

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Policy and Performance Portfolio Holder	11 March 2010
AUTHOR/S:	Corporate Manager (Community and Customer Services)	

COMMUNITY & CUSTOMER SERVICES SERVICE PLAN 2010/11

Purpose

1. To invite the Portfolio Holder to comment on and endorse the Community & Customer Services service plan for 2010/11.

Background

2. The service planning process for 2010-11 is a critical aspect of the Council's businesses planning cycle. It is key to delivering the 3A's; developing performance management; involving staff; and linking resources with service development. Each Corporate Manager has prepared a service plan for their service areas.

Considerations

3. Each year the Council carries out an annual business planning cycle, starting with setting high level objectives in June/July; then continuing with service planning and budget planning in the Autumn; and ending with the final approval of budgets and service plans in February/March. The Corporate Plan is revised and rolled forward at the end of that process and reflects all the preparation that has led up to it.
4. The Community & Customer Services Service Plan is attached as Appendix A. It has been drafted to ensure that it has complied with current internal guidance and taken into account the current position of the authority in terms of resources. The Portfolio Holder will notice that budget information is outstanding at section 8. This will be provided before the meeting.
5. In terms of next steps, following agreement, actions detailed in the improvement and operational plans will then be input into CorVu to facilitate monitoring throughout 2010/11.

Implications

6.

Financial	As detailed in the attached service plan
Legal	
Staffing	
Risk Management	
Equal Opportunities	

Consultations

7. SMT, staff and Members have been consulted in the production of the plan. Customer views obtained via other sources are included in the plan and have provided valuable information on the service improvements and / or performance.

Effect on Strategic Aims

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| 8. | Commitment to being a listening council, providing first class services accessible to all. |
| | Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all. |
| | Commitment to making South Cambridgeshire a place in which residents can feel proud to live. |
| | Commitment to assisting provision for local jobs for all. |
| | Commitment to providing a voice for rural life. |
| | As detailed in the attached service plan. |

Conclusions

9. As outlined throughout the report, the service planning process for 2010-11 is a critical aspect of the Council's businesses planning cycle. It is key to delivering the 3A's; developing performance management; involving staff; and linking resources with service development. Each Corporate Manager has prepared a service plan for their service areas. The Community & Customer Services Service Plan has been drafted to ensure that it has complied with current internal guidance and taken into account the current position of the authority in terms of resources.

Recommendations

10. The Portfolio Holder is invited to comment on and endorse the service plan attached as **Appendix A** to this report.

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

None

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