

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Corporate and Customer Services Portfolio Holder

23 October 2015

AUTHOR/S: Executive Director (Corporate Services)

CORPORATE SERVICES – IDENTIFICATION OF SERVICE PRIORITIES FOR 2016-17

Purpose

1. This report sets out service priorities for Corporate Services for 2016-17, presented for Portfolio Holders' approval as the basis for the development of full service plans. The Finance and Staffing Portfolio Holder will be asked to approve his service priorities as a decision outside the meetings process.
2. This is not a key decision as it relates to approval for a series of draft priorities for which full business cases and project plans will be developed as part of full service plans, to be approved by 31 March 2016.

Recommendations

3. The Portfolio Holder is recommended to:
 - (a) agree the emerging priorities set out in paragraph 8 below as the basis for the development of the Corporate Services service plan for 2016-17, noting that resource requirements will be incorporated as part of the review of the Medium Term Financial Strategy (MTFS) and development of detailed estimates, and
 - (b) recommend to Cabinet the indicative ICT capital programme set out at Appendix A **attached** as the basis for discussions to ensure alignment with strategic partners as part of the emerging shared service business model.

Reasons for Recommendations

4. The recommendation is required to enable Portfolio Holder endorsement for service priorities to inform the development of 2016-17 service plans.

Background

5. Service priorities are required to be approved in advance of full and final plans being prepared for publication on 1 April 2016, in accordance with the Council's agreed corporate planning cycle.

Considerations – Policy context and service priorities

6. Corporate Services will continue to support South Cambridgeshire District Council to achieve its corporate objectives and provide services to the key internal and external customers of the Council in an accessible, effective and efficient manner, in an environment of major legislative and demographic change, and amidst ongoing pressure to reduce public sector spending.

7. The implementation of shared Legal and ICT services from 1 October 2015, led by Cambridge City and Huntingdonshire District councils respectively, requires a slightly modified approach to service planning to reflect agreed governance arrangements. Each shared service will develop fully scoped and costed business plans for 2016/17, which will be subject to internal Member scrutiny by each of the partners, and collective sign off by the Shared Services Partnership Board. In this context, the Executive Director (Corporate Brief) will assume lead 'client-side' responsibility for monitoring the effectiveness of shared services arrangements, as part of which he will ensure that SCDC's needs are reflected in emerging business plans.
8. The table below sets out service plan priorities for 2016-17 for which Corporate Services will be lead directorate. In addition to the items listed in the Table, the directorate will continue to play a pivotal role in supporting service delivery and business change across the organisation; these projects will be identified from service priorities agreed by the Council's operational directorates, with Corporate Services's input to be scoped in detail as part of the development of full business cases and project plans:

Item	Lead Service Area(s)	Lead Portfolio
Deliver corporate business change programmes	Business Improvement and Efficiency	Corporate and Customer Services
Deliver Digital by Default project	Business Improvement and Efficiency / Communications	Corporate and Customer Services
Implement Member Development Strategy	Democratic Services	Corporate and Customer Services
Monitor and evaluate ICT and Legal Shared services	Executive Director / Shared Services Partnership Board	Corporate and Customer Services
Deliver ICT strategic priorities through the Shared ICT Service Catalogue	3C Shared Services	Corporate and Customer Services
Deliver Legal Services annual business plan	3C Shared Services	Corporate and Customer Services
Work with Boundary Commission to deliver Boundary Review	Elections	Corporate and Customer Services
Deliver an outstanding customer contact service	Customer Contact Service	Corporate and Customer Services
Ensure the impacts of welfare reform continue to be managed smoothly and effectively	Revenues and Benefits	Finance and Staffing
Implement Organisational Development Strategy	Human Resources	Finance and Staffing
Maintain a viable financial strategy	Finance, Policy and Performance	Finance and Staffing
Implement new financial management system following procurement	Finance, Policy and Performance	Finance and Staffing
Take forward finance service task and role realignment as part of an emerging shared service structure	Finance, Policy and Performance	Finance and Staffing

Considerations – Resources

9. The service priorities identified above will be taken forward using existing resources, whilst delivering more efficient methods of working, building resilience and creating income opportunities for the Council.
10. An indicative ICT Capital Programme is **attached as Appendix A** to this report, setting out SCDC's priorities. The programme will be subject to amendment and refinement following discussions with shared services partners, to reflect the emerging shared service business model.

Options

11. The Portfolio Holders are invited to endorse the service priorities as presented; however, they may alter or amend the priorities, having regard to the policy context within which the service operates and to the needs of customers.

Financial Implications

12. Detailed estimates for all Corporate Services will be submitted to the Portfolio Holders as part of the Council's annual budget-setting cycle.

Risk Management Implications

13. The final service plan will include a section summarising key risks affecting the service and measures to mitigate against them. A number of service priorities are driven by the need to recognise and respond to risks arising from the national legislative environment in which the Council operates, particularly with regard to welfare reform and long term financial viability.

Equality and Diversity Implications

14. This report has not been impact-assessed; however, the final service plan will contain an equality impact assessment overview, signposting where specific services and projects will need to be subject to fuller Equality Impact Assessments.

Consultations

15. Consultation on Corporate Plan priorities and the draft MTFS will take place following Cabinet approval in November 2015, including with the District's Youth Council. Consultation requirements relating to specific projects will be identified as part of the development of outline business cases and project plans, and set out within the final service improvement plan.

Effect on Strategic Aims

16. The service plan proposals will contribute to the delivery of all the council's strategic objectives, linking these through a Golden Thread to service-level priority action plans and individual objectives.

Background Papers: The following background paper was used in the preparation of this report: Corporate Plan 2015-2020

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