
REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	21ST JUNE 2007	CATEGORY: DELEGATED
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	IAN REID (5790) Please Note: A list of contact points for each Service Plan can be found at the end of this report	DOC: s:\cent_serv\committee reports\finance and management\2007\21 june 07\service plans fm 21jun07.doc
SUBJECT:	SERVICE PLANS 2007/2010	REF: IR/SAC
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 That Service Plans for Finance & Property Services, Human Resources, IT & Customer Services, Legal and Democratic Services and Policy and Economic Regeneration and Revenue be approved as basis for service delivery over the period to March 2010.

2.0 Purpose of Report

- 2.1 To consider Service Plans for the following service areas: -

- Finance & Property Services
- Human Resources
- IT & Customer Services
- Legal and Democratic Services
- Revenues

The Policy & Economic Regeneration Service Plan will be considered at the next meeting of this committee on 26 July 2007.

3.0 Detail

Introduction

- 3.1 Service Plans are an important part of the Council's performance management framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan, and personal performance objectives established through the Employee Review and Development Scheme.

Form and Contents

- 3.2 Last year, the form and content of Service Plans was reviewed in the light of the 'Achieving More' Performance Management Framework and minor changes have been made for this years plans following the Audit Commission's review of the Council's performance management arrangements.
- 3.3 Each Plan contains sections on:
- A description of the service including the customer base, standards of provision, the extent of partnership working, budgets, the management of capital assets, staffing arrangements, and actions carried over from the previous plan
 - The opportunities and challenges faced by the service, including future budget pressures over the next 3 years and plans for efficiency reviews
 - Key tasks for the three years April 2007 to March 2010. These include actions resulting from the Corporate Plan, Improvement Plan and the Community Strategy
 - Workforce Planning
 - Managing Risks
 - National and local performance indicators (with three year targets)
 - Useful contacts
- 3.4 Plans cover a three year period, although in practice they will be reviewed and rolled forward annually. Monitoring/progress reports will be made to Members on a quarterly basis.
- 3.5 The Service Plans reflect the early draft proposals within the Corporate Plan and Improvement Plan and will be revised, in consultation with the Chairman, to reflect the final versions of those documents.

4.0 Financial Implications

- 4.1 These have been dealt with in the body of the report.

5.0 Background Papers and Contact Points

- 5.1 Background papers are held on divisional files.
- 5.2 Contact points are as follows: -

Service Plan	Contact Point(s)
Finance & Property Services	Kevin Stackhouse (ext. 5811)
Human Resources	David Clamp (ext. 5729)
IT & Customer Services	Nigel Glossop (5703)
Legal and Democratic Services	Andrea McCaskie (Ext 5831)
Policy & Economic Regeneration	Sally Knight (ext. 5728)
Revenues	Chris Swain (ext. 5812)