REPORT TO:	**HOUSING & COMMUNITY SERVICES COMMITTEE**	**AGENDA ITEM: 8**
DATE OF MEETING:	**5TH JUNE 2008**	**CATEGORY: DELEGATED**
REPORT FROM:	**DIRECTOR OF COMMUNITY SERVICES**	**OPEN**
MEMBERS' CONTACT POINT:	**MARTIN GUEST (228705)**	**DOC:**
SUBJECT:	**SERVICE PLANS 2008/9**	**REF:**
WARD(S) AFFECTED:	**ALL**	**TERMS OF REFERENCE: ALL**

1.0 Recommendations

1.1 That Service Plans for Housing Services and Leisure and Community Development be approved as basis for service delivery over the period to March 2009. Copies of all Service Plans will be circulated to all Members separately.

2.0 Purpose of Report

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

- Housing Services
- Leisure and Community Development

2.2 Contact points

Service Plan	Contact Point(s)
Housing Services	**Bob Ledger (ext. 5775)**
Leisure & Community Development	**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 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 has been amended to capture a number of cross-cutting themes for the Council such as Value for Money, outcomes and linking priorities to budgets.

3.3 Each Plan contains sections on:

- Scope and aims of the service.
- Key achievements from 2007/8 and the Priorities for Action in 2008/9.
- People and resources – structure of the service and how this is being shaped to deliver on the priorities and the resources available to deliver on these
- Performance information and what benchmarking with other councils is telling us about this performance.
- Future national and local performance indicators with key tasks for the next year April 2008 to March 2009. These include actions resulting from the Corporate Plan and the Community Strategy.
- Managing risks.
- Efficiencies through Business Improvement, partnerships and procurement.
- Consultation that we have undertaken and what's planned and how this will be used to shape delivery of services.

3.4 The Service Plans reflect the current themes and priorities within the Corporate Plan 2008/11 and Community Strategy 2008/9 and these will be reviewed with new plans being published in 2009.

3.5 For this year plans cover a one-year period due to 3.4 and these will be reviewed at the end of March 2009 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

Service Plans.