

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of meeting: 7 March 2011

PART A

AGENDA ITEM

6

Title: SERVICE PLANNING

Report of: David Gardner – Director of Corporate Resources & Governance –
Three Rivers D.C.
Terry Baldwin – Head of Human Resources
Avni Patel – Head of ICT
Alan Power – Head of Finance
Phil Adlard – Head of Revenues and Benefits

1. **SUMMARY**

1.1 This report seeks agreement to service plans for the medium term.

2. **RECOMMENDATIONS**

2.1 That the Committee reviews, make such amendments as it thinks fit and approves the service plans.

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Report approved by:

Tricia Taylor – Executive Director – Watford Borough Council

3. DETAILED PROPOSAL

3.1 The Delegation and Joint Committee Agreement states that:-

- The Head of each Shared Service shall prepare and submit to the Joint Committee no later than November each year an annual written service plan for the Shared Service for which he or she is responsible for the next three financial years. This shall take into account any constraints and set out inter alia the outputs to be achieved by and the resources required for the relevant Shared Service.
- On receipt of a service plan for a Shared Service, the Joint Committee shall by the end of the calendar year, review, make such amendments as it thinks fit and approve the service plan together with the relevant Service Level Agreement.

In view of the service prioritisation / cost reduction exercise that was required to set the budgets this year, it was agreed that service plans should only be produced once the resources to deliver them was known, rather than speculate which outputs and outcomes could be achieved without knowing the funding available.

3.2 Attached as appendices to this report are the draft service plans for the four shared services.

4. IMPLICATIONS

4.1 Policy

4.1.1 The recommendations in this report are within the policies of the Joint Committee, Three Rivers District Council and Watford Borough Council.

4.2 Financial

The funding requested by the Joint Committee has been agreed by the councils. Budgets are included in the service plans.

4.3 Legal Issues (Monitoring Officer)

4.3.1 There are no legal implications specific to this report.

4.4 Risk Management and Health & Safety

4.4.1 Any risks resulting from this report will be included in the risk register and, if necessary, managed within the appropriate service plan.

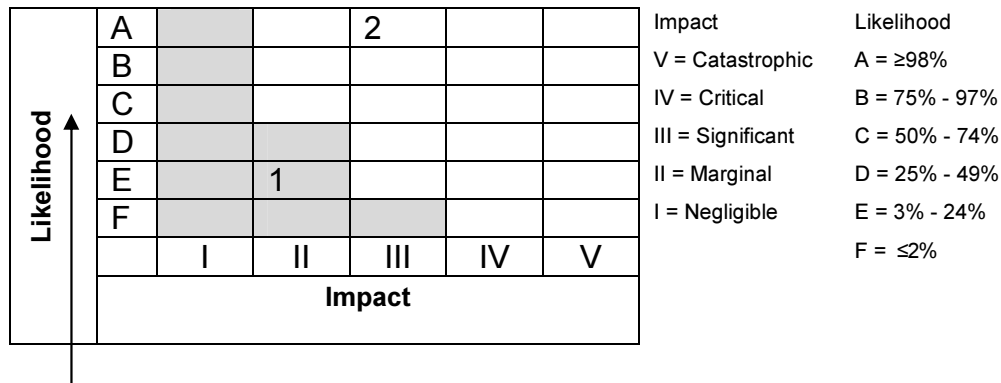
4.4.2 The following table gives the risk if the recommendations are agreed, together with a scored assessment of their impact and likelihood.

Description of Risk		Impact	Likelihood
1	That the resilience, improved performance and savings identified within each service plan are not achieved	II	E

4.4.3 The following table gives the risk that would exist if the recommendations are rejected, together with a scored assessment of their impact and likelihood:

Description of Risk		Impact	Likelihood
2	That the shared services have no service plans to work to	III	A

4.4.4 The above risks are plotted on the matrix below depending on the scored assessments of impact and likelihood. Risks are tolerated where the combination of impact and likelihood are plotted in the shaded area of the matrix. The remaining risks require either monitoring or managing, in which case a treatment plan is prepared.



4.6 **Staffing, Equalities, Accommodation, Community Safety, Sustainability & Environment, Communications & Website and Customer Services**

4.6.1 Included in service plans where appropriate.

Appendices

- 1 Service Plan 2011-2014 – Finance
- 2 Service Plan 2011-2014 – Human Resources
- 3 Service Plan 2011-2014 – ICT
- 4 Service Plan 2011-2014 – Revenues & Benefits

Background Papers

No papers were used in the preparation of this report.