
REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	12 JUNE 2003	CATEGORY: DELEGATED
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINTS:	<p>Sally Knight (Policy & Best Value Manager): Ext. 5728</p> <p>Andrea McCaskie (Legal & Democratic Services Manager): Ext. 5831</p> <p>Terry Neaves (Chief Finance Officer): Ext. 5800</p> <p>David Soanes (Economic Development Manager): Ext. 5714</p> <p>Kevin Stackhouse (Financial Services Manager): Ext. 5811</p> <p>Tony Stamper (Audit Manager): Ext. 5706</p> <p>Chris Swain (Revenue Services Manager): Ext. 5812</p> <p>Joy Willoughby (Personnel & Development Manager): Ext. 5729</p>	DOC:
SUBJECT:	2002/2003 SERVICE PLANS - FINAL MONITORING REPORTS	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: 9

1.0 Recommendations

- 1.1 The views of the Committee are requested on final Service Plan monitoring reports for Economic Development, Personnel & Development, Legal and Democratic Services, Financial Services, Revenue Services, Internal Audit, IT & 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
- Legal and Democratic Services
- Financial Services
- Revenue Services
- Internal Audit
- IT & Customer 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 In November 2001, the Committee approved Service Plans for the Divisions listed in paragraph 2.1 above. These Plans were intended to provide a basis for service delivery over the 2002/2003 the financial year.

3.3 The present reports (which accompany this report) review progress at the end of the Service Plan period.

Form and content

3.4 Each report has sections on:

- a description of the service
- 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

5.1 Files held by the relevant Divisional Manager contain background papers.