
REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM:	8
DATE OF MEETING:	25 NOVEMBER 2004	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:	2004/2007 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 Economic Development, Human Resources, Legal and Democratic Services, Financial Services, Revenue Services, Internal Audit, IT Services, Customer Services and Policy & Best Value.

2.0 Purpose of Report

2.1 To consider half year Service Plan monitoring reports for the following (pre-reorganisation) Divisions:

- Economic Development (*in relation to asset management only*)
- Human Resources
- Legal and Democratic Services
- Financial Services
- Revenue Services
- Internal Audit
- IT Services
- Customer Services
- Policy & Best Value

3.0 Detail

Introduction

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

- 3.2 Last autumn/winter, the Committee approved Service Plans for the Divisions listed in paragraph 2.1 above. 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 2004.

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 and Contact Points

5.1 Background papers are held on divisional files.

5.2 Contact points are as follows

Service Plan	Contact Point(s)
Economic Development	Kevin Stackhouse (5811) and Sally Knight (5728)
Human Resources	David Clamp (ext. 5729)
Legal and Democratic Services	Andrea McCaskie (ext. 5831)
Financial Services	Kevin Stackhouse (ext. 5811)
Revenue Services	Chris Swain (ext. 5812)
Internal Audit	Tony Stamper (ext. 5706)
IT Services	Nigel Glossop (ext. 5703)
Customer Services	Pam Carroll (ext. 5784)
Policy and Best Value	Sally Knight (ext.5728)