

**Decision maker:** Cabinet Member for Resources

**Subject:** Customer, Community & Democratic Services (CCDS) Business Plan

**Date of decision:** 24 March 2011

**Report by:** Head of Service, Customer, Community & Democratic Services

**Wards affected:** All

**Key decision (over £250k):** Not a key decision

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### **1. Purpose of report**

To present to members the draft business plan for Customer, Community & Democratic Services (CCDS)

### **2. Recommendations**

That the portfolio holder for resources approves the plan and the key objectives for the service, as set out in the report

### **3. Background**

The Customer, Community & Democratic Services (CCDS) business plan is a corporate requirement, and sets out the objectives for the service in the medium term (2011-14). The plan sets out the main objectives of the service, how such objectives will be achieved, and the resources that the service will use in order to deliver on its plans.

Feedback from service users, partners and internal customers has been taken into account in the compilation of the plan.

The objectives of the service for 2011-14 are set out below:

#### **CCDS Business Plan Objectives 2011-2014**

- 1) Develop and enhance PCC's approach to democracy and community engagement, ensuring that all residents feel able to have their say in ways that suit them;
- 2) Build the reputation of PCC by ensuring that residents, staff, partners and councillors feel well-informed about the council, its vision, services and outcomes;
- 3) Ensure that we know our customers' needs and expectations and challenge ourselves and others to meet them;
- 4) Provide easy access to information, advice and services for everyone;
- 5) Support the development of a thriving third sector; and,
- 6) Develop a culture of customer focus, innovation, and efficiency in CCDS.

**4. Reasons for recommendations**

To enable Customer, Community & Democratic Services (CCDS) to fulfil the objectives as set out in the service business plan.

**5. Equality Impact Assessment (EIA)**

No EIA is required for the service business plan itself – instead the service has a rolling programme of EIAs designed to cover all of its major functions over a three-year period.

**6. Head of Legal Services Comments**

Should there be any actions arising from the plan which requires a legal input, the author is expected to raise the issue directly with the legal section.

**7. Head of Financial Services Comments**

All the service objectives are to be achieved within the cash limit set out in the approved 2011/12 budget.

Signed by:

Louise Wilders, Head of Customer, Community & Democratic Services

**Appendices:**

Customer, Community & Democratic Services (CCDS) business plan 2011-14 (draft)

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
PCC Business Planning Guidance 2011/12	Strategy Unit

The recommendation(s) set out above were approved/ approved as amended/ deferred/rejected by ..... on .....

.....  
Signed by: