





## 2014/15 Service Planning Report - Outstanding 2012/13 Service Plan Actions (October - December 2014)

Action Code	Action Title	Action Description	Original Due Date	April 2012 - March 2014 status	April - September 2014 status	October - December 2014 status	Notes
<b>People</b>							
Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to.							
12-CSHS06	Review Private Sector Housing Assistance Policy and complete an EIA	<p><b>Target:</b> Continue to provide an efficient and effective service to users in the light of current financial pressures.</p> <p><b>Outcome:</b> maintain good service provision.</p> <p><b>Critical Success Factors:</b> Staff resources. Partner and Member collaboration.</p> <p><b>Environmental Impacts:</b> None known</p>	31-Dec-12	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Revised Completion Date (to 30 September 2015)	 Action to be suspended	October - December 2014. This action was suspended during the service restructure.
Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.							
12-CR06	Support revision of Business Continuity Plan	<p><b>Target:</b> Provide significant input into development of Business Continuity Plan that incorporates shared services implications.</p> <p><b>Outcome:</b> Relevant Plan in place.</p> <p><b>Critical Success Factors:</b> Support from other services and other authorities.</p>	30-Jun-12	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Revised Completion Date (to 31 December 2014)	 Revised Completion Date (to 31 March 2015)	October - December 2014. IT Business Continuity arrangements have been delayed due to other IT priority works. Business Continuity Group will reconvene in January 2015 to review existing plan and recovery strategies. Revised completion date of March 2015.