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<b>REPORT TO:</b>	<b>HOUSING &amp; COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM:</b>	<b>8</b>
<b>DATE OF MEETING:</b>	<b>5 JUNE 2003</b>	<b>CATEGORY:</b>	<b>DELEGATED</b>
<b>REPORT FROM:</b>	<b>DEPUTY CHIEF EXECUTIVE</b>	<b>OPEN</b>	
<b>MEMBERS' CONTACT POINT:</b>	<b>Mark Alflat (Director of Community Services): Ext. 5716</b>	<b>DOC:</b>	
	<b>Stuart Batchelor (Community and Leisure Development Manager): Ext. 5820</b>		
	<b>John Hansed (Technical Services Manager): Ext. 5770</b>		
	<b>Mark Seaborn (Interim Housing Services Manager) Ext. 5712</b>		
<b>SUBJECT:</b>	<b>2002/2003 SERVICE PLANS - FINAL MONITORING REPORTS</b>	<b>REF:</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>	

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## **1.0 Recommendations**

1.1 The views of the Committee are requested on final Service Plan monitoring reports for Housing Services, Leisure and Community Development, Environmental Health and Technical Services.

## **2.0 Purpose of Report**

2.1 To consider final Service Plan monitoring reports for the following Divisions:

- Housing Services
- Community and Leisure Development
- Environmental Health
- Technical Services

*Members should note that the Environmental Health and Technical Services Service Plans include 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.
- 3.2 In November 2001, the Committee approved Service Plans for the Divisions listed in paragraph 2.1. These Plans were intended to provide a basis for service delivery over the 2002/2003 financial year.
- 3.3 The present reports (which accompany this report) review progress at the end of the Service Plan period.

#### *Form and content*

- 3.4 Each report has sections on:
  - a description of the service
  - achievements (focussing on the benefits to service users)
  - unfinished tasks (along with explanations)
  - performance in terms of the national Best Value Performance Indicators and Local Performance Indicators
  - the lessons learned

### **4.0 Financial Implications**

- 4.1 None arising directly from this report.

### **5.0 Background Papers**

- 5.1 Files held by the relevant Divisional Manager contain background papers.