

REPORT TO: POLICY AND RESOURCES COMMITTEE ON 25 MAY 2010

SUBJECT: SERVICE IMPROVEMENT PLAN 2010/11 - FINANCE AND ICT SERVICES

BY: CHIEF FINANCIAL OFFICER

1. REASON FOR REPORT

- 1.1 The purpose of this report is to present for Committee approval, the 2010/11 Service Improvement Plan for Finance and ICT Services.
- 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 review the contents of the report, seek clarification on any points arising, and otherwise approve the Report.**

3. BACKGROUND

- 3.1 This Plan builds on experience gained from previous Plans in setting targets for continuous improvement.
- 3.2 A copy of the Service Improvement Plan for 2010/11 is attached as an Appendix to this report.

4. SUMMARY OF IMPLICATIONS

(a) Single Outcome Agreement/Service Improvement Plan

This Report seeks to gain approval for the Service Improvement Plan. Finance and ICT Services supports all Council services and therefore all areas of the Single Outcome Agreement. In particular the service involved in the Designing Better Services programme which links to local priority 10 about continuous improvement and more efficient service delivery.

(b) Policy and Legal

None.

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

The resources required to deliver the improvements identified in the service improvement plan are predominantly manager and staff time. The ICT Section improvement numbers 3.1 and 3.2 include additional resources previously approved by the Council.

(d) Consultations

The Service Managers responsible for delivering the priorities in the Service Improvement Plan have identified the priorities and been fully consulted during the planning process. The Corporate Management Team have been consulted on the draft plan.

5. CONCLUSION

5.1 The Service Improvement Plan attached provides Members with details of the main areas of improvement targeted for Finance and ICT in 2010/11.

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Background Papers:

Ref: MP/LJC/779537/772429