling and composting targets and continue to promote recycling and waste minimisation	Waste & Recycling	SR10
b	Maximise recycling, minimising residual waste going to landfill	Waste & Recycling	SR10
c	Actively improve waste management through the Waste Committee for Bucks	Waste & Recycling	SR8 SR10

d	Undertake a trial to assess the feasibility of introducing a doorstep plastics recycling service.	Waste & Recycling	SR8, SR10, SR15
2-3 year medium term objective		Unit	Risk*
	<ul style="list-style-type: none"> Investigate additional funding sources for Environmental Improvement Projects 	Property Facilities and Environmental Improvements	SR12
	<ul style="list-style-type: none"> Provide landscape advice to Parish Councils 	Property Facilities and Environmental Improvements	SR8, SR12
	<ul style="list-style-type: none"> Prepare and adopt design briefs / area action plans for key development sites where necessary 	Planning Policy	SR5
	<ul style="list-style-type: none"> Implement Environmental Improvement schemes - Beaconsfield Old Town Phase 2 	Property Facilities and Environmental Improvements	SR12
	<ul style="list-style-type: none"> Investigate the aims and objectives set out in the Council's 'Open Space Strategy' and work with Parish Councils and other partners to obtain funding for the various projects 	Property Facilities and Environmental Improvements	SR8, SR12
	<ul style="list-style-type: none"> Ensure readiness to take forward and support the Localism Bill's provisions around neighbourhood planning and housing reforms, when they become law. 	Planning Policy, Building Control, Development Management.	SR1, SR5, SR15, SR18
	<ul style="list-style-type: none"> Promote joint working through waste committee for Bucks and work towards achieving waste targets 	Waste & Recycling	SR8
	<ul style="list-style-type: none"> Implement recycling publicity plan to target resources where needed. 	Waste & Recycling	SR10
	<ul style="list-style-type: none"> Develop and implement a Development Management / Townscape Character Development Planning Document 	Planning Policy	SR4, SR11
	<ul style="list-style-type: none"> Improve local infrastructure via the development and adoption of Planning Obligations Document / Community Infrastructure Levy 	Planning Policy	SR4, SR11
	<ul style="list-style-type: none"> Supplement the Core Strategy energy policy and reduce District's carbon footprint via production and adoption of an Energy Planning Document. 	Planning Policy, Building Control, Development Management.	SR3, SR4, SR8
4-10 year long term objective		Unit	Risk*
	<ul style="list-style-type: none"> Implement Development Management Policies 	Planning Policy	SR4
	<ul style="list-style-type: none"> Minimise the impact of any further expansion of Heathrow (including Heathrow Hub) and HS2 on character and environment of the District 	Planning Policy, Environmental Health	SR11
	<ul style="list-style-type: none"> Address issues concerning a lack of infrastructure, and seek to increase financial contribution towards the provision/ improvement of infrastructure 	Planning Policy, Development Management	SR15
	<ul style="list-style-type: none"> Adopt Land Allocations Document 	Planning Policy	SR4
	<ul style="list-style-type: none"> Review Verdant Contract 	Waste & Recycling	SR10, SR12, SR15

Aim 3: Safe Communities

1 year short term improvement objective		Unit	Risk*
Achieve a reduction in crime and an increase in clear up rates, in partnership			
a	Maintain reductions in domestic burglaries, vehicle crime and overall recorded crime	Community Safety	SR6
b	Raise awareness of domestic violence and tackle other types of violent crime	Community Safety	SR6 SR8
c	Review effectiveness of CCTV to ensure Value for Money	Community Safety	SR6, SR8, SR15

