

Report on	Service Improvement Plan – Corporate Services & Finance
Date of Meeting	7 September 2023
Reporting Officer	Assistant Director of Corporate Services & Finance
Contact Officer	Assistant Director of Corporate Services & Finance

Is this report restricted for confidential business? If 'Yes', confirm below the exempt information category relied upon	Yes	
	No	X

1.0	Purpose of Report
1.1	To provide Members with an update in relation to the Corporate Services & Finance Directorate's Service Improvement Plan for 2023/24.
2.0	Background
2.1	The attached Service Improvement Plan (SIP) shows how the service provided by the Corporate Services & Finance's Directorate will contribute to Council's corporate objectives during 2023/24.
2.2	A SIP was also in place for 2022/23 and a section of the attached SIP details the performance overview for that year.
2.3	The SIP also includes a work plan and action plan for 2023/24 outlining the various actions to be taken by the Directorate during the current year.
3.0	Main Report
3.1	There are several actions and outcomes set out within the attached SIP which will be reported on over the course of 2023/24.
3.2	The SIP also includes details of risks relevant to the Corporate Services & Finance Directorate and details of associated mitigation measures.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: All aspects of the Corporate Services & Finance Directorate's costs have been included within 2023/24 revenue budgets. However, outsourced and third party legal costs, and potential Court awards are difficult to budget with any degree of certainty, especially given the increasingly litigious environment in which the Council operates. Notwithstanding the inevitable uncertainty surrounding the

	<p>adequacy of revenue budgets and in particular the future quantum of Rate Support Grant, the officers are satisfied that the Council's reserves and cash balances, together with its insurance arrangements should be sufficient to meet any costs associated with the Directorate (which represents the Council's corporate interests) that may arise during 2023/24.</p>
	<p>Human: The Legal Services section is supplemented by a range of third party legal advisers, each with specific areas of expertise. The balance between internal and external resourcing will continue to be kept under review.</p> <p>Staff resource pressures previously reported to Members (notably in relation to the Procurement section) have generally been alleviated by internal recruitment exercises. Staff retention and recruitment continues to be monitored on an ongoing basis.</p>
	<p>Risk Management: The Corporate Services & Finance Directorate is a key contributor to the Council successfully managing its strategic and operational risks. Given the relatively small staff complement within individual sections and departments within the Directorate, the Directorate (and therefore the Council) may be exposed to risks associated with prolonged staff absences/vacancies should they arise for whatever reason. This risk remains under review.</p>
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
5.0	Recommendation(s)
5.1	That the Committee notes the 2023/24 Service Improvement Plan for the Corporate Services & Finance Directorate.
6.0	Documents Attached & References
6.1	Corporate Services & Finance Service Improvement Plan 2023/24