
REPORT TO:	Environmental & Development Services Committee	AGENDA ITEM: 12
DATE OF MEETING:	5 June 2014	CATEGORY: DELEGATED
REPORT FROM:	Director of Community & Planning Services / Director of Housing & Environmental Services / Chief Executive	OPEN
MEMBERS' CONTACT POINT:	Stuart Batchelor (Ext. 5820) Bob Ledger (Ext. 5775) Frank McArdle (Ext . 5700)	DOC:
SUBJECT:	Service Plans 2014/15	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That the Service Plans for Community & Planning Services and Housing & Environmental Services be approved as basis for service delivery during the period 1 April 2014 to 31 March 2015.

2.0 Purpose of Report

2.1 To consider a presentation on the Service Plans for the following service areas:

- (A) Housing & Environmental Services
- (B) Community & Planning Services
- (C) Chief Executive's (Economic Development)

2.2 Contact points

Service Area	Key Contact Point(s)
Community & Planning Services	Stuart Batchelor (ext. 5820)
Housing & Environmental Services	Bob Ledger (ext. 5775)
Chief Executive's (Economic Development)	Mike Roylance (ext 5725)

3.0 Detail

Introduction

3.1 Service Plans are a key part of the Council's performance management framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan and Sustainable Community Strategy, and personal performance objectives established through the Employee Review and Development Scheme.

Form and Content

- 3.2 Each Service Plan contains sections on:
- Overview of the Service – workforce and financial information.
 - Service performance – key achievements 2013/14; key strengths and areas for improvement;
 - Key national, regional and local strategies;
 - Partnerships.
 - Consultation & communication – What consultation and communication exercises are planned for 2014/15, and how these will be used to shape the delivery of services
 - Service review / Transformation Programme, including the efficiencies through business improvement, partnerships and procurement
 - Managing risks
 - Action Plans
- 3.4 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2009/14 and Sustainable Community Strategy 2009/29.
- 3.5 The Service Plans cover a one-year period and will be reviewed at the end of March 2015 to link in with the Corporate Plan and Sustainable Community Strategy.
- 3.6 Monitoring / progress reports on Service Plans will be made to Members as part of the quarterly performance management framework monitoring process
- 3.7 Details of the key performance measures and projects used in the monitoring of the Council's refreshed Corporate Plan 2014/15 are attached at Appendix A.
- 4.0 **Financial Implications**
- 4.1 None associated directly with this report; implications are detailed in the relevant service plan.
- 5.0 **Corporate Implications**
- 5.1 None associated directly with this report; implications are detailed in the relevant service plan.
- 6.0 **Community Implications**
- 6.1 None associated directly with this report; implications are detailed in the relevant service plan. There are no direct equalities and safeguarding implications associated with this report. Any implications are detailed in the relevant Service Plan.
- 7.0 **Background Papers**
- 7.1 Electronic copies of the Community & Planning Services and the Housing & Environmental Services Service Plans are available on request and on CMIS for this Committee