

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 6
DATE OF MEETING:	3rd JUNE 2021	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	ALLISON THOMAS (EXT. 5775)	
SUBJECT:	SERVICE PLANS 2021-22	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Service Delivery Directorate's Service Plan be approved as the basis for overall service delivery over the period 1 April 2021 to 31 March 2022.

2.0 Purpose of Report

2.1 To consider the Service Plan for Service Delivery, attached at **Appendix A**.

3.0 Detail

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 Equality, Diversity and Inclusion Strategy as well as performance objectives established for employees.

3.2 The Service Plan contains information about:

- The Directorate
- Service performance, including key measures and projects
- Equality, diversity and inclusion actions
- Workforce and budget information
- Partnerships.

3.3 The Service Plan reflects the current priority themes and outcomes within the Corporate Plan 2020-24 and Sustainable Community Strategy 2009-29.

3.4 The Service Delivery Directorate's Service Plan is presented to the Housing and Community Services Committee and the Environmental and Development Services Committee.

3.5 The Service Plan covers a one-year period and will be reviewed in March 2022 to link in with the Corporate Plan and Sustainable Community Strategy.

3.6 Progress reports on the Service Plan will be made to elected members as part of the Performance Management Framework monitoring process.

4.0 Financial and Corporate Implications

4.1 All implications are detailed in the Service Plan.



5.0 **Community Implications**

5.1 All implications are detailed in the Service Plan.

