

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	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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	the 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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	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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	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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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

