

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Policy and Performance Portfolio Holder	15 March 2011
AUTHOR/S:	Chief Executive / Corporate Manager, Community and Customer Services	

COMMUNITY & CUSTOMER SERVICES SERVICE PLAN 2011/12

Purpose

1. To invite the Portfolio Holder to comment on and endorse the Community & Customer Services Service Plan for 2011/12.

Recommendation

2. The Portfolio Holder is invited to comment on and endorse the service plan attached as appendix A to this report.

Background

3. The service planning process for 2011-12 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

4. 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.
5. 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 and VfM template are outstanding at sections 8 and 9. These will be provided before the meeting.
6. In terms of next steps, following agreement, actions detailed in the improvement plan will be monitored throughout 2011/12, with regular reports being made to this Portfolio Holder meeting.

Implications

7. Financial
Legal
Staffing
Risk Management As detailed in the attached Service Plan
Equality and Diversity
Equality Impact Assessment
completed
Climate Change

Consultations

8. 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

9. As detailed in the attached Service Plan.

Conclusions

10. As outlined throughout the report, the service planning process for 2011-12 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.

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

None

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