
REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 13
DATE OF MEETING:	23rd JUNE 2011	CATEGORY: DELEGATED
REPORT FROM:	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	Head of Corporate Services Kevin Stackhouse (01283 595811) kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/service plan/201112/covering report
SUBJECT:	CORPORATE SERVICES - SERVICE PLAN 2011/12	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 08

1.0 Recommendations

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

2.0 Purpose of Report

- 2.1 To consider and review details of service provision and performance measures for the service area.

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 plans. This year's plans have 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 2010/11; key strengths and areas for improvement;
- Key National, Regional and Local Strategies;
- Partnerships.
- Consultation & Communication that we have undertaken and what's planned and how this will be used to shape delivery of services
- Transformation Programme, including the efficiencies through Business Improvement, partnerships and procurement
- Managing Risks
- Action Plans

3.4 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2011/14 and Sustainable Community Strategy 2009/29.

3.5 The Service Plan can also be viewed on the Council's intranet
<http://harvey/misc/PerformMgtFrame/ServicePlan/FinalServPlan/>

3.6 For this year, the Service Plan covers a one-year period and will be reviewed at the end of March 2012. Monitoring/progress reports on the Service Plan will be made to Members as part of the quarterly performance monitoring process.

4.0 **Financial Implications**

4.1 None associated directly with this report; costs of services, etc. are detailed within service plan.

5.0 **Corporate Implications**

5.1 None associated directly with this report.

6.0 **Community Implications**

6.1 None associated directly with this report.

7.0 **Background Papers**

None