
REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	24 NOVEMBER 2005	CATEGORY: DELEGATED
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	SALLY KNIGHT (Ext. 5728)	DOC:
	<i>Please Note: a list of contact points for each Service Plan can be found at the end of this report</i>	
SUBJECT:	2005/2008 SERVICE PLANS - HALF YEAR MONITORING REPORTS	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 The views of the Committee are requested on half-year Service Plan monitoring reports for Finance and Property Services, Revenue Services, Human Resources, Legal and Democratic Services and IT and Customer Services.

2.0 Purpose of Report

- 2.1 To consider half year Service Plan monitoring reports for the following Divisions:
- Finance and Property Services
 - Revenue Services
 - Human Resources
 - Legal and Democratic Services
 - IT and Customer Services.

3.0 Detail

Introduction

- 3.1 Service Plans are an important part of the Council's performance management framework.

- 3.2 Earlier this year, the Committee approved Service Plans for the Divisions listed in paragraph 2.1. These Plans are intended to provide a basis for service delivery during the current financial year and over the next two years.
- 3.3 The present reports (which accompany this report) review progress from 1 April to 30 September 2005.

Form and content

- 3.4 Each report has sections on:

- a description of the service
- the half year in context
- achievements (focussing on the benefits to service users)
- tasks at risk of non delivery during the year (along with explanations)
- performance in terms of the national Best Value Performance Indicators and Local Performance Indicators
- emerging issues

4.0 Financial Implications

- 4.1 None arising directly from this report.

5.0 Background Papers

- 5.1 Background papers are held on divisional files.