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<b>REPORT TO:</b>	<b>HOUSING &amp; COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM:</b> 9
<b>DATE OF MEETING:</b>	<b>21 NOVEMBER 2002</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 (Environmental Health Manager): Ext. 5716</b>  <b>Stuart Batchelor (Community and Leisure Development Manager): Ext. 5820</b>  <b>John Hansed (Technical Services Manager): Ext. 5770</b>  <b>Sandra Whiles (Head of Community Services): Ext. 5712</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>2002/2003 SERVICE PLANS - MONITORING REPORTS</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

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## **1.0 Recommendations**

1.1 The views of the Committee are requested on 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 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 at para 2.1 above. It was intended that the Plans would provide a basis for service delivery over the 2002/2003 the financial year.
- 3.3 The present Monitoring Reports chart the progress that has been made in the first 6 months of each Plan.

#### *Form and content*

- 3.4 Each report has sections on:

- a description of the service
- achievements (especially from a service user perspective)
- areas for improvement (along with explanations)
- service developments (agreed as part of the last budget round)
- budget reductions (and the implications for service users)
- new/emerging issues (which might affect the way the service is delivered over the next 6 months)
- progress on Best Value Reviews
- progress on corporate, departmental and service key tasks
- performance in respect of Best Value and Local Performance Indicators and Targets

#### *Future Reports*

- 3.5 A second round of Monitoring Reports will be submitted to the Committee in May to show where each service stands at the end of the Service Plan period.

### **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.