

**EAST AYRSHIRE COUNCIL**  
**HOUSING COMMITTEE – 5 NOVEMBER 2003**  
**ANNUAL SERVICE PLAN**

**Report to Director of Homes and Technical Services**

**1. PURPOSE OF REPORT**

- 1.1 To seek Committee approval to the terms of the Homes Service Plan for 2003/2004 attached as appendix 1 to this report.

**2. BACKGROUND**

- 2.1 As part of its work within the Best Value framework Homes has produced a Service Plan for 2003/2004. This document, which is attached as appendix 1, highlights the main areas of work that Homes is engaged in, clarifies management accountability and sets out success criteria and targets as appropriate.
- 2.2 The production of a Service Plan is in line with Communities Scotland's guidance for the Single Regulatory Framework, GS1.1 Planning and Performance, which indicates:
- Is planning a continuous process that is embedded in our organisational culture?
  - Do we clearly set out the future direction of our services and our organisation?
  - Do we use a wide variety of information sources to help understand the planning environment and assess options when we develop our strategies and plans?
  - Do we link our plans with our longer-term financial projections?
  - Do we co-ordinate our plans with the activity of other services or partner organisations?
  - Do we use our plans to guide decisions and action and to review achievements?
  - Do we involve governing body/elected members in developing our plans, reviewing progress and in taking decisions about future directions?
  - Do our service plans and priorities link with corporate objectives, plans and priorities?
  - Are all our plans consistent with each other?

- Do we take account of the views of service users, staff and our partners when we formulate our plans?
- Do we use feedback from service users (through complaints, appeals, other mechanisms) in the development and review of service plans?
- Do we monitor progress against our plans?
- Do we revise our plans to keep them relevant?

### **3. CURRENT POSITION AND PROPOSALS**

3.1 This initial outline Service Plan covers the period 1 April to 31 March 2004, for the main areas of service activity e.g.

- Allocations
- Estate Management
- Homelessness
- Repairs
- Policy & Strategy

Each of the specific areas of activity link back to the Council's Community Plan, thereby ensuring consistency with corporate objectives.

3.2 Progress on delivering the plans objectives will be monitored by the Department throughout the year and an annual outcome report will be submitted to members, along with the Service Plan for the following year which will be fully developed in accordance with the guidance issued by Communities Scotland as detailed in Para 2.2 above.

### **4. FINANCIAL IMPLICATIONS**

4.1 There are no direct financial implications arising directly from the preparation of an annual service plan. All financial costs arising from the identified activities can be met within the approved budget for the financial year 2003/2004

### **5. POLICY IMPLICATIONS**

5.1 The production of an annual service plan is as indicated in paragraph 2.2 of this report in line with Communities Scotland's guidance for the Single Regulatory Framework, GS1.1 Planning and Performance. Any specific policy implications arising from the identified activities have been previously reported to Committee in connection with those areas of activity

## **6. LEGAL IMPLICATIONS**

- 6.1 Whilst there is no statutory obligation to prepare an annual service plan the preparation of such a plan will assist the Council in meeting the requirements of Communities Scotland in its role as housing regulator as prescribed in terms of part 3 of the Housing (Scotland) Act 2001 and will further assist the Council in evidencing best value in the provision of housing services.

## **7. RECOMMENDATIONS**

- 7.1 It is recommended that members:
- (i) Approve the terms of the Homes Service Plan for 2003/2004 attached as Appendix 1 to this report
  - (ii) Note that an annual outcome report will be submitted to the committee, at an appropriate time, with the subsequent annual Service Plan

**James Lavery**  
**Director of Homes and Technical Services**  
October 2003

## **LIST OF BACKGROUND PAPERS**

Nil

For further information please contact Joseph Cassidy, Policy and Strategy Manager, on 01563-576617.

Implementation Officer: Christopher McAleavey, Head of Homes.