

GC2C strategy
outlining the benefits
of our successful
partnership work
with Buckinghamshire
communities



Getting Closer to Communities *in Buckinghamshire*

... getting closer to communities



Our vision ...

Getting Closer to Communities will enable Councils in Buckinghamshire, working in partnership, to achieve:

- services tailored to the priorities of nineteen local areas
- genuine and increased influence by residents over local decisions and budgets
- more accessible and integrated local services
- strengthened local leadership across the three tiers of local government



Getting Closer to Communities *the five programme aims*

Services that meet community needs

Outcomes:

- Services are planned and delivered by considering the opinions of residents and stakeholders (e.g. parishes) in each local community area.
- All Services use the local community areas as the building blocks to plan and deliver services and residents know that their local needs are taken into account.
- The supply of a service is better matched to the current assessed demand in each local community area.
- Services are delivered to communities on the basis of relative need

Objectives:

Services focus on customers' needs:

All Services will focus outwards, using the local community areas as the building blocks

to plan and deliver services. Organisational changes will have taken place within the Council to support this, including changes to internal systems such as service delivery structures, service planning and financial planning.

Local Councils delivering local services:

The New Deal for Buckinghamshire, a joint County and District Agreement with parish and town councils, outlining the principles for better consultation and devolved service delivery, will be implemented, monitored and reviewed. Devolved service delivery will be promoted in local community areas.

Local Services reflect local needs:

We will have a greater understanding of the service requirements of each local community, through undertaking needs assessments of each area. In light of these assessments, services are identified and developed for each local community area, which reflect the needs of each individual community.

Joined up local services

Outcomes:

- Services across all public bodies work together to deliver better outcomes for local residents.
- Officers providing local services are better informed about other services in the area. They work together to solve local problems and provide better services to the community.
- An area organisational structure is in place which promotes, co-ordinates and monitors locality working.

Objectives:

Local Public Service Providers working together: Local co-ordination of public access to services and service delivery will be improved through:

- Initiatives and processes (eg Service Excellence events) to develop and sustain networks of front line employees across all public services in local communities.
- The formation of multi-agency teams.
- Co-location of employees and multi-agency teams (e.g. via an extended service school).

Buckinghamshire has a mix of rural and urban communities with a range of needs



Co-ordination of Council Services:

Effective management arrangements will be in place to co-ordinate local delivery of Council services within the nineteen local community areas. Service structures for local delivery will build upon the nineteen local community areas and common support services and processes for community engagement will be in place where appropriate.

Improved local access to public services

Outcomes:

- Community access points provide a guaranteed level of one stop advice, signposting and access to services such as freephone or internet access
- Residents have improved access to information and services in their local area, taking account of relative need.
- There is greater consistency of local access across the County.

Objective:

Improved Local Access: There will be improved and joined up access and delivery of local public services in each of the nineteen local community areas relative to local need.

This will include:

- One or more community access points in the nineteen local community areas
- One or more Extended Service Schools and Children's Centres in each of the nineteen local community areas.
- Joint customer service centres, where these bring added benefits to residents based upon evidence of demand.

Enhanced community leadership role of local members

Outcomes:

- Issues and decisions directly affecting the local community are considered in the nineteen areas by key local representatives.
- All tiers of local government and partners meet together in one local area forum to discuss local priorities.
- There is visible and stronger local leadership from local elected Members across the three tiers.

Objectives:

Local Decision Making: A Local Area Forum is established in each of the nineteen local community areas, with elected Members from County, District and Parish Councils working together with Police, Health and voluntary bodies to set the local priorities, challenge performance of Service providers and take collective decisions (using devolved budgets, where appropriate) on the delivery of public services in the area.

Local Elected Members leading locally: Elected Members are seen as leaders in the local community and Members are supported in their community leadership role through effective Officer and infrastructure support at a local and county level and by a programme of learning and development opportunities.

Increased community empowerment

Outcomes:

- Better engagement, better decisions, better services, better communities.
- Partnerships that the Council is involved in improve the quality of life of our customers and communities.
- Residents have genuine influence over decisions that affect them and community satisfaction will increase.
- More residents are actively engaged in local issues and their community.

Objectives:

Councils and other Public Services working in Partnership: A countywide approach to community engagement will be developed through the Pathfinder Agreement. This will provide greater choice for residents, reflect local needs and produce efficiencies for partners.

Local people involved in local decisions: Bucks residents are involved in the local decisions that affect them through a variety of mechanisms which the Councils and/or partners put in place. Because of this, the outcomes for people and places in the County are improved.

Local Community Plan for each area: Each local community area will have a local community plan which sets out the priority issues for that area. Residents and partners will be engaged in the planning process and in the design, planning and delivery of local services. The Local Area Forum will oversee this Plan. Where possible, targets will be set for each of the nineteen local community areas through the Local Area Agreement.