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<b>REPORT TO:</b>	<b>Finance and Management</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>18<sup>th</sup> June 2009</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	Director of Corporate Services/ Chief Executive	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	Martin Guest (22 8705) martin.guest@south-derbys.gov.uk	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Service Plans 2009/10</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	ALL	<b>TERMS OF REFERENCE: G</b>

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## **1.0 Recommendations**

- 1.1 That service plans for Legal and Democratic, Organisational Development, Customer Services, IT and Business Improvement and Finance and Property Services be approved as basis for service delivery over the period to March 2010. Copies of these are available by following this link:

[http://harvey/corporate/organisationaldevelopment/policy/Service\\_Planning/2009\\_10%20Service%20Plans/](http://harvey/corporate/organisationaldevelopment/policy/Service_Planning/2009_10%20Service%20Plans/)

## **2.0 Purpose of Report**

- 2.1 To consider the Service Plans for the following service areas: -

- Legal and Democratic
- Organisational Development
- Customer Services
- IT and Business Improvement
- Finance and Property Services

## **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 Community Strategy, and personal performance objectives established through the Employee Review and Development Scheme.

### Form and Content

- 3.2 This year's plans capture a number of cross-cutting themes for the Council such as Value for Money, outcomes and linking priorities to budgets.

3.3 Each Plan contains sections on:

- Scope and aims of the service.
- Key achievements from 2008/9 and the Priorities for Action in 2009/10.
- People and resources – structure of the service and how this is being shaped to deliver on the priorities and the resources available to deliver on these
- National and local performance information and what benchmarking with other councils is telling us about this performance. These include actions resulting from the Corporate Plan and will include actions from the emerging Sustainable Community Strategy when finalised.
- Managing risks.
- Efficiencies Improvements and Partnerships.
- Consultation/Communication that we have undertaken and what's planned and how this will be used to shape delivery of services.

3.4 The Service Plans reflect the current themes and priorities within the Corporate Plan 2008/11 and Community Strategy 2008/9 and these will be reviewed with new plans being published in 2009.

3.5 For this year plans cover a one-year period due to 3.4 and these will be reviewed at the end of March 2009 to link in with these documents. Monitoring/progress reports on service plans will be made to Members as part of the quarterly performance monitoring reports.

3.6 There will be a presentation by each Head of Service at a future session, which will enable Members to explore in detail their service area. These sessions will be arranged by Legal and Democratic Services.

#### **4.0 Financial Implications**

4.1 None associated directly with this report; implications are detailed in the relevant service plan.

4.2 The Council's corporate risks, Value for Money and efficiency implications are reflected in the relevant service plan.

#### **5.0 Corporate Implications**

5.1 Each Service Plan demonstrates a link back to the Council's Corporate Plan priorities and the relevant targets for these and outlines how we intend to measure performance in these areas. There is a particular focus on outcomes and what each service area is doing to deliver better outcomes for the people of South Derbyshire.

5.2 Employment and equalities issues are included in the relevant service plan.

#### **6.0 Community Implications**

6.1 Community Implications are addressed through the relevant service plan and will be developed further through the actions coming out of the emerging Sustainable Community Strategy.

## 7.0 **Background Papers**

Copies of Legal and Democratic, Organisational Development, Customer Services, IT and Business Improvement and Finance and Property Services Service Plans are available on request.