d	Review effectiveness of neighbourhood policing and of new neighbourhood action groups	Community Safety	SR6, SR8
e	Maintain cross border working, especially Integrated Offender Management	Community Safety	SR6, SR8
f	Develop closer working relationships with neighbouring community safety partnerships to tackle crime and travelling offenders	Community Safety	SR6, SR8
g	Tackle root causes of crime through diversionary activities that engage young people	Community Safety, Cultural and Youth Services	SR8, SR15
h	Work in partnership to ensure licensing conditions are complied with and to protect the public from unlicensed activity, both premises and vehicles	Licensing	SR8, SR15
Lobby and work with the Police to achieve more effective policing			
a	Develop closer working relationships with neighbouring community safety partnerships	Community Safety	SR8
b	Reduce repeat victimisation and tackle repeat offenders	Community Safety	SR6, SR8
c	Continue support for Police Community Support Officers but not at the expense of regular Police Officers	Community Safety	SR1, SR6, SR8
Reduce the impact of antisocial behaviour in our community			
a	Take preventative measures to deal with anti-social behaviour issues	Community Safety, Cultural and Youth Services	SR6, SR7, SR8
c	Work with the Community Safety team, licensees and residents by attending Neighbourhood Action Groups/ Parish Council meetings. Encourage Businesses to become involved and receive first hand feedback from residents on issues and problems which involve Licensed Premises. Encourage problems to be discussed and look at ways to work towards a resolution between both parties.	Licensing, Community Safety	SR8, SR15
d	Promote public awareness of licensing regimes and ensure compliance with licensing conditions and protect members of the public from unlicensed activity	Licensing	SR8, SR6
e	Work in partnership with local youth workers and community groups to develop and run positive activities for disengaged young people in crime hot spot areas	Community Safety, Cultural and Youth Services	SR8, SR15
f	Work in partnership to reduce vandalism and graffiti	Community Safety, Waste and Recycling	SR8, SR12, SR13
Reduce fear of crime			
a	Achieve a reduction in fear of crime recorded by the British Crime Survey and local police	Community Safety	SR6 SR8
b	Integrate mainstreaming of community safety across all services	Community Safety	SR15
Encourage Bucks County Council to improve traffic management and road safety			
a	Encourage more sustainable forms of transport and increase travel choice for example by focusing development in accessible locations	Planning Policy	SR4, SR13
b	Promote green travel policies and home working internally and for businesses	Planning Policy and Environmental Health	SR8, SR12
2-3 year medium term objective		Unit	Risk*
<ul style="list-style-type: none"> Support Police in increasing the number and effectiveness of neighbourhood watch schemes 		Community Safety	SR1, SR8
<ul style="list-style-type: none"> Lobby for more Police and financial resources, proportionate to other Thames Valley Police Districts. 		Community Safety, Communications & Partnerships	SR6, SR8

• Increase community involvement in Community Safety activities	Community Safety	SR8, SR15
• Review and update licensing policies to take account of best practice and new legislation	Licensing	SR1, SR8
• Increase cost of licensing fees for alcohol licenses on a cost recovery basis.	Licensing	SR1, SR8, SR15
4-10 year long term objective	Unit	Risk*
• Tackling the root causes of crime and fear of crime	Community Safety	SR6
• Work with Bucks County Council to design out traffic congestion and safety related problems	Planning Policy, Property Facilities and Environmental Improvements	SR8

Aim 4: Health and Well-being

1 year short term improvement objective		Unit	Risk*
Support PCT and other partners in improving health and well-being of residents			
Promote healthy lifestyles including reducing obesity particularly in young people			
a	Run at least one activity aimed specifically at children with a tendency to being overweight, involve better partnership with PCT	Cultural and Youth Services	SR15
Design leisure services that encourage access for all, improve health and provide support for older and younger people			
a	Review quality of leisure facilities and assess potential development opportunities	Cultural and Youth Services	SR15
b	Deliver projects that actively support the Every Child Matter's five key outcomes	Cultural and Youth Services	SR8, SR15
c	Work with Parish Councils, residents and other partners to provide two new play areas	Property Facilities and Environmental Improvements	SR8, SR15
d	Review programme of courses provided by the leisure centres that target children and young people and the elderly.	Cultural and Youth Services	SR15
Reduce health inequalities and ensure comprehensive information on support and services is available to everyone			
a	Use information on deprived groups to target health inequalities and deliver projects to tackle these inequalities e.g. obesity	Health & Housing, Cultural & Youth Services	SR7, SR13, SR15
Deliver improved access to services, tailored to meet the needs of individuals and reduce social isolation			
a	Help businesses meet the requirements of the Equality Act 2010	Building Control	SR1, SR5
b	Investigate alternative accessible transport options for users of the Dial-A-Ride service following the operator's decision to cease service provision in South Bucks due to low take up and high costs.	Culture and Youth Services	SR8, SR13, SR15
2-3 year medium term objective		Unit	Risk*
• Run healthy living initiatives including Burnham, Iver and Denham over 60's clubs, after schools clubs, disability clubs and Simply Walk programmes		Culture and Youth Services	SR8, SR13, SR15
• Help deliver a more effective community transport service for the local community		Culture and Youth Services	SR7, SR8, SR13, SR15
• Increase use of leisure facilities by diversity groups, including those with disabilities		Cultural and Youth Services	SR7, SR8, SR13, SR15

<ul style="list-style-type: none"> Use information on deprived groups to target health inequalities, and deliver projects to tackle these e.g. obesity 	Cultural and Youth Services	SR7, SR13, SR15
<ul style="list-style-type: none"> Reduce health inequalities, particularly for the young and elderly 	Cultural and Youth Services	SR7, SR13, SR15
<ul style="list-style-type: none"> Aim to minimise the increase in homelessness at a time of recession 	Housing Services	SR1, SR9
<ul style="list-style-type: none"> Design leisure services that encourage access for all, improve health and provide support for older and younger people 	Cultural and Youth Services	SR7, SR8, SR13, SR15
4-10 year long term objective	Unit	Risk*
<ul style="list-style-type: none"> Deliver projects that actively support the “Every Child Matters” five key outcomes 	Cultural and Youth Services	SR7, SR8, SR15
<ul style="list-style-type: none"> Ensure services adapt in a positive way to meet the needs of an ageing population 	Housing Services	SR13

