

SERVICE PLAN 2009/10 – PLANNING & DEVELOPMENT - SUPPORT SERVICES TEAM

NOW ANALYSIS

THE SERVICE

Objective: To provide an efficient and effective support to the professional teams in the unit and to undertake key administrative functions dealing with street naming and numbering and the LLPG.

Budget:
Gross Expenditure: £587,560
Net Expenditure: £0

Staffing: 15.1FTE

The Service Teams:

- To provide technical support for planning, building control, enforcement, conservation, data management and administration for unit, street numbering and naming
- To maintain and update IT related systems unique to the Unit and also to maintain the Councils LLP

Key Partners:

PERFORMANCE

Information on performance can be found in the quarterly Budget and Performance Monitoring Reports to the Executive.

WHERE ANALYSIS

GOALS

Short Term (2009/10)

- To implement the EDM project for the Unit **(GQS)**
- To continually review and improve admin procedures to improve the overall service provided by the PDU **(CF)**
- To improve performance management of key functions undertaken by the team **(CF)**
- To refine the structure of the team with a view to finding efficiencies where possible **(GQS)**

Medium Term (2010/11)

- To continue the programme of improvements and service delivery options in line with technological advancements and cost implications **(CF)**
- To support the professional teams by undertaking associated areas of work **(GQS)**

Long Term (2011/12)

- To continue the programme of improvements and service delivery options **(CF)**

IMPROVEMENT PLAN/STRATEGIES

People & Finance

- Ensure staff are effectively trained to meet the changing requirements within local government.
- To refine the structure of the team by developing team leaders and managers to manage and lead to drive service improvements and efficiencies.

Technology

- Continue to develop and improve IT systems within the directorate to meet e-government targets.
- Introduce scanning for wider use across unit to promote more effective and efficient working practices.

Strategies

- Spread the use of LLPG through the Council to improve services
- Develop stronger filing systems alongside EDM project