
REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM:	7
DATE OF MEETING:	17 JUNE 2004	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 - YEAR END MONITORING REPORTS	REF:	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:	ALL

1.0 Recommendations

1.1 The views of the Committee are requested on year end Monitoring Reports for the 2003/2004 Services Plans of Economic Development, Human Resources, Legal & 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 Monitoring Reports for the 2003/2004 Service Plans of the following Divisions:

- Economic Development (*in relation to asset management only*)
- Human Resources
- Legal and Democratic Services
- Financial Services
- Revenue Services
- Internal Audit
- IT Services
- 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 Towards the end of 2002, the Committee approved Service Plans for the Divisions listed in paragraph 2.1. These Plans were intended to provide a basis for service delivery over the 2003/2004 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 and Contact Points**

- 5.1 Background papers are held on divisional files.
- 5.2 Contact points are as follows

Service Plan	Contact Point(s)
Economic Development	David Soanes (ext. 5714)
Personnel and Development	David Clamp (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)