Aim 5: Cohesive and strong communities

1 year short term improvement objective		Unit	Risk*
Increase community participation and volunteering and maintain support for the voluntary and community sector			
a	Lead the Council’s role in the Compact Partnership and to develop the contracts with Citizen Advice and Voluntary Impact to bring support to South Bucks residents, promoting positive partnerships with the community and voluntary sector and creating opportunities for volunteering. Encourage all sections of the community to volunteer.	Communications & Partnerships	SR1, SR8, SR15
b	Ongoing implementation of the partnership strategy to encourage use of partnership working and improving existing ones	Communications & Partnerships	SR1, SR8, SR13, SR15
c	Process and monitor the Council’s grants to the community and voluntary sector to meet Compact targets	Communications & Partnerships	SR8
Support individual Councillor engagement with their communities to feedback need			
Encourage people to have their say and shape local decisions			
a	Implement training and engagement monitoring, ensure residents’ views are collated, used to inform decision-making and “Duty to Involve” and “Big Society” implications are fully considered	Communications and Partnerships, Chief Executive, Members	SR1, SR7, SR15, SR17, SR18
b	Provide support and opportunities for development to members to enable them to carry out their community advocates role, including training on planning and licensing processes.	Democratic & Electoral Services, Development Management	SR15
c	Identify issues of concerns to community and lobby/represent their views	Chief Executive, Members	SR6, SR8
d	Devise ways of better access to the democratic process for the public	Democratic & Electoral Services	SR15
Help communities to get on well together through encouraging and supporting community events			
a	Send artists into schools in Burnham and Beaconsfield to work with children on lanterns /decorations for the Christmas festivals.	Cultural & Youth Services	SR15
Better engagement with vulnerable and hard to reach groups to help improve community cohesion and tackle inequalities			

a	Continue to consult with and make specific provision for the needs of young people, older people, those in deprived groups or other harder to reach groups.	Communications & Partnerships, Cultural & Youth Services	SR13, SR15, SR18
b	Implement and monitor local authority duties to meet the Equality Act 2010 and promote good relations within communities	Communications & Partnerships	SR7, SR8
c	Continue to implement community engagement strategy action plan, including involving review of services by focus group. Promoting Have Your Say opportunities, and feedback how services have changed as a result of customer involvement.	Communications & Partnerships	SR8, SR15
d	Co-ordinate and shape action plans from Cohesion and Inequalities Forum and Community Spirit Task Group to target reducing inequalities and improving any cohesion tension hotspots. Implement Preventing Violent Extremism Action Plan.	Communications & Partnerships	SR7, SR13, SR15
e	Ensure equalities re planning enforcement for vulnerable groups.	Legal	SR1, SR15
Improve access to Council Services by encouraging use of the Council's website whilst improving other means of access for those without computers			
a	Improve access to and promote Council services and keep residents informed about things that matter	Communications & Partnerships, ICT	SR15
b	Identify areas in which to involve the community and promote website use to gather views	Communications & Partnerships	SR15
c	Promote high response to annual electoral register canvass	Democratic & Electoral Services	SR15
d	Ensure ICT systems and infrastructure are safe and secure from failure, fraud and abuse	ICT	SR1, SR15, SR17
e	Decide future of Council Magazine if the South Bucks and County Times trial should cease following review.	Communications & Partnerships	SR15
2-3 year medium term improvement objective		Unit	Risk*
<ul style="list-style-type: none"> • Enable communities to meet big society needs and create a culture of self help. 		Communications & Partnerships	SR1, SR8, SR13, SR15, SR18
<ul style="list-style-type: none"> • Promote participation in elections 		Democratic & Electoral Services	SR15
<ul style="list-style-type: none"> • Improve use of ICT especially web and GIS services to provide efficiency savings and improvements within service areas 		ICT	SR17
<ul style="list-style-type: none"> • Work towards a strong and responsive community and voluntary sector supporting South Bucks communities, with active volunteers. 		Communications & Partnerships	SR1, SR8, SR15, SR18
<ul style="list-style-type: none"> • Implement changes to provision of ICT services as part of transformation initiatives within new ICT FM contract TBA 		ICT	SR1, SR15
4-10 year long term improvement objective		Unit	Risk*
<ul style="list-style-type: none"> • Devise ways of better access to the democratic process for the public 		Democratic & Electoral Services, ICT	SR1, SR15
<ul style="list-style-type: none"> • Lead the Council's work for the South Bucks Partnership and Bucks Strategic Partnership including the delivery of the South Bucks SCS 		HR & Policy	SR1, SR8, SR15

