

Meeting of the Executive Member for Neighbourhood Services and Advisory Panel

21st January 2008

Report of the Director of Neighbourhood Services

Neighbourhood Services Service Plans

Summary

1. This report seeks the Executive Member's approval for a set of service plans for 2008/9 for Neighbourhood Services.

Background

2. Every large organisation needs to plan its future direction. These service plans cover the directorate's services. They complement the corporate strategy and the Neighbourhood Services directorate plan. While the directorate plan sets out the priorities for the directorate, these plans back those up by showing detailed improvement measures and actions for the next year in each service area. They have been developed in line with the council's corporate planning policy and procedures.

Service Plans

3. Nine service plans cover the directorate's services. They are:

Plan	Service Plan Owners	Assistant Director	Annex Number
Environmental Health & Trading Standards	Colin Rumford	Neighbourhoods & Community Safety	1
Licensing & Bereavement Services	Dick Haswell	Neighbourhoods & Community Safety	2
Neighbourhood Management Unit	Zoe Burns / Elizabeth Levett	Neighbourhoods & Community Safety	3
Civil Engineering	Martin Horner	Maintenance Services	4
Building Maintenance	Richard White	Maintenance Services	5
Waste	Peter Davison	Environmental Services	6
Cleaning Services	Warren Smith	Environmental Services	7
Neighbourhood Pride	Russell Stone	Environmental	8

Service		Services	
Street Environment Service	Jackie Armitage	Environmental Services	9

Issues to Note

4. Budgetary Information: Members will note that the 2008/9 budgets are not included in section 6 of each plan. These details will be input following the budget council in February. The plans have been developed based on our best understanding of the likely budget for 2008/9 in each case, based on service plan holders involvement in the savings, growth and capital planning exercises. We do not expect to bring the plans back to members once updated unless the budget council produced changed budgets which impacted significantly on the planned targets and actions. Instead we would update the service plans before they went 'live' in April, and we would inform members about that.
5. Performance Management: Progress on delivery of the service plans will be monitored and managed by the service plan holder, and the directorate's management team. Any significant exceptions would be reported to the quarterly EMAP performance report along with the progress against the directorates 12 priorities.

Consultation

6. Consultation in preparation of the proposals was limited to officers across the directorate.

Options

7. The options for members to consider are:

Option 1: To agree the proposed service plans.

Option 2: To agree the proposed service plans, with amendments.

Analysis

8. Options 1 and 2 will enable the directorate to move forward from April 2008 on an agreed work programme. The service plans will form the basis for internal performance monitoring. If members were to amend targets or actions significantly under option 2, they should be aware that these would not necessarily be deliverable.

Corporate Priorities

9. Neighbourhood Services leads on three of the council's corporate priorities:
 - Decrease the tonnage of biodegradable waste and recyclable products going to landfill;

- Improve the actual and perceived condition and appearance of the city's streets, housing estates and public spaces;
 - Reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York;
10. The Waste, Neighbourhood Pride Service and Street Environment Service plans are closely linked to the relevant corporate priority action plans. Delivering the measures and actions in these service plans will ensure successful delivery of the corporate priorities.
 11. Safer York Partnership (SYP) coordinate delivery of the community safety corporate priority. We do not produce a service plan for SYP as there are only a very small number of council staff who work for SYP. SYP develops and uses the Crime & Disorder Reduction Strategy as its de-facto service plan.
 12. The other service plans contribute to a number of the other corporate priorities. Section 4 in each plan sets out that contribution. For example there are strong links between the Environmental Health and Trading Standards, Licensing and Neighbourhood Management plans and the community safety corporate priority.

Implications:

Financial. There are no direct financial implications.

Human Resources. There are no direct implications for staff.

Equalities. There are no equalities implications in this report.

Legal. There are no legal implications in this report.

Crime and Disorder. There are no crime and disorder implications in this report.

IT. There are no IT implications associated with this report.

Property. There are no property implication in this report.

Risk Management

13. In compliance with the council's risk management strategy, the main risks that have been identified in this report are those which could lead to the inability to deliver the service plans (operational risks). This would lead to damage to the council's image and reputation and failure to meet stakeholders' expectations.
14. Measured in terms of impact and likelihood, the risk at this point needs only to be monitored as it does not provide a real threat to the achievement of the objectives of this report. Enhanced performance management arrangements in the directorate will manage the level of risk associated with delivering the service plans.

15. Operational risk has been assessed by each service within the service planning process and the service plans set out actions to mitigate significant operational risks faced by each service area.

Recommendations

16. That the Advisory Panel advise the Executive Member to approve option 1.

Reason: to agree a clear direction for services in 2008/9.

Contact Details

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Report Approved **Date** 7/1/08

Specialist Implications Officer(s)

None

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the report author

Background Papers:

None

Annexes:

- 1: Environmental Health & Trading Standards Service Plan
2. Licensing & Bereavement Services Service Plan
3. Neighbourhood Management Unit Service Plan
4. Civil Engineering Service Plan
5. Building Maintenance Service Plan
6. Waste Services Service Plan
7. Cleaning Services Service Plan
8. Neighbourhood Pride Service Service Plan
9. Street Environment Service Service Plan