

# Corporate Management

## Service Aims

- To ensure that corporate, strategic and other matters and policies are formulated and implemented across the whole range of Council activities.

## Service Provision

- Undertake service reviews to provide continuous improvement and Best Value to residents.
- Auditing and inspection of all Council activities including Best Value reviews.
- Production of corporate information and publicity.

## Service Targets/Improvement

- Implement the recommendations and action plans of completed Best Value Reviews and work with Audit Commission inspection teams.
- Improve consultation and publicity.
- Asset Management Plans for monitoring and control/use of assets received a good rating from the government.
- Undertake a review under the Local Government Improvement Programme to identify service improvements.
- Develop electronic service delivery, information and communication with the public such as through Digital TV.
- Develop Local Strategic Partnerships further.

## Budget

	2001/02 Actual £	2002/03 Budget		2003/04 Budget £
		Original £	Revised £	
Corporate expenses/Best Value	662,552	694,690	646,910	677,940
Publicity and Information	82,139	90,810	116,490	113,420
Asset Management	30,627	33,510	33,170	37,220
Bank Charges and Audit Fees	134,284	141,140	140,720	149,410
Pension backfunding costs	488,583	647,870	605,730	671,410
Unallocated central overheads	58,012	14,780	13,770	11,140
<b>Net cost of service</b>	<b>1,456,197</b>	<b>1,622,800</b>	<b>1,556,790</b>	<b>1,660,540</b>

# Democratic Representation and Management

## Service Aims

- To democratically decide on the Authority's policies for the benefit of residents of the District.

## Service Provision

- Provision of service to comply with all statutory time limits in respect of preparation and despatch of meeting papers.
- Production of regular updates of legal and legislative changes for members and officers.
- Appropriate arrangements for Elected Members to make decisions are in place and regularly reviewed.

## Service Targets/Improvement

- Review currently being undertaken of the new constitution.
- Introduction of new Standards Committee and enhanced Scrutiny arrangements in relation to the Council's decision making processes.
- Implement computerised Committee Minutes system.

## Budget

	2001/02 Actual £	2002/03 Budget		2003/04 Budget £
		Original £	Revised £	
Members allowances and expenses	150,304	157,690	186,150	191,150
Other service costs	748,761	943,470	884,170	977,940
Recharged to other services	-192,782	-235,100	-238,450	-252,750
<b>Net cost of service</b>	<b>706,283</b>	<b>866,060</b>	<b>831,870</b>	<b>916,340</b>

# Council Tax Collection

## Service Aims

- To bill and collect Council Tax as effectively as possible, but in doing so respond to the needs of our residents.

## Service Provision

- Providing residents with accurate information about Council Tax.
- Administering the collection of Council Tax efficiently and effectively.
- Working with Council Taxpayers to overcome debt problems.

## Service Targets/Improvement

- Implement outcomes from the Best Value Review of the service undertaken in 2002/03.
- Improve access to the Local Taxation Service through greater use of Information and Communications Technology (ICT). Put at least 60% of service transactions online by 31 March 2004.
- Extend single point of contact service approach to include other services..
- Undertake Customer Satisfaction Surveys to improve services.

## Budget

	2001/02 Actual £	2002/03 Budget		2003/04 Budget £
		Original £	Revised £	
Cost of service	490,178	522,000	494,450	509,150
Summons Costs Recovered	-48,975	-50,680	-50,680	-97,180
<b>Net cost of service</b>	<b>441,203</b>	<b>471,320</b>	<b>443,770</b>	<b>411,970</b>

## Council Tax Benefits

### Service Aims

- To ensure that those on low incomes received help with their Council Tax.
- Encourage the take up of Council Tax Benefit.
- To deter and detect Council Tax Benefit fraud. To prosecute offenders where fraud is discovered.

### Service Provision

- Payment of Council Tax Benefit to approximately 4700 claimants.
- Administering the DWP Verification Framework for Benefits Administration.
- Providing information and guidance for claimants.

### Service Targets/Improvement

- Implement outcomes from the Best Value Review of the service undertaken in 2002/03.
- Implement changes in regulations relating to New Tax Credits and Pension Credits effectively and efficiently.
- Continue to implement action plan agreed, following the Benefits Fraud Inspectorate's recommendations in 2002.
- Install Fraud case management system.
- Introduce single point of service culture.

