

SERVICE PLAN 2010-11

Report of the Director and Company Secretary

1. SUMMARY OF REPORT

This report details Service Improvement Targets (SITs) for offices located and delivering services within the North of the City as contained within the Service Plan 2010/11. Copies of the relative plans are shown at Appendix 1.

2. RECOMMENDATION

To note and comment on the Service Improvement Targets outlined below.

3. MATTER FOR CONSIDERATION

Linkage to Delivery and Business Plan

- 3.1 All of the SITs link back to the eight strategic objectives contained in the Delivery and Business Plan. This ensures that our work is relative to and contributes to achieving the strategic objectives.

Mackworth/Brook Street

- 3.2 Mackworth and Brook Street failed to achieve one target from the Service Plan 2009/10. This target was to carry out a cleaner, greener, safer strategy for the area. There has been a delay in introducing the alcohol free zone in the area. This is an ongoing piece of work and has been carried forward to the plan 2010/11 with a target date for completion November 2010.
- 3.3 Mackworth and Brook Street have four objectives for 2010/11 which are relevant to the areas and detail of how these are to be achieved is recorded under the key milestones.

Sussex Circus/Cowsley/Chaddesden Park/ Spondon

- 3.4 This area achieved all targets in the Service Plan 2009/10.
- 3.5 Sussex Circus has four objectives for the 2010/11 which are relevant to the areas and details of how these are to be achieved are recorded under the key milestones.

Monitoring of Targets

- 3.6 Progress against these targets will be monitored by the Performance Team on a quarterly basis and reported to the Performance Management Committee on a half yearly basis, Quarter 1 and Quarter 3.

4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Officers of Derby Homes and Derby City Council monitor a full listing of quarterly and year–end progress against the targets contained in the Service Plan.

The areas listed below have no implications directly arising from this report

- Consultation
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

Author: Julie Eyre, Performance Manager, 01332 711161, Julie.eyre@derbyhomes.org

Background Information: None

Supporting Information: None