



Service Improvement Plans

Service Improvement Plans (SIPs) should combine a vision for the service with a strategy and programme, which sets the course for the service over a three-year period. A SIP is in effect a commitment to improve the quality of the service and sets out the activities and action required to achieve improvement. It is also a tool to hold management accountable for progress, to build staff support, facilitate wider community engagement and enable Scrutiny to review and assess the improvement programme. See Service Improvement Plan Template:

Service Improvement Plan Template

Item	Content
Scope	Identify services and functions in scope of the improvement plan.
Priorities for improvement	Identify each of the improvement priorities in relation to operational systems, management practice and organisational structures.
Objectives	<p>Future Shape Objectives (July 2009)</p> <ul style="list-style-type: none"> • A new relationship with citizens • A one public sector approach • A relentless drive for efficiency <p>Ensure the aims and purpose of each improvement is clearly stated based on an understanding of the cause/effect of performance weaknesses and/or opportunities for improvements.</p>
Results expected	Identify the planned impact, outputs and outcomes of the improvements.
Period covered:	Essential to cover a 2 or 3-year improvement programme.
Management of change	Application of Business Process Reengineering and how service standards will be maintained in a period of reorganisation.
Action to be taken	Specify what action is required to implement each proposal.
Resources and investment required	Financial costs of improvements, changes in use of assets including equipment & buildings.
Training, staff recruitment/redeployment	Identify human resource changes needed to support implementation.
Corporate action	Change required at Corporate level to ensure successful implementation of improvements and

	achievement of wider benefits.
Staff/trade union involvement and consultation procedures	Agreement on involvement of staff and trade unions in service improvement plan process and reporting progress/issues at *JNCC meetings.
Responsibility and management accountability	Elected Member responsibilities together with officers, managers responsible including names/posts and contact details.
Timetable	Dates when proposals will be commenced and completed.
Monitoring and reporting progress	Regular reporting of progress to users, elected members, Corporate Management Team & staff.
Scrutiny review	Review on annual or six monthly basis.

Source: European Services Strategy Unit, 2008.

*=Joint Negotiation Consultation Committee