

ANGUS COUNCIL

CORPORATE SERVICES COMMITTEE - 4 DECEMBER 2008

CORPORATE SERVICES DEPARTMENT SERVICE PLAN 2008/09: PROGRESS REPORT

REPORT BY THE DIRECTOR OF COPORATE SERVICES

ABSTRACT

This Report advises of the progress being made by Corporate Services Department in implementing the actions set out in the department's Service Plan.

1. RECOMMENDATION

It is recommended that the Committee notes the progress being made in delivering the actions in the Corporate Services Department Service Plan 2008/09.

2. INTRODUCTION

Scrutiny by elected members of progress made in delivering service plan actions is a vital component of the effective performance management arrangements.

Accordingly, the Monitoring Group on 28 May 2008 agreed that mid-year performance reports on progress against actions in departments' service plans should be submitted to the November/December committee cycle.

Attached to this report is the [mid-year report](#) for the Corporate Services Department setting out the performance status as at four weeks prior to the date of this committee.

The report has been produced from Excelsis, the Council's performance management system.

3. COMMENTARY

There are 83 targets within the Corporate Services Department Service Plan 2008/09. Of these 20 have been completed within the agreed timescale, 54 are on target for completion within the agreed timescale and 9 are identified as overdue.

On Target

Of the 54 targets which are on target for completion there are no known issues, at this time, which may result in revised deadlines. Where requests for a revised target date have previously been made, the reasons for revision have been reviewed and approved by the appropriate authorising officer and actions are in place to ensure that these targets are completed within the revised target dates. The reasons for revision are highlighted in the Excelsis report for information.

In addition, where additional information was available regarding the progress of a target towards completion this has been included in the Excelsis report for information.

Completed

Several major targets have been completed over the reporting period including:-

- The implementation of modernised conditions of service as a result of Single Status negotiations;
- The roll out of remote access to email and intranet facilities for all school based staff; and
- The introduction of the Prohibition of Drinking in Public Places Byelaws in Arbroath and Kirriemuir

It should also be noted that a number of targets relating to the Property Services Division shown as completed have in fact been transferred to their Operational Plan and will be monitored for completion by the Head of Property Services.

Overdue

There are nine actions flagged as Overdue.

However, one item, "Implement Employment and Support Allowances" has been implemented but was not recorded as such at the time the Excelsis report summary was drawn down.

In light of the continuing success of Direct Debit uptake for payment of Council Tax purposes it has been decided to review the benefit of implementing the action "Introduce Paperless Direct Debit". A revised target of 31 March 2009 will be applied meantime and a conclusion as to whether or not to proceed with this action will be realised by this date.

The action to "Develop a Suite of Briefing Notes Detailing Insurance Covers....." is substantially complete and drafts are presently the subject of review by Finance managers. This action will be complete by 30 December 2008.

With regard to the action "Review and Update the (Benefits) Fraud Manual" it is commented that this area of work operates in an evolving landscape dependant on external organisation influences and it is planned that this action be progressed through quarterly updates, the first of which will be to the end of December 2008.

The training course details for the ".....Audit Committee Principles Training....." action is in final draft format and will be available by 30 December 2008. Training delivery will be subject to diary availability of all those requiring to be trained but will be scheduled to take place prior to the March 2009 Audit Sub-Committee.

The "Review of Service Provision VFM in Partnership with Perth and Kinross, Dundee and SCQS (Shared Service)" is subject to the partner organisations availability and involvement. The matter is being monitored by the Property division and updates will continue to be provided.

The action to "Introduce Fire Safety Guides for Building Managers....." is complete in the form of generic advice and contact details for any specific concerns that may arise. Staff resources are being adjusted within the Property division to ensure the target date of full site specific guidance is in place by 30 September 2009.

The two actions encompassing "Develop Methods of Consulting and Engaging our Customers and Stakeholders" and "Setting Service Targets in Partnership with Clients (Best Value)" are intrinsically linked and are both scheduled for completion shortly and no later than by 31 March 2009.

In summary, there are effectively eight overdue actions at this time. Five will be complete by the end of the financial year, one is to be actioned for mid-2009, one is dependent on key partner input and involvement and one is to be the subject of review to determine the continuing benefit of progressing implementation.

An overall update on the delivery of all Excelsis recorded actions will be presented to the February Corporate Services Committee along with the 2009/2010 departmental Service Plan submission.

4. FINANCIAL IMPLICATIONS

There are no financial implications associated with the terms of this report.

5. HUMAN RIGHTS IMPLICATIONS

There are no direct human rights implications associated with this report.

6. EQUALITIES IMPLICATIONS

The issues dealt with in this report have been subject of consideration from an equalities perspective (as required by legislation). An equalities impact assessment is not required.

7. CONSULTATION

The Chief Executive, Head of Law & Administration and Head of Finance have been consulted on the terms of this report.

Colin McMahon
Director of Corporate Services

Note: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing the above report.

SDC/CMCM

20 November 2008