

COMMITTEE: Finance and Resources Committee      DATE: 17<sup>th</sup> June 2011

CORPORATE DIRECTOR: Stewart Carruth

TITLE OF REPORT: Corporate Governance Service Business Plan 2011 / 2016

REPORT NUMBER: CG/10/046

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#### 1. PURPOSE OF REPORT

This report seeks Committee approval of the Corporate Governance Service Business Plan 2011-16.

#### 2. RECOMMENDATION(S)

It is recommended that the Committee:

- i. Approve the Service Business Plan for 2011-16;
- ii. Instruct that quarterly progress reports be presented to Committee as part of the Corporate Governance Performance Reporting Framework.

#### 3. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report. The financial plan for the Corporate Governance Service is included within the Service Business Plan.

#### 4. SERVICE & COMMUNITY IMPACT

The Service Business Plan identifies factors which influence service needs, development and delivery. It sets the priorities which the Directorate will undertake in order to achieve the Council's key strategic objectives.

#### 5. OTHER IMPLICATIONS

The Business Plan sets a route map to customer centred, efficient services which will have wide ranging implications for customers and staff. Direct and significant implications from actions included within the Business Plan will be reported as necessary to Committee.

## 6. REPORT

In 2010, our Service Business Plan clearly set out the Directorate's priorities and strategy for service improvements for the period 2010/11 and beyond. We have now updated the Service Business Plan attached to this report which covers a 5 year planning cycle from 2011-16.

We have successfully delivered much of the Plan for 2010/11 and implemented the actions which we committed to. A review of the significant progress and improvements made across the Directorate during 2010/11 is included within the attached Plan.

There has been considerable change over the past year, not least in the development of the Council's 5 year Business Plan. This clearly states the Council's expectations for the Directorate and much of 2011/12 will be focused on delivering the key actions within this Plan, particularly the delivery of a range of Corporate Governance services using an alternative delivery model. We have also utilised the Employee Opinion Survey, Corporate Governance Customer Satisfaction Survey, risk register and internal audit to reflect on our performance and to set out our Plan for 2011/12 and beyond.

The Plan sets out the social, economic and technological challenges ahead and maps out how the Corporate Governance Directorate is responding by focussing its activity around the needs of its customers, embedding quality across its functions and delivering increased efficiency. The Plan shows the role of the Directorate in delivering, and supporting others to deliver, the Council's key strategic objectives.

The Plan includes prioritised actions and performance indicators which will be used to monitor the successful implementation of the Plan. Performance and progress towards these will be reported on a quarterly basis to Committee.

The Committee will be aware that, whilst covering a 5 year period, the Business Plan is not static. The Service retains the ability to respond flexibly to changes in external factors both during financial years and through planned annual reviews.

## 7. AUTHORISED SIGNATURE

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## 8. REPORT AUTHOR DETAILS

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## 9. BACKGROUND PAPERS

None.