

Decision maker: Cabinet Member for Resources

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

Date of decision: 12 July 2012

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

Wards affected: All

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

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 (2012-15). 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 2012-15 are set out below:

CCDS Business Plan Objectives 2012-2015

- 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 voluntary and community sector;
- 6) Maintain a culture of customer focus, innovation, and efficiency in CCDS; and,

7) Ensure the successful delivery of PCC transformation workstreams involving CCDS

The objectives above may require amendment and/or updating following decisions taken at Employment Committee on July 3rd 2012 regarding the council's future senior structure.

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 2012/13 budget.

Signed.....

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:

Title of document

PCC Business Planning Guidance 2012

Location

Strategy Unit

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

.....
Signed by: