
REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 18
DATE OF MEETING:	9 TH JUNE 2005	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:	2004/2007 SERVICE PLANS – YEAR END REPORTS	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

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

2.0 Purpose of Report

2.1 To consider year end Service Plan monitoring reports for the following (pre-reorganisation) Divisions:

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

Members should note that the Technical Services and Environmental Health Service Plans include matters that are the responsibility of the Environmental and Development Services Committee. These are shown in italics in the Service Plans.

3.0 Detail

Introduction

3.1 Service Plans are an important part of the Council's performance management framework.

- 3.2 At the end of 2003/early 2004, the Committee approved Service Plans for the Divisions listed in paragraph 2.1. These Plans were intended to provide a detailed basis for service delivery during 2004/05 and a framework for the following two years.
- 3.3 The present reports (which accompany this report) report progress from 1 April to 31 March 2005.

Form and content

3.4 Each report has sections on:

- a description of the service
- the year in context
- 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 and Contact Points

5.1 Background papers are held on divisional files.

5.2 Contact points are as follows

Service Plan	Contact Point(s)
Housing Services	Bob Ledger (ext 5775), Dawn Dawson (ext 5797) Lee Carter (ext 5957)
Community and Leisure Development	Stuart Batchelor (ext.5820) and Chris Mason (ext 5794)
Technical Services	Peter McEvoy (ext. 5830) and Stuart Batchelor (ext.5820)
Environmental Health	Peter McEvoy (ext. 5830)

