
REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 14
DATE OF MEETING:	21 st JUNE 2012	CATEGORY: DELEGATED
REPORT FROM:	HEAD OF CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (EXT. 5811)	DOC:
SUBJECT:	CORPORATE SERVICES' SERVICE PLAN 2012/13	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 That the Service Plan for Corporate Services be approved as basis for service delivery over the period 1st April 2012 to 31st March 2013.

2.0 Purpose of Report

- 2.1 To consider a presentation on the Corporate Services' Service Plan
- 2.2 Contact points

Service Area	Contact Point(s)
Corporate Services	Kevin Stackhouse (ext. 5811)

3.0 Detail

Introduction

- 3.1 Service Plans are a key 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 Sustainable Community Strategy, and personal performance objectives established through the Employee Review and Development Scheme.

Form and Content

- 3.2 The form and content of Service Plans has been reviewed and minor changes have been made for this year's plan. This year's plan has been amended to capture a number of cross-cutting themes for the Council such as the Transformation Programme, Partnerships, Outcomes and linking priorities to budgets.
- 3.3 The Service Plan contains sections on:
- Overview of the Service – workforce and financial information.

- Service Performance – key achievements 2011/12; key strengths and areas for improvement;
- Key National, Regional and Local Strategies;
- Partnerships.
- Consultation & Communication – What consultation and communication exercises are planned for 2012/13, and how these will be used to shape the delivery of services
- Service Review / Transformation Programme, including the efficiencies through business improvement, partnerships and procurement
- Managing Risks
- Action Plans

3.4 The Service Plan reflects the current priority themes and outcomes within the Corporate Plan 2009/14 and Sustainable Community Strategy 2009/29.

3.5 The Service Plan covers a one-year period and will be reviewed at the end of March 2013 to link in with the Corporate Plan and Sustainable Community Strategy. Monitoring / progress reports on Service Plans will be made to Members as part of the quarterly performance management framework monitoring process.

4.0 **Financial Implications**

4.1 None associated directly with this report; implications are detailed in the relevant Service Plan.

5.0 **Corporate Implications**

5.1 None associated directly with this report; implications are detailed in the relevant Service Plan.

6.0 **Community Implications**

6.1 None associated directly with this report; implications are detailed in the relevant Service Plan.

7.0 **Equalities Implications**

7.1 None associated directly with this report; implications are detailed in the relevant Service Plan.

8.0 **Background Papers**

Copies of the Corporate Service Plan is available on request or on the Council's intranet at <http://harvey/misc/PerformMgtFrame/ServicePlan/Servplan201213/>