

**REPORT TO: POLICY & RESOURCES COMMITTEE ON 24 JUNE 2008**

**SUBJECT: SERVICE IMPROVEMENT PLAN 2007/2008 - CENTRAL SERVICES**

**BY: CHIEF LEGAL OFFICER**

**1. REASON FOR REPORT**

- 1.1 To provide the Committee with a copy of the Central Services Service Improvement Plan 2008/2009.
- 1.2 This report is submitted to Committee in terms of Section III A. (41) of the Council's Administrative Scheme relating to ensure that the organisation, administrative and management processes of the Council are designed to make the most effective contribution to achieving the Council's objectives and to keep these procedures under review.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Committee: -**
- (i) **Note the contents of the Service Improvement Plan 2008/2009 attached to this report.**
  - (ii) **Receive a quarterly report on progress in achieving the objectives set out in the Service Improvement Plan for the year ending 31 March 2009.**

**3. BACKGROUND**

- 3.1 This Plan builds on experience gained from the previous Plan in setting targets for continuous improvement.
- 3.2 Use was made of the European Forum for Quality Management (EFQM) to assist in assessing Personnel Services. In addition, the Central Services Management Team identified priorities to be included in this Plan.
- 3.3 A copy of the Service Improvement Plan for 2008/2009 is attached with **Appendix I**, which states the overall budget for each Service.

#### **4. SUMMARY OF IMPLICATIONS**

**(a) Corporate Development Plan/Community Plan/Service Improvement Plan**

Central Services underpin many of the working principles in the Corporate Development Plan hence this report is seeking approval for the Central Services Service Improvement Plan.

**(b) Policy and Legal**  
None

**(c) Resources (Financial, Risks, Staffing and Property)**

The resources required to implement the modernisation of the Registrars service will be dependant on the option agreed at Policy and Full Committee (Priority 1.2 of the Service Improvement Plan)

To support the Energy Officer in the delivery of the Energy Action Plan and supporting the production of the Council's Carbon Management Programme (Priority 2.1 of the Service Improvement Plan) one technical and one admin assistant are to be appointed.

In the provision of valuations and advice in relation to Flood Alleviation, the services of the District Valuer have been engaged to support the section in the delivery of this (Priority 2.5 of the Service Improvement Plan)

**(d) Consultations**

Central Services Management Team are responsible for preparing the Service Improvement Plan and other members of staff have been involved in the planning process.

#### **4. CONCLUSION**

- 5.1 It is proposed that a report on progress in achieving the objectives set out in the Service Improvement Plan will be provided to this Committee quarterly for the year ending March 2009.**

Author of Report: Roddy Burns, Chief Legal Officer  
Background Papers:  
Ref: RDB/CC