
REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	16TH JUNE 2011	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF OPERATIONS	OPEN
MEMBERS' CONTACT POINT:	MARK ALFLAT (EXT. 5712)	DOC:
SUBJECT:	SERVICE PLANS 2011/12	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Service Plans for Community & Planning Services and Housing and Environmental Services be approved as basis for service delivery over the period to March 2011.

2.0 Purpose of Report

2.1 To consider a presentation on the Service Plans for the following service areas:

- Housing & Environmental Services
- Community & Planning Services

2.2 Contact points

Service Area	Contact Point(s)
Housing & Environmental Services	Bob Ledger (ext. 5775)
Community & Planning Services	Stuart Batchelor (ext. 5820)

3.0 Detail

Introduction

3.1 Service Plans are a key part of the Council's performance management framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan and Sustainable Community Strategy, and personal performance objectives established through the Employee Review and Development Scheme.

Form and Content

3.2 The form and content of Service Plans has been reviewed and minor changes have been made for this year's plans. This year's plans have been amended to capture a

number of cross-cutting themes for the Council such as the Transformation Programme, Partnerships, Outcomes and linking priorities to budgets.

3.3 Each Plan contains sections on:

- Overview of the Service – workforce and financial information.
- Service Performance – key achievements 2010/11; key strengths and areas for improvement;
- Key National, Regional and Local Strategies;
- Partnerships.
- Consultation & Communication that we have undertaken and what's planned and how this will be used to shape delivery of services
- Transformation Programme, including the efficiencies through Business Improvement, partnerships and procurement
- Managing Risks
- Action Plans

3.4 The appendices for each Service Plan can be viewed on the Council's intranet <http://harvey/misc/PerformMgtFrame/ServicePlan/FinalServPlan/>

3.5 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2011/14 and Sustainable Community Strategy 2009/29 and these will be refreshed with new action plans being published in May 2011.

3.6 For this year plans cover a one-year period and these will be reviewed at the end of March 2011 to link in with these documents. Monitoring/progress reports on service plans will be made to Members as part of the quarterly performance monitoring reports.

4.0 **Financial Implications**

4.1 None associated directly with this report; implications are detailed in the relevant service plan.

5.0 **Corporate Implications**

5.1 None associated directly with this report; implications are detailed in the relevant service plan.

6.0 **Community Implications**

6.1 None associated directly with this report; implications are detailed in the relevant service plan.

7.0 **Background Papers**

Copies of the Community & Planning Services and the Housing & Environmental Services Service Plans are available on request.