
REPORT TO:	HOUSING & COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	9 OCTOBER 2003	CATEGORY: DELEGATED
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	SALLY KNIGHT (Ext. 5728)	DOC:
	<i>Please Note: a list of contact points for each Service Plan can be found at the end of this report</i>	
SUBJECT:	2003/2004 SERVICE PLANS - HALF YEAR MONITORING REPORTS	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 The views of the Committee are requested on half year Service Plan monitoring reports for Housing Services, Leisure and Community Development, Environmental Health and Technical Services.

2.0 Purpose of Report

2.1 To consider half year Service Plan monitoring reports for the following Divisions:

- Housing Services
- Community and Leisure Development
- Environmental Health
- Technical Services

Members should note that the Environmental Health and Technical Services Service Plans include matters that are the responsibility of the Environmental and Development Services Committee.

3.0 Detail

Introduction

- 3.1 Service Plans are an important part of the Council's performance management framework.
- 3.2 In November 2002, the Committee approved Service Plans for the Divisions listed in paragraph 2.1. These Plans are intended to provide a basis for service delivery during the current financial year.
- 3.3 The present reports (which accompany this report) review progress from 1 April to 30 September 2003.

Form and content

- 3.4 Each report has sections on:
- a description of the service
 - the half year in context
 - achievements (focussing on the benefits to service users)
 - tasks at risk of non delivery during the year (along with explanations)
 - performance in terms of the national Best Value Performance Indicators and Local Performance Indicators
 - emerging issues

4.0 Financial Implications

- 4.1 None arising directly from this report.

5.0 Background Papers and Contact Points

- 5.1 Background papers are held on divisional files.
- 5.2 Contact points are as follows

Service Plan	Contact Point(s)
Housing Services	Bob Ledger (ext. 5775)
Community and Leisure Development	Stuart Batchelor (ext. 5820)
Environmental Health	Denise Blyde (ext. 5942), Carl Jacobs (ext. 5717) and Alan Twells (ext.5945)
Technical Services	Paul Evans (ext. 5764) and Chris Mason (ext. 5794)