

**REPORT TO: POLICY & RESOURCES COMMITTEE 25 MAY 2010**

**SUBJECT: SERVICE IMPROVEMENT PLAN FOR CENTRAL SERVICES - 2010/2011**

**BY: CHIEF LEGAL OFFICER**

**1. REASON FOR REPORT**

- 1.1 The Committee is invited to approve the proposed Service Improvement plan for Central Services in 2010-2011 as detailed in **APPENDIX 1** of the report.
- 1.2 This report is submitted to Committee in terms of Section A(43) of the Council's Administrative Scheme relating to the provision, development and monitoring of all Central Support Services. Also in terms of Section A (45) in making the most effective contribution to achieving the Council's objectives.

**2. RECOMMENDATION**

**2.1 It is recommended that the Committee: -**

**(i) considers and approves the Service Improvement Plan for Central Services for 2010-2011; and**

**(ii) agrees that monitoring reports be presented to future meetings.**

**3. BACKGROUND**

- 3.1 This Plan builds on experience gained from the previous Plan in setting targets for continuous improvement and bases its priorities on the Scottish Outcomes Agreement and Local Outcomes.
- 3.2 The Central Services Management Team identified priorities to be included in this Plan and in Personnel's priorities they have requested that only priorities that are not reported elsewhere be included in the Service Plan so this will not include work on the Workforce plan and DBS.
- 3.3 Members of this committee are therefore requested to consider the improvement priorities for Central Service for 2010/11 as detailed in **Appendix 1**.

**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/Single Outcomes Agreement hence this report is seeking approval for the Central Services Service Improvement Plan.

**(b) Policy and Legal**

This is primarily a service document, any policy or legal implications are reflected in the plan itself where relevant.

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

To continue the support the Energy Officer in the delivery of the Energy Action Plan and supporting the production of the Council's Carbon Management Programme (Priority 2.2 of the Service Improvement Plan) one technical and one admin assistant appointed.

**(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.

**5. CONCLUSION**

**5.1 The Committee is asked to agree the Service Improvement Priorities for 2010-2011 in relation to Central Services and agree to quarterly reporting for monitoring purposes.**

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