

# WEST DUNBARTONSHIRE COUNCIL

## Report by Director of Housing, Regeneration and Environmental Services

Social Justice Committee: 14 June 2006

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**Subject: Service Plan 2005 - 2009**

### **1. Purpose**

- 1.1** The purpose of the report is to seek Committee approval for the Housing, Regeneration and Environmental Services' Service Plan which includes those actions carried forward from 2005/2006 and new actions for 2006/2007.

### **2. Background**

- 2.1** The Council's Joint Planning and Budget Guidance requires departments to produce a departmental Service Plan which provides the framework for performance reporting to Elected Members. The plan was produced separately for 2005-2009 by the Department of Housing and Technical Services and the Department of Development and Environmental Services. However, since the review of structures on 1 April 2006, the plan has been combined.

- 2.2** The Service Plan narrative, Appendix 1, gives the summary detail of the department and the following documents are included:-

- Departmental Structure (Who's Who)
- Departmental Achievements
- List of Statutory Performance Indicators
- List of Key Performance Indicators
- Best Value Review Timetable
- Quality Initiatives Timetable
- Corporate and Service Specific Objectives

- 2.3** The Service Plan incorporates all other plans within the department and they are reported at summary level. Key documents include:-

- Local Housing Strategy
- Local Transport Strategy
- Statutory Trading Accounts and Business Plans
- Communities Scotland Housing Improvement Plan
- Best Value Review Action Plans

### **3. Main Issues**

**3.1** The Service Plan is split into three main Divisions - Housing, Land and Regeneration Services. Each Division is then subdivided into the sections of the Department as listed below. The actions of each of these sections towards the key corporate objectives are contained within the service plan.

- Architectural Services
- Property Management
- Housing Maintenance
- Tenancy Services
- Revenue Services
- Homeless Service
- Economic Development
- Skillseeker
- Events/Halls
- Waste Service
- Environmental Health
- Traffic & Transportation
- Grounds Maintenance
- Leisure Services
- Facilities Management
- Estates
- Forward Planning
- Development Control
- Building Services
- Trading Standards

**3.2** The summary of Departmental Actions shows the completed actions, carried forwards actions and new actions for 2006/2007, which directly contribute to the corporate and service objectives. (Appendix 2).

### **4. Reporting Mechanisms**

**4.1** The Service Plan is reported on a quarterly basis at the Quarterly Performance Review Meetings along with the performance of the following key areas:-

- Statutory Performance Indicators
- Local Performance Indicators
- Key Performance Indicators
- Actions to meet the Corporate Plan
- Communities Scotland Improvement Plan
- Corporate Complaints
- Freedom of Information Requests
- Best Value Reviews
- Quality Initiatives

**4.2** The Statutory Performance Indicators are reported to Committees through the Performance Reports.

**4.3** Copies of the draft Service Plan 2005-2009 have been placed in Members' rooms.

### **5. Personnel Issues**

**5.1** There are no personnel issues relating to this report.

## **6. Financial Implications**

- 6.1** The budgets for each service are reported to the finance liaison meetings and reported to Committee through the Budgetary Control reports.
- 6.2** The service plan and budget require to be combined and there is currently a working group reviewing how this could be done.

## **7. Recommendations**

- 7.1** **The Committee is invited to approve the Housing, Regeneration and Environmental Services' Service Plan which includes those actions carried forward from 2005/2006 and new actions for 2006/2007.**

**David McMillan**  
**Director of Housing, Regeneration and Environmental Services**  
**Date: 2 June 2006**

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**Wards Affected:** All

**Appendix 1:** Service Plan narrative  
**Appendix 2** Summary of Departmental Actions

**Background Papers:** None

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