

## APPENDIX 2

| CORPORATE MANAGEMENT - SERVICE PLAN 2002 - 2004<br>ACTION PLAN |  |   |  |
|--|--|---|--|
| Topic  | Action   | When  | Who  |
| Democratic Representation and Management                       | Continue with the implementation of the new Constitution.<br><br>Undertake a best value review of democratic services during 2003/2004.  | Ongoing<br><br>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.<br><br>Develop a risk management approach in particular reviewing the Council=s business continuity planning.  | During 2002<br><br>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.<br><br>Agree a new approach to best value reviews.<br><br>Ensuring successful best value inspections on each year=s reviews.<br><br>Ensuring the programme of reviews for 2002 and 2003 is completed.<br><br>Review the performance management framework particularly the | June 2002<br><br>April 2002<br><br>As inspections are held<br><br>by Dec 2002 and Dec 2003<br><br>During 2002 | Policy Services<br><br>Policy Services<br><br>Policy Services<br><br>Policy Services |

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|--|--|---|---|
| Topic  | Action   | When                                    | Who   |
|  | development of a core set of performance indicators.<br><br>Ensure a satisfactory outcome of the Peer Assessment Review.<br><br>Continue to develop the Citizen=s Panel and use for corporate consultation.<br><br>Review and prepare a revised Quality Strategy.  | By Nov 2002<br><br>Ongoing<br><br>2002  | Policy Services<br><br>Policy Services<br><br>Policy Services |
| Electoral Services   | Ensure the district elections in 2003 meet the statutory requirements.<br><br>Investigate the potential for a pilot scheme in respect of an alternative method of voting and counting.<br><br>Complete the review of Town and Parish Council boundaries.<br><br>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><br>Review and agree a new financial strategy for 2002 and 2003.<br><br>Agree a revised budget framework and then implement it.  | July 2002<br>July 2003<br><br>July 2002 | Policy Services<br><br>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><br>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><br>Prepare and implement an e-government action plan building on the Open Door pilot. | April 2002              | Policy Services |

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|--|--|--|--------------------------------|
| Topic  | Action   | When   | Who                            |
|  | 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.<br><br>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:<br>\$ 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<br>\$ the ability to manage peaks of work; in particular one-off projects<br>\$ tapping into training (time) management assistance in the achievement of Lexcel accreditation and IT skills possible within a larger organisation at minimum cost<br><br>To achieve Lexcel accreditation | During 2002<br><br><br><br><br><br><br>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<br>1 Survey<br>2 Consultation<br>3 Review helpdesk service  | 2002<br>2002<br>2002                                | ICT Services Manager<br>ICT Services Manager<br>Technical Support<br>Manager         |
| Finance  | Implement replacement payroll system.<br><br>Implement replacement Financial Management System<br><br>Devise Risk Management Strategy and then implement it.  | October 2002<br><br>April 2004<br><br>December 2002 | Finance<br><br>Finance<br><br>Finance  |
| Property<br>Services   | Implement the action plan within the Asset Management Plan<br>and report progress as necessary to the Resources Scrutiny<br>Committee<br><br>Acquire and implement the Integrated Property Management<br>System.<br><br>Report to the Executive on future property disposals. | 2002 - 2004<br><br>Oct 2003<br><br>2002 - 2004      | Asset Management<br>Steering Group<br><br>Property Services<br><br>Property Services |
| Corporate<br>Personnel   | People Strategy<br>1 Ensure completion of action plan for 2002/03   | April 2003  | People Strategy Group  |

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