
REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	13 JUNE 2002	CATEGORY: DELEGATED
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINTS:	<p>Frank McArdle (Chief Executive): Ext. 5700</p> <p>Terry Neaves (Chief Finance Officer): ext. 5800</p> <p>Sally Knight (Policy & Best Value Manager): ext. 5728</p> <p>David Soanes (Economic Development Manager): ext. 5714</p> <p>Kevin Stackhouse (Financial Services Manager): ext. 5811</p> <p>Tony Stamper (Audit Manager): Ext. 5706</p> <p>Chris Swain (Revenue Manager) : ext. 5812</p> <p>Joy Willoughby (Personnel & Development Manager): ext. 5729</p>	DOC:
SUBJECT:	SERVICE PLANS - MONITORING REPORTS	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 The views of the Committee are requested on the at Service Plan Monitoring Reports for Legal & Members Services, Personnel & Development, Economic Development (in respect of asset management), Financial Services, Revenue Services, Internal Audit, IT and Customer Services and Policy & Best Value.

2.0 Purpose of Report

2.1 To consider Service Plan Monitoring Reports for the following Divisions:

- Legal & Members Services (*please see Annexe A*)
- Personnel & Development (*Annexe B*)
- Economic Development (*Annexe C*)
- Financial Services (*Annexe D*)
- Revenue Services (*Annexe E*)
- Internal Audit (*Annexe F*)
- IT and Customer Services (*Annexe G*)
- Policy & Best Value (*Annexe H*)

3.0 Detail

Introduction

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

3.2 In November, the Committee approved Service Plans for the Divisions listed at para 2.1 above. It was intended that the Plans would provide a basis for service delivery over the next 12/18 months.

3.3 The present Monitoring Reports chart the progress that has been made in the 6 months before and after the Plans were approved.

Form and content

3.4 Each report contains sections on:

- a description of the service
- achievements (especially from a service user perspective)
- areas for improvement (along with explanations)
- service developments (agreed as part of the last budget round)
- budget reductions (and the implications for service users)
- new/emerging issues (which might affect the way the service is delivered over the next 6 months)
- progress on Best Value Reviews
- progress on corporate, departmental and service key tasks
- performance in respect of Best Value and Local Performance Indicators and Targets

Future Reports

3.5 A second round of Monitoring Reports will be submitted to the Committee in October.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

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

