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REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM:	7
DATE OF MEETING:	16 OCTOBER 2003	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:	2003/2004 SERVICE PLANS - HALF YEAR MONITORING REPORTS	REF:	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:	

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## 1.0 Recommendations

1.1 The views of the Committee are requested on half year Service Plan monitoring reports for Economic Development, Personnel & Development, 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 final Service Plan monitoring reports for the following Divisions:

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

## 3.0 Detail

### *Introduction*

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

- 3.2 In November 2002, 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.
- 3.3 The present reports (which accompany this report) review progress from 1 April to 30 September 2003.

*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

<b>Service Plan</b>	<b>Contact Point(s)</b>
Economic Development	David Soanes (ext. 5714)
Personnel and Development	Jenny Bristow (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)