

EAST HERTS COUNCIL

EXECUTIVE – 8 MARCH 2011

REPORT BY LEADER OF THE COUNCIL

2011/12 SERVICE PLANS

WARD(S) AFFECTED: ALL

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**Purpose/Summary of Report**

- The purpose is to set out the planned service activity for 2011/12. The Executive are asked to consider any recommendations from the Joint Scrutiny meeting on 15 February 2011 and approve the attached plans.

<b><u>RECOMMENDATION FOR THE EXECUTIVE:</u> that:</b>	
<b>(A)</b>	<b>the attached service plan activity for 2011/12 be agreed.</b>

1.0 Background

1.1 East Herts uses an integrated service planning and financial management framework to ensure that all services deliver the Council's corporate priorities.

1.2 Service Plans are produced every year by Heads of Service and set out what key actions need to be undertaken to deliver the corporate priorities and key objectives, in line with the budget. These actions are linked to key performance indicators, so that achievement can be measured and tracked.

2.0 Report

2.1 All service plans have been checked to ensure compliance with the service planning guidance and all sections have been completed. For ease, only Table 3a, which set out the key actions for each service, have been detailed in **Essential Reference Paper 'B'**. The rest of the service plan, which largely contains

contextual information about the service, will be published on the Council's intranet to support Table 3a.

- 2.2 Overall, the actions detailed reflect the Consolidated Budget report that was presented to Joint Scrutiny Committee on 18 January 2011 and Executive on 8 February 2011.
- 2.3 The 2011/12 Service Plan activity will be monitored on six monthly basis but will be reported to the relevant scrutiny committee for each service (like the Corporate Healthcheck Report), rather than all 12 being reported to Corporate Business Scrutiny.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

#### Background Papers

None.

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## ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b>  <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b>  <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b>  <i>Improve standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p><b>Shaping now, shaping the future</b>  <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p><b>Leading the way, working together</b>  <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>There are no specific consultation implications, although all Service Heads should have consulted staff in the development of their service plans.</p> <p>Joint Scrutiny Committee considered the 2011/12 Service Plans at their meeting on 15 February 2011.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>Financial implications to these action plans were discussed separately in the budget reports that were presented to CMT on 21 December 2010 and a joint meeting of Corporate Business Scrutiny Committee with Community and Environment Scrutiny on 18 January 2011 and Executive on 8 February 2011. Any changes that may arise to the financial implications contained in the service plans will be updated prior to 1 April 2011.</p>
<p>Human Resource:</p>	<p>There are no direct human resources implications.</p>

Risk  
Management:

Individual actions have been risk assessed, but the risks involved in not implementing the integrated service planning and financial management framework could result in the Council's corporate priorities not being delivered.