

## CABINET ITEM COVERING SHEET PROFORMA

**AGENDA ITEM:**

**REPORT TO  
COUNCIL**

**22 MARCH 2006**

**REPORT OF  
CORPORATE  
MANAGEMENT  
TEAM**

### **COUNCIL DECISION**

**Corporate - Lead Cabinet Member – Councillor Gibson and Councillor Coleman**

#### **SERVICE IMPROVEMENT PLANS 2006-2009**

1. Summary

The purpose of this report is to provide members with the draft Service Improvement Plans 2006-2009. The plans set out the key improvements, changes and priorities for each of the council's service areas, linked to the Community Strategy and Council Plan. The Service Improvement Plans (SIPs) are not intended to cover all aspects of the council's business or the operation of core services – these things are covered in Business Unit Plans. Rather they are the things which in each service area will take a significant amount of attention from Heads of Service in order to ensure delivery.

The SIPs have been developed alongside financial and other resource planning activity, and the full documents include detail about the resource implications of each change, improvement or priority. It is not however, intended that the SIPs account for all spend in a specific service area.

2. Recommendations

Members are asked to consider and recommend for approval by Council the draft Service Improvement Plans for 2006 – 2009.

3. Reasons for the Recommendations/Decision(s)

The Service Improvement Plans set out how services will be changed and improved, contributing to the objectives in the Community Strategy and Council Plan

4. Members Interests

Members (including co-opted members with voting rights) should consider whether they have a personal interest in the item as defined in the Council's

code of conduct (paragraph 8) and, if so, declare the existence and nature of that interest in accordance with paragraph 9 of the code.

Where a Member regards him/herself as having a personal interest in the item, he/she must then consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest (paragraph 10 of the code of conduct).

A Member with a prejudicial interest in any matter must withdraw from the room where the meeting is being held, whilst the matter is being considered; not exercise executive functions in relation to the matter and not seek improperly to influence the decision about the matter (paragraph 12 of the Code).

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#### **SUMMARY**

The purpose of this report is to provide members with the draft Service Improvement Plans for 2006-2009. The plans set out the key improvements, changes and priorities for each of the council's service areas, linked to the Community Strategy and Council Plan.

#### **RECOMMENDATIONS**

Members are asked to consider and recommend for approval by Council the draft Service Improvement Plans for 2006 – 2009.

#### **BACKGROUND**

1. The service planning framework was reviewed in 2005 and a revised framework put into place to focus on changes and improvements and to bring service and resource (finance, human resources, ICT, procurement) planning closer together. Service Improvement Plans (SIPs) have been developed to cover the responsibilities of each head of service, though not necessarily on a one head of service one service plan basis. SIPs include the key changes, improvements and priorities which will require significant attention from heads of service to deliver. Core business in each service is covered in business unit plans which sit beneath the SIPs.

#### **2006 SERVICE IMPROVEMENT PLANS**

2. The service improvement plans support the Council Plan and Community Strategy. Plans are structured to include
  - a. an introduction outlining the strategic direction of the service and key achievements from the previous year;
  - b. action plans linked to the five themes of the Community Strategy and a theme of organisational development. The action plans include links to other plans, identify actions and milestones, responsible officers, success measures and targets, and risks. In addition where actions will have resource implications these are identified.

- c. The medium term financial plan for the service
  - d. A performance indicator table including both measures and targets.
3. Plans have been developed to cover all service areas. In some areas it has been sensible to develop combined SIPs covering more than one head of service's remit e.g. finance and children. The planning service has developed a performance improvement plan rather than a SIP, reflecting the improvement priority of that area. The Planning performance improvement plan is a separate item on this agenda.
  4. Performance against SIPs will be monitored and reported to Members twice a year, alongside Council Plan monitoring.
  5. Appended to this report are abridged versions of the draft SIPs, focusing on key elements of the action plans. Full draft SIPs have been placed on the Intranet to enable Members to consider them in detail. Once agreed, plans will be published on cd-rom and on the intranet with a set of hard copy plans lodged in the members library.

## **FINANCIAL AND LEGAL IMPLICATIONS**

### **Financial**

6. The development of the draft Service Improvement Plans has been closely linked to the medium term financial planning process, to ensure that resources are in place to deliver the key objectives and outcomes set out.

### **Legal**

7. None specifically from this report

## **RISK ASSESSMENT**

8. The systematic annual planning used to produce these plans means that risks are not significant. Actions contained within the Service Improvement Plans have been risk assessed.

## **COMMUNITY STRATEGY IMPLICATIONS**

9. The Service Improvement Plans set out key improvements, changes and priorities that support the delivery of the Community Strategy

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