

**REPORT TO:** POLICY AND RESOURCES COMMITTEE - 19 JUNE 2000

**REPORT ON:** CORPORATE PLANNING DIVISION - SERVICE PLAN PERFORMANCE

**REPORT BY:** DIRECTOR OF CORPORATE PLANNING

**REPORT NO** 438-2000

1 **PURPOSE OF REPORT**

This report updates members on performance achieved against the baseline and targets contained in the Corporate Planning Division Service Plan agreed by the Policy and Resources Committee in October 1999 for the period 1999-2002.

2 **RECOMMENDATIONS**

- 2.1 The Committee is asked to note the performance achieved in the indicators presented in Appendix 1.

3 **FINANCIAL IMPLICATIONS**

None.

4 **EQUAL OPPORTUNITIES IMPLICATIONS**

The Corporate Planning Division promote the Council's policies to achieve equal opportunity.

5 **LOCAL AGENDA 21 IMPLICATIONS**

The Corporate Planning Division has a specific role to play in the promotion of the Council's Local Agenda 21 principles and priorities.

6 **BACKGROUND INFORMATION**

In line with the Council's Plan 1999-2002 and the Council's Best Value Implementation Plan, all departments were to prepare a Service Plan setting out their key performance indicators and targets over the next three years. The Division's Service Plan includes targets agreed in the Best Value Reviews of the Corporate Planning and Member Services. It is worth noting that the External Auditor will be conducting an audit of the Council's corporate approach to Best Value this year and this is expected to commence in October 2000.

Further indications of the Corporate Planning Division's works were contained in the report Council Plan 1999-2002 - Progress Towards Achieving Targets presented to Committee on 19 June 2000.

7 **CONSULTATIONS**

All Directors have been consulted on the contents of this report.

8 **BACKGROUND PAPERS**

Best Value Implementation Plan, Policy and Resources Committee -  
December 1997

Council's Plan 1999-2002, Policy and Resources Committee - October 1999

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Director of Corporate Planning

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Date

## Appendix 1

### Corporate Planning Division

<b>Key Performance Indicators</b>	<b>Baseline</b>	<b>April 2000</b>	<b>Target</b>
Satisfaction score on annual survey of the Chief Executive, Chief Officers and Elected Members			
The % Delighted or Very Satisfied			
<u>Corporate Planning</u>			
Speed of response	71%	63%	90%
Confidence in advice given	78%	75%	90%
Accuracy of Facts provided	64%	69%	100%
<u>Members Services</u>			
Range of Services	86.7%	99%	95%
Specific Service Targets			
Number of performance indicators reported to the Chief Executive Monthly and % on time Annual Average	42%	80%	99%
Satisfactory External Audit Report on Implementation of Best Value Arrangements	Yes	PMP Report Satisfactory	Yes each year
Council Corporate Plan approved	10/99	Update report 19.06.00	06/2002
Community Plan approved	N/A	Expected Dec 2000	Draft Sept 2000