
REPORT TO:	HOUSING & COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	12 OCTOBER 2006	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:	SERVICE PLANS 2006/2009	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That Service Plans for Housing Services, Leisure & Community Development and Environmental Services be approved as basis for service delivery over the period to March 2009.

2.0 Purpose of Report

2.1 To consider Service Plans for the following service areas:

- Housing Services
- Leisure and Community Development
- Environmental Services

Members should note that the Environmental Services Service Plan includes 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, acting as an important link between high-level plans and strategies,

such as the Corporate Plan, and personal performance objectives established through the Employee Review and Development Scheme.

Form and contents

3.2 Over the past year, the form and content of Service plans has been reviewed in the light of the 'Achieving More' Performance Management Framework. The new format was agreed by the Finance and Management Committee at its meeting on 7 September 2006.

3.3 Each Plan contains sections on:

- a description of the service including the customer base, standards of provision, the extent of partnership working, budgets, the management of capital assets and staffing arrangement
- the opportunities and challenges faced by the service, including future budget pressures over the next 3 years and plans for efficiency reviews
- key tasks for the three years April 2006 to March 2009. These include actions resulting from the Corporate Plan, Improvement Plan and the Community Strategy
- workforce planning
- managing risks
- employee structure, work organisation and development needs
- national and local performance indicators (with three year targets)
- useful contacts

3.4 Plans cover a three-year period, although in practice they will be reviewed and rolled forward annually. Monitoring/progress reports will be made to Members on a quarterly basis.

4.0 Financial Implications

4.1 These have been dealt with in the body of the 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 Points
Housing Services	Bob Ledger (ext. 5775)
Leisure & Community Development	Stuart Batchelor (ext. 5820)
Environmental Services	Peter McEvoy (ext. 5830)