The way we do things -

We will continue to focus on:

- Customer needs and customer involvement
- Value for money and a lean organisation
- Recognising diversity and involving everyone
- Supporting a cohesive and caring community
- Sustainable quality of life
- Knowing the locality and our communities, use of KnowledgeSource to guide our work

Improvement objectives		Unit	Risk*
Customer needs and customer involvement			
a	Improve levels of customer satisfaction	All services	SR1, SR15
b	Engage with all residents to improve our understanding of their needs and set in place a system of comprehensive service standards, creating focus groups where appropriate	All services	SR15
c	Improve resilience and availability of services to end users	All services	SR15, SR17
d	Comply with the "Duty to Involve" our customers	All services	SR1
e	Ensure robust emergency planning is in place	Environmental Health	SR1, SR8, SR15
Value for money and a lean organisation			
a	Maintain prudent financial management and deliver planned savings programme	All Services	SR1
b	Progress the aims of the Asset Management Plan	Property & Contracts	SR1, SR8, SR9
c	Seek innovation and continuously improve the delivery of Value for Money services at the right quality, level and cost with a clear focus on what the customer values	All services	SR1, SR8
d	Utilise IT to improve efficiency of internal processes and service delivery, EDRMS, intranet, on-line payments, modern.gov, TLC and the website	All services	SR17
e	Commitment to delivering and supporting projects to streamline activities / share services/ implement joint working where appropriate and business case indicates savings and service improvements	All services	SR8
f	Council staff are trained in health and safety matters	Building Control	SR5
g	Conduct appropriate benchmarking and use the results to improve the service	All services	SR1, SR15
h	A healthy workforce with improved health and wellbeing for staff	HR & Policy, All services	SR1, SR15
i	Complete procurement project for Finance, ICT, R&B and establish appropriate contract management arrangements	Finance, ICT, R&B	SR8, SR15
Recognising diversity and involving everyone			
a	Use more customer intelligence to ensure services are designed for hard to reach groups	All services	SR7, SR15
b	Work with services to reduce inequalities, ensuring services can be accessed by hard to reach groups	Communications & Partnerships	SR7, SR15
c	Safeguard and promote the welfare of children and vulnerable adults	All customer facing services	SR1, SR15
Supporting a cohesive and caring community			

a	Ensure Council promotes diversity and meets equality standards	All services	SR1, SR7
b	Implement community cohesion strategy and support preventing violent extremism work	Communications & Partnerships	SR8, SR15
Sustainable quality of life			
a	Encourage green procurement e.g. Licensed taxi and min-cab plates, green IT policy, materials used in environmental improvement projects	All services	SR12
b	Reducing the carbon footprint of the Council further through the development of sustainable working practices	All services	SR11, SR12
c	Ensure polices and services adapt to meet the future challenges of climate change	All services	SR11
Knowing the locality and communities which live and work within it, use of KnowledgeSource to guide our work			
a	Maintain and improve the KnowledgeSource data base on the needs of different customer groups within the District	HR & Policy	SR1, SR13
b	Ensure all strategies and plans are based on robust information and accurate data including the needs of more vulnerable residents	HR & Policy	SR1, SR15

Appendix A - Strategic Risk Register

Please note that this table is currently under review by the Resource PAG and will be updated prior to publication.

Risk	Description
SR1	Managing change to deliver savings required by Medium Term Financial Strategy whilst at the same time progressing the Corporate Plan and preserving services
SR3	Impact of Government development proposals on South Bucks
SR4	Local Development Framework does not adequately support the Council's aims
SR5	Financial and staffing resources inadequate to maintain robust planning service, especially in respect of enforcement
SR6	Police resources directed to other parts of TV area
SR7	Developing pockets of deprivation due to access to affordable housing, employment etc increases crime and disorder, which may be made more likely by the economic recession
SR8	Lack of resources and capacity to support and develop partnerships
SR9	Lack of sites and funding for affordable housing schemes
SR10	Impact of future of changes to waste services, both collection and disposal, could have reputational and financial implications for SBDC
SR11	Major infrastructure projects, i.e. 2012 Olympic developments, HS2, on local environment
SR12	Funding availability for cleaner, healthier environment
SR13	Impact of ageing population
SR14	Business Continuity
SR15	Customer and community needs may not be properly identified and the affordability judged
SR16	Possibility of national reform of welfare system removes responsibility for assessment and payment of benefits
SR17	To be seen not to be adequately responding to the Govt's desire to publish information to increase local scrutiny and challenge. Council's reputation could be affected
SR18	To fail to respond to Govt's "Big Society" agenda, and attracting criticism of the Council from Govt and local communities