

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Policy and Performance Portfolio Holder's meeting

13 October 2011

AUTHOR/S: Chief Executive

COMMUNITY AND CUSTOMER SERVICES AGREEMENT OF SERVICE PRIORITIES FOR 2012-13

Purpose

1. This report sets out service priorities for Community and Customer Services for 2012-13, presented for Portfolio Holder approval as the basis for the development of the full service plan.
2. This is not a key decision as it relates to approval for a series of draft priorities which will be developed into specific actions and targets as part of the emerging full service plan.

Recommendations

3. The Portfolio Holder is recommended to agree the emerging priorities set out in paragraph 8 as the basis for the development of the Community and Customer Services service plan for 2012-13, noting the resource requirements, which will be addressed as part of the review of the Medium Term Financial Strategy.

Reasons for Recommendations

4. The recommendation is required to enable Portfolio Holder endorsement for service priorities to inform the development of 2012-13 service plans.

Background

5. The service planning timetable in previous years required full draft service overview and improvement plans to be submitted to Portfolio Holders for approval in November, with final plans following in March, following the agreement of the Council's budget and policy framework for the following year. In order to enable a clearer focus on strategic priorities and to enable effective planning, this guidance has been altered in 2011 so that service priorities are approved in October / November as the basis for emerging service plans, with full and final plans being published in March 2012.

Considerations – Policy Context

6. The majority of the services from CCS that come under the Policy and Performance Portfolio Holder are support services that provide both support and challenge to other service areas. As such they primarily react to the service priorities identified by other services through community intelligence, customer need, external assessments and service planning awaydays. Therefore it is important to note that our service priorities will only be finalised once other service areas have completed this work, in order to provide that support and challenge to others.

7. However by working with other services and taking due regard of existing, relevant community intelligence, changes to central government guidance and ongoing work initiatives it has been possible to identify emerging service plan priorities, which are detailed under point 8 below.

Considerations – service plan priorities

8. Emerging service plan priorities include;
- Creating an agile, flexible, supportive and challenging Policy and Performance team;
 - Effective use and development of the Council’s tools for managing performance;
 - The collection and distribution of community intelligence, value for money and benchmarking information;
 - Leading timely self-inspection, peer challenge and audit;
 - Enabling effective and constructive Member scrutiny of services and performance;
 - Leading engagement and consultation;
 - Capturing service improvement and learning;
 - An up-to-date understanding of local, regional and national developments and their likely impacts of our services and communities;
 - The Celebration of successes, sharing of best practice and achievement of recognition (‘blowing our own trumpet’);
 - More pro-active communications, both corporately and within service areas;
 - Repositioning the community safety team following funding pressures/cuts.

As outlined in 6 above, these priorities will be supplemented by any emerging from other service areas through their service planning/priority identification process.

Considerations – Resources

9. All priorities can be delivered within existing budgets and staffing levels.

Options

10. The Portfolio Holder is invited to endorse the service priorities as presented; however, they may alter or amend the priorities, having regard to the policy context within which the service operates and to the needs of customers.

Implications

11. Financial	As set out in paragraph 9 above
Legal	
Staffing	As set out in paragraph 9 above
Risk Management	The final service plan will include a section summarising key risks affecting the service and measures to mitigate against them.
Equality and Diversity	See below
Equality Impact Assessment completed	Yes Specific services are subject to full Equality Impact Assessments upon agreement and review.
Climate Change	None specific

Consultations

12. The development of service priorities and the final service plan will be informed by all available community intelligence and through staff awaydays.

Consultation with Children and Young People

13. The development of service priorities and the final service plan will be informed by all available community intelligence, including available consultation with children and young people.

Effect on Strategic Aims

14. The service plan proposals will contribute to the delivery of all the council's strategic objectives, linking the Aims, Approaches and Actions through a Golden Thread to service-level priority action plans and individual objectives.

Background Papers: the following background papers were used in the preparation of this report:

None

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