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REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	16 <sup>TH</sup> 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

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## 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.