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REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	16 JUNE 2005	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 – YEAR END REPORTS	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

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## 1.0 Recommendations

- 1.1 The views of the Committee are requested on year end 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 year end Service Plan monitoring reports for the following (pre-reorganisation) Divisions:

- Economic Development (*in relation to asset management only*)
- Human Resources
- Legal and Democratic Services
- Revenue Services
- IT 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 At the end of 2003/ early 2004, the Committee approved Service Plans for the Divisions listed in paragraph 2.1 above. These Plans were intended to provide a

detailed basis for service delivery during 2004/05 and a framework for the following two years.

- 3.3 The present reports (which accompany this report) report progress in the twelve months from 1 April 2004 to 31 March 2005.

*Form and content*

- 3.4 Each report has sections on:

- a description of the service
- the year in context
- achievements (focussing on the benefits to service users)
- unfinished tasks (along with explanations)
- performance in terms of the national Best Value Performance Indicators and Local Performance Indicators
- the lessons learned

**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

<b>Service Plan</b>	<b>Contact Point(s)</b>
Economic Development	Kevin Stackhouse (5811) and Sally Knight (5728)
Human Resources	David Clamp (ext. 5729)
Legal and Democratic Services	Andrea McCaskie (ext. 5831)
Revenue Services	Chris Swain (ext. 5812)
IT Services	Nigel Glossop (ext. 5703)
Policy and Best Value	Sally Knight (ext.5728)