
REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	28 NOVEMBER 2002	CATEGORY: DELEGATED
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	Sally Knight (Policy & Best Value Manager): Ext. 5728 Terry Neaves (Chief Finance Officer): Ext. 5800 David Soanes (Economic Development Manager): Ext. 5714 Kevin Stackhouse (Financial Services Manager): Ext. 5811 Tony Stamper (Audit Manager): Ext. 5706 Chris Swain (Revenue Services Manager): Ext. 5812 Joy Willoughby (Personnel & Development Manager): Ext. 5729	DOC:
SUBJECT: WARD(S) AFFECTED:	2003/2004 SERVICE PLANS ALL	REF: TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 That Service Plans for Economic Development, Personnel & Development, Financial Services, Revenue Services, Internal Audit, IT & Customer Services and Policy & Best Value be approved as a basis for service delivery over the period April 2003 to March 2004.
- 1.2 That Members indicate any matters they would wish to be addressed through the budget process.

2.0 Purpose of Report

2.1 To consider 2003/2004 Service Plans for the following Divisions:

- Economic Development (*in relation to asset management only*)
- Personnel & Development

- Financial Services
- Revenue Services
- Internal Audit
- IT & Customer Services
- Policy & Best Value

2.2 To invite Members to highlight any issues relating to the following matters they would wish to be addressed through the budget process:

- Spending pressures/growth items
- Areas for potential savings
- Capital projects

2.3 The Service Plan for Legal and Democratic Services will be presented to Council in January to allow Andrea McCaskie, the Council's new Legal and Democratic Services Manager, to become more familiar with her service area

3.0 Detail

Introduction

3.1 Service Plans are an important part of the Council's performance management framework. This framework also includes:

- the Best Value Performance Plan
- the Corporate Plan
- the Employee Review and Development Scheme

3.2 Service Plans are produced annually and progress is reported to Committee twice a year.

Form and content

3.3 The Service Plans now before Members are based on a format that was developed as part of the Best Value Review of *Financial Planning and Control*. The aim is to show the scope and nature of the service provided by each Division, how resources are used and how performance is going to be monitored and measured.

3.4 Each Plan contains sections on:

- a description of the service (including levels of provision and contributions to Council plans and strategies)
- the opportunities and challenges face by the service
- Best Value Reviews
- Key Tasks for 2003/2004. These are broken down into corporate, departmental and service/on-going tasks
- performance indicators and targets
- staffing structure, work organisation and training needs
- resources (revenue expenditure, capital expenditure and the use of the Council's existing capital assets)

- 3.5 All Service Plans have been prepared on the basis that there will be no change in the level of resources devoted to that service area. Proposals for service developments and/or service reductions are to be dealt with through a separate mechanism and will be incorporated in Service Plans at a later date.
- 3.6 Comments from Members on the Plans are requested.

Budget Issues

- 3.7 Members are also invited to highlight any issues stemming from Service Plans that they would wish to be included in the budget process or any other proposals for savings and growth on revenue or capital schemes.
- 3.8 The Finance and Management Committee has agreed that a meeting of the Services and Financial Planning Working Panel should be held on 11 December to consider all of the proposals and to prioritise them in line with the Council's available resources for 2003/2004.
- 3.9 It should be noted that Members can also bring proposals/ideas to the attention of the relevant Divisional Manager or Head of Service for reporting to the Services and Financial Planning Working Panel.

4.0 Financial Implications

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

5.0 Background Papers

- 5.1 Files held by the relevant Divisional Manager contain background papers.

