

OFFICE OF THE CHIEF EXECUTIVE BUSINESS MANAGEMENT BUSINESS PLAN 2010/11

SECTION 1 – INTRODUCTION

1.1 Links to Corporate Plan

The Council's mission and values and principles have been developed to guide our department and the services we provide. The Council's mission is:

“To serve all our people and improve their quality of life.”

Core Values: The Council has developed the following core values to underpin its mission and guide the Council in its business:

The Council has developed the following core values to underpin its mission and guide the Council in its business:

<u>Equality</u>	<u>All stakeholders treated fairly, while respecting their different needs</u>
<u>Partnership</u>	<u>Willing to collaborate internally and externally to achieve its goals</u>
<u>Innovation</u>	<u>We will embrace innovative and enterprising ways of meeting the needs of our citizens</u>
<u>Accountability</u>	<u>We will operate in a transparent way, reporting openly to our stakeholders on performance against targets on an annual basis.</u>
<u>Value for Money</u>	<u>We will promote quality services that meet the expectations of our customers at an affordable cost.</u>

**SECTION 2 – SERVICES PROVIDED
BUSINESS MANAGEMENT BUSINESS PLAN
2010-2011**

STRATEGIC AIM	Provide an efficient, effective, economic and accountable business management service to the corporate body.
COUNCIL/COMMITTEE SUPPORT SERVICES	<ul style="list-style-type: none"> • Service Council & Standing Committee meetings • Implement Council and OCE Committee decisions • review committee structure to align with organizational structure
CORPORATE MANAGEMENT	<ul style="list-style-type: none"> • support Chief Executive and Corporate Management Team • communication, liaison and reporting on corporate management programme of work
MEMBER SERVICES	<ul style="list-style-type: none"> • deliver, monitor and review member training/briefing programme and support services in accordance with members services plan • increase electronic communications & recycling
MARKETING AND PR	<ul style="list-style-type: none"> • raise profile of Council and awareness of services through positive PR & communications • support Mayor's Office activities • monitor compliance of corporate identity/branding to all media • deliver corporate/civic and ceremonial events • deliver civic international relations programmes with twin towns
COMMUNICATIONS	<ul style="list-style-type: none"> • Develop & deliver internal & external communications plan • Develop & review website and improve access & on-line services • Undertake consultation with citizens/service users • Publish citizen information leaflets, promote comments scheme and publish results • Develop, Publish and communicate corporate plan and performance report • Deliver team briefings monthly & staff briefings on key issues
RECORDS MANAGEMENT	<ul style="list-style-type: none"> • Monitor and Review organizational file plan and develop retention and disposal

	<p>schedule and ensure legislative obligations are complied with</p> <ul style="list-style-type: none"> • Provide advice and guidance to service units • Review financial and management information systems
FREEDOM OF INFORMATION (FOI)	<ul style="list-style-type: none"> • Monitor and review publication scheme • Co-ordinate FOI/DP activity and produce guidance and annual report
INTERNAL AUDIT	<ul style="list-style-type: none"> • Manage Internal Audit Service and co-ordinate and monitor delivery of Annual Audit Plan • Service and support Audit Committee activity as set out in its terms of reference • Co-ordinate development and review of Risk Management Process
IMPROVE LOCAL POLICING	<ul style="list-style-type: none"> • Work in partnership to improve local policing, as detailed in the strategic and operational plan and local policing plan.
CIVIC LEADERSHIP & REPRESENTATION	<ul style="list-style-type: none"> • Lobby on issues affecting the Borough and its citizens: opposition to lignite development, upgrading of A26 to dual carriageway standard, gas pipeline installation, railway network improvements, area plan, housing growth indicators
BUSINESS CONTINUITY MANAGEMENT	<ul style="list-style-type: none"> • Review all business areas and prepare and implement a Business Continuity Management Plan in accordance with the principles of BS25999
PARTNERSHIP WORKING	<ul style="list-style-type: none"> • Ballymoney Borough Twinning Association • District Policing Partnership
RESOURCE INPUT / MANAGEMENT	<ul style="list-style-type: none"> • Employees x 11 • Recruit work placement/trainee • Manage delivery of programmes/services within overall cost limits and agreed timescale

EXTERNAL LIAISON	Ratepayers, government agencies, MP, MLAs, community groups, local authorities, other departments, media, NILGA, Membership of NILGA EU Forum, Local Government Marketing Group. RPA working Group.
EXTERNAL STANDARDS	Everything done in line legislative requirements and established good practice.