### Budget

	2001/02 Actual £	2002/03 Budget		2003/04 Budget £
		Original £	Revised £	
Council Tax Benefits	2,264,479	2,290,150	2,606,450	2,864,450
Other service costs	117,059	142,070	152,580	159,360
	2,381,538	2,432,220	2,759,030	3,023,810
Government Grant				
- Benefits	-2,185,018	-2,193,000	-2,516,000	-2,768,000
- Administration and Verification Framework	-105,678	-103,890	-103,890	-193,810
<b>Net cost of service</b>	<b>90,842</b>	<b>135,330</b>	<b>139,140</b>	<b>62,000</b>

## Non-Domestic Rates

### Service Aims

- To bill and collect Non Domestic Rates efficiently, on behalf of Central Government, but in doing so responding to the needs of our ratepayers.

### Service Provision

- Providing ratepayers with accurate information about Non-Domestic rates.
- Collecting Non-Domestic rates efficiently and effectively, providing mandatory and discretionary rate relief of approximately £750,000 of which the Government meets around £666,000 of the cost.
- Working with ratepayers to overcome debt problems.

### Service Targets/Improvement

- Implement outcomes from the Best Value Review of the service in 2003/03.
- Improve access to the Local Taxation service through the greater use of Information and Communications Technology (ICT). Put at least 60% of service transactions online by 31 March 2004.
- Promote the availability of relief for small rural business's operating from former agricultural premises.

### Budget

	2001/02 Actual £	2002/03 Budget		2003/04 Budget £
		Original £	Revised £	
Discretionary Rate Relief Contribution	69,023	78,740	78,740	86,000
Other service costs	128,010	144,130	152,360	166,160
Government Contribution and other income	197,033	222,870	231,100	252,160
	-123,346	-121,690	-121,690	-126,690
<b>Net cost of service</b>	<b>73,687</b>	<b>101,180</b>	<b>109,410</b>	<b>125,470</b>

# Elections and Electoral Registration

## Service Aims

- To prepare and maintain the electoral register and to organise and administer central and local government Elections.

## Service Targets/Improvement

- Implementation of the requirements of the Representation of the People Act 2000.
- Undertake District wide elections in May 2003.

## Service Provision

- Prepare, despatch and administer approximately 35,500 annual canvass forms.
- Despatch applications forms for postal and proxy voters.
- Despatch application forms for service voters, overseas electors and European Citizens applications.

## Budget

	2001/02 Actual £	2002/03 Budget		2003/04 Budget £
		Original £	Revised £	
Registration of Electors				
Cost of service	120,083	137,440	126,590	87,910
Income	-816	0	-440	-440
Net cost of service	119,267	137,440	126,150	87,470
District Elections	3,770	4,910	1,770	82,730
<b>Net cost of service</b>	<b>123,037</b>	<b>142,350</b>	<b>127,920</b>	<b>170,200</b>

## Emergency Planning, General Grants and Contributions

### Service Aims

- To provide a comprehensive and reliable emergency service to residents of Babergh.
- To provide a range of grants to voluntary and other agencies and organisations.

### Service Targets/Improvement

- Production of advice and information for residents on what to do in emergency situations.

### Service Provision

- Planning for emergencies within the District.
- Production of information and guidance on emergency response.
- Assistance to a large number of organisations and bodies which provide services or facilities relevant to the Council's functions.

### Budget

	2001/02 Actual £	2002/03 Budget		2003/04 Budget £
		Original £	Revised £	
Emergency Planning	13,336	11,980	12,280	8,150
Civil Protection	831	970	8,360	5,260
Net cost of Emergency service	14,167	12,950	20,640	13,410
Grants and Contributions	53,931	56,590	57,500	61,080
Sudbury Freeman	698	1,150	910	1,150
<b>Net cost of service</b>	<b>68,796</b>	<b>70,690</b>	<b>79,050</b>	<b>75,640</b>

## Local Land Charges

### Service Aims

- To maintain the Local Land Charge Register and carry out searches.

### Service Targets/Improvement

- Introduction of a computerised local land charge search facility.

### Service Provision

- Carrying out searches, on request, in respect of property transactions.
- Maintenance of Local Land Charge Register.

### Budget

	2001/02 Actual £	2002/03 Budget		2003/04 Budget £
		Original £	Revised £	
County Council Fees	51,476	54,370	56,260	59,370
Other service costs	131,007	131,130	164,450	183,260
Cost of service	182,483	185,500	220,710	242,630
Fees and Charges	-244,200	-251,030	-257,580	-292,030
<b>Net cost of service</b>	<b>-61,717</b>	<b>-65,530</b>	<b>-36,870</b>	<b>-49,400</b>