

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>7<sup>th</sup> JUNE 2018</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>LEADERSHIP TEAM</b>	<b>OPEN DOC:</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>ALLISON THOMAS (EXT. 5775)</b>	
<b>SUBJECT:</b>	<b>SERVICE PLANS 2018/19</b>	
<b>WARD (S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

## 1.0 Recommendations

1.1 That the Service Plan for the Service Delivery directorate be approved for the period 1 April 2018 to 31 March 2019.

## 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 our Performance Management Framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan and Sustainable Community Strategy, as well as performance objectives established for employees.

3.2 Each Service Plan contains information about:

- The Directorate
- Its workforce and budget
- Service performance, including key measures and projects
- Partnerships
- Aims and aspirations

3.3 Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2016-21 and Sustainable Community Strategy 2009-29.

3.4 The Service Plans cover a one-year period and will be reviewed in March 2019 to link in with the Corporate Plan and Sustainable Community Strategy.

3.5 Progress reports on Service Plans will be made to Elected Members as part of the Performance Management Framework monitoring process.

## 5.0 Financial and Corporate Implications

5.1 All implications are detailed in the Service Plan.

## **6.0 Community Implications**

6.1 All implications are detailed in the Service Plan.

## **7.0 Background papers**

7.1 Electronic copies of the Service Plan for Service Delivery are available on request.