

APPENDIX 2

| CORPORATE MANAGEMENT - SERVICE PLAN 2002 - 2004 ACTION PLAN | | | |
|--|--|---|--|
| Topic | Action | When | Who |
| Democratic Representation and Management | Continue with the implementation of the new Constitution. Undertake a best value review of democratic services during 2003/2004. | Ongoing By 2003 | Policy, Legal and Member and Customer Services |
| Corporate Management | Complete Corporate Governance review as per CIPFA/SOLACE Guidance and implement corporate governance framework. Develop a risk management approach in particular reviewing the Council=s business continuity planning. | During 2002 During 2002 | Policy Services |
| Best Value | Ensuring publication of the Best Value Performance Plan in 2002 and 2003 as per statutory guidelines and achieving a satisfactory audit opinion. Agree a new approach to best value reviews. Ensuring successful best value inspections on each year=s reviews. Ensuring the programme of reviews for 2002 and 2003 is completed. Review the performance management framework particularly the | June 2002 April 2002 As inspections are held by Dec 2002 and Dec 2003 During 2002 | Policy Services Policy Services Policy Services Policy Services |

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| | development of a core set of performance indicators. Ensure a satisfactory outcome of the Peer Assessment Review. Continue to develop the Citizen=s Panel and use for corporate consultation. Review and prepare a revised Quality Strategy. | By Nov 2002 Ongoing 2002 | Policy Services Policy Services Policy Services |
| Electoral Services | Ensure the district elections in 2003 meet the statutory requirements. Investigate the potential for a pilot scheme in respect of an alternative method of voting and counting. Complete the review of Town and Parish Council boundaries. Compile proposals for the introduction of the proposed two new Parliamentary constituencies. | May 2003 | Chief Executive and Members= and Customer Services |
| Policy Services | <u>Corporate Finance</u> Review and agree a new financial strategy for 2002 and 2003. Agree a revised budget framework and then implement it. | July 2002 July 2003 July 2002 | Policy Services Policy Services |

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| Topic | Action | When | Who |
| | Complete the financial management Best Value Review. | By Dec 2002 | Policy Services |
| | Complete Capital Strategy, Asset Management Plan, HRA business plan and Housing Investment Programme. | July 2002 and July 2003 | Policy Services |
| | <u>Monitoring Officer</u> Implement the Member and Officer Codes of Conduct as and when issued. | | Policy Services |
| | Ensure the Standards Committee meets its responsibilities. | Ongoing | |
| | Review the implication of the Freedom of Information Act for the Council. | 2002 | |
| | <u>Community Plan</u> Establish a local strategic partnership. | During 2003 | Policy Services |
| | Review the Community Plan process and commence work on a review of the plan. | During 2002 | Policy Services |
| Policy Services continued | Review the Council=s Corporate Strategy | During 2003 | Policy Services |
| | <u>ICT/E-Government</u> Prepare and implement an e-government action plan building on the Open Door pilot. | April 2002 | Policy Services |

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| | Complete the Open Door project and finalise the evaluation and reporting back | by Dec 2002 | Policy Services |
| | Prepare a revised IEG Statement | by Sept 2002 | Policy Services |
| Office Accommodation | Review working methods and deal with any operational matters arising. | Oct 2002 | Members= and Customer Services |
| Member=s and Customer Services | Complete the implementation of the Printing and Telephone best value review action plan. Develop the existing software which is used to process complaints. | Jan 2003 | Members= and Customer Services |
| Legal Services | To enter into a partnership with a firm of solicitors including: \$ access to expertise lacking in the in-house unit including removing the need to undertake a tendering exercise for specific work given to outside solicitors \$ the ability to manage peaks of work; in particular one-off projects \$ tapping into training (time) management assistance in the achievement of Lexcel accreditation and IT skills possible within a larger organisation at minimum cost To achieve Lexcel accreditation | During 2002 By March 2004 | Legal |

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| Topic | Action | When | Who |
| | Consider establishing a Community Legal Partnership. | During 2003 | |
| ICT | Determine the cost of extending the hours of cover for external support contracts | 2002 | ICT Services Manager |
| | Examine the effect on staff contracts for out of hours support | 2002 | ICT Services Manager |
| | Determine the level of resilience required in the network and servers | 2002 | Systems Development Manager and Network and Communications Manager |
| | Write, implement and test a disaster recovery plan | 2003 | ICT Services Manager |
| | Ongoing support and development of the web site | ongoing | Systems Development Manager |
| | Implementation and support of kiosks | ongoing | Systems Development Manager |
| | Ongoing support and development of CRM including back office integration | ongoing | Systems Development Manager |
| | Explore the costs and benefits of introducing IP telephony | 2002 | Network and Communications Manager |

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| Topic | Action | When | Who |
| | | | |
| ICT continued | Customer Care 1 Survey 2 Consultation 3 Review helpdesk service | 2002 2002 2002 | ICT Services Manager ICT Services Manager Technical Support Manager |
| Finance | Implement replacement payroll system. Implement replacement Financial Management System Devise Risk Management Strategy and then implement it. | October 2002 April 2004 December 2002 | Finance Finance Finance |
| Property Services | Implement the action plan within the Asset Management Plan and report progress as necessary to the Resources Scrutiny Committee Acquire and implement the Integrated Property Management System. Report to the Executive on future property disposals. | 2002 - 2004 Oct 2003 2002 - 2004 | Asset Management Steering Group Property Services Property Services |
| Corporate Personnel | People Strategy 1 Ensure completion of action plan for 2002/03 | April 2003 | People Strategy Group |

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| | 2 Prepare action plan for 2003/04 3 Ensure completion of action plan for 2003/04 4 Prepare action plan for 2004/05 Equalities Best Value Review 1 Address the action points in the improvement plan which are specific to Personnel Services Peer Assessment 1 Assist in the preparation of the submission document for the People criteria. IIP 1 Ensure achievement of key IIP indicators Best Value Review of Support Services 1 Participate in the review Best Value Review of People Management 1 Participate in the review. | March 2003 April 2004 March 2004 March 2004 October 2002 February 2003 December 2003 December 2003 | Personnel Services People Strategy Group Personnel Services Personnel Services Personnel Services People Strategy Group Personnel Services People Strategy Group Personnel Services |

