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**REPORT TO:** HOUSING AND COMMUNITY SERVICES COMMITTEE      **AGENDA ITEM: 10**  
**DATE OF MEETING:** 14<sup>th</sup> JUNE 2012      **CATEGORY: DELEGATED**  
**REPORT FROM:** DIRECTOR OF OPERATIONS      **OPEN**  
**MEMBERS' CONTACT POINT:** MARK ALFLAT (EXT. 5712)      **DOC:**  
  
**SUBJECT:** SERVICE PLANS 2012/13      **REF:**  
**WARD(S) AFFECTED:** ALL      **TERMS OF REFERENCE: HCS**

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## **1.0 Recommendations**

1.1 That the Service Plans for Community & Planning Services and Housing & Environmental Services be approved as basis for service delivery over the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013.

## **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

<b>Service Area</b>	<b>Contact Point(s)</b>
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 2011/12; key strengths and areas for improvement;
- Key National, Regional and Local Strategies;
- Partnerships.
- Consultation & Communication – What consultation and communication exercises are planned for 2012/13, and how these will be used to shape the delivery of services
- Service Review / Transformation Programme, including the efficiencies through business improvement, partnerships and procurement
- Managing Risks
- Action Plans

3.4 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2009/14 and Sustainable Community Strategy 2009/29.

3.5 The Service Plans cover a one-year period and will be reviewed at the end of March 2013 to link in with the Corporate Plan and Sustainable Community Strategy. Monitoring / progress reports on Service Plans will be made to Members as part of the quarterly performance management framework monitoring process.

#### 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 **Equalities Implications**

7.1 None associated directly with this report; implications are detailed in the relevant Service Plan.

#### 8.0 **Background Papers**

Copies of the Community & Planning Services and the Housing & Environmental Services Service Plans are available on request or on the Council's intranet at <http://harvey/misc/PerformMgtFrame/ServicePlan/Servplan201213/>