
REPORT TO:	HOUSING & COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 11
DATE OF MEETING:	27 APRIL 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:	2005/2008 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, Leisure & Community Development and Environmental Services.

2.0 Purpose of Report

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

- Housing Services
- Leisure & Community Development
- Environmental Services

Members should note that the Environmental Services Plan include matters that are the responsibility of the Environmental and Development Services Committee. These are shown in italic.

3.0 Detail

Introduction

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

3.2 At the end of 2004/early 2005, policy committees approved Service Plans for their areas of responsibility. These Plans were intended to provide a detailed basis for service delivery during 2005/06 and a framework for the following two years.

3.3 The present reports describe progress from 1 April to 31 March 2006.

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	Lee Carter (ext.5957), Victoria Taylor-Stokes (ext. 5940) and Karen Talbot (ext. 5797)
Leisure & Community Development	Stuart Batchelor (ext. 5820)
Environmental Services	Peter McEvoy (ext. 5830)