



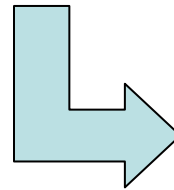
*Basingstoke
and Deane*

Service and Action Planning

PPRN 19th January 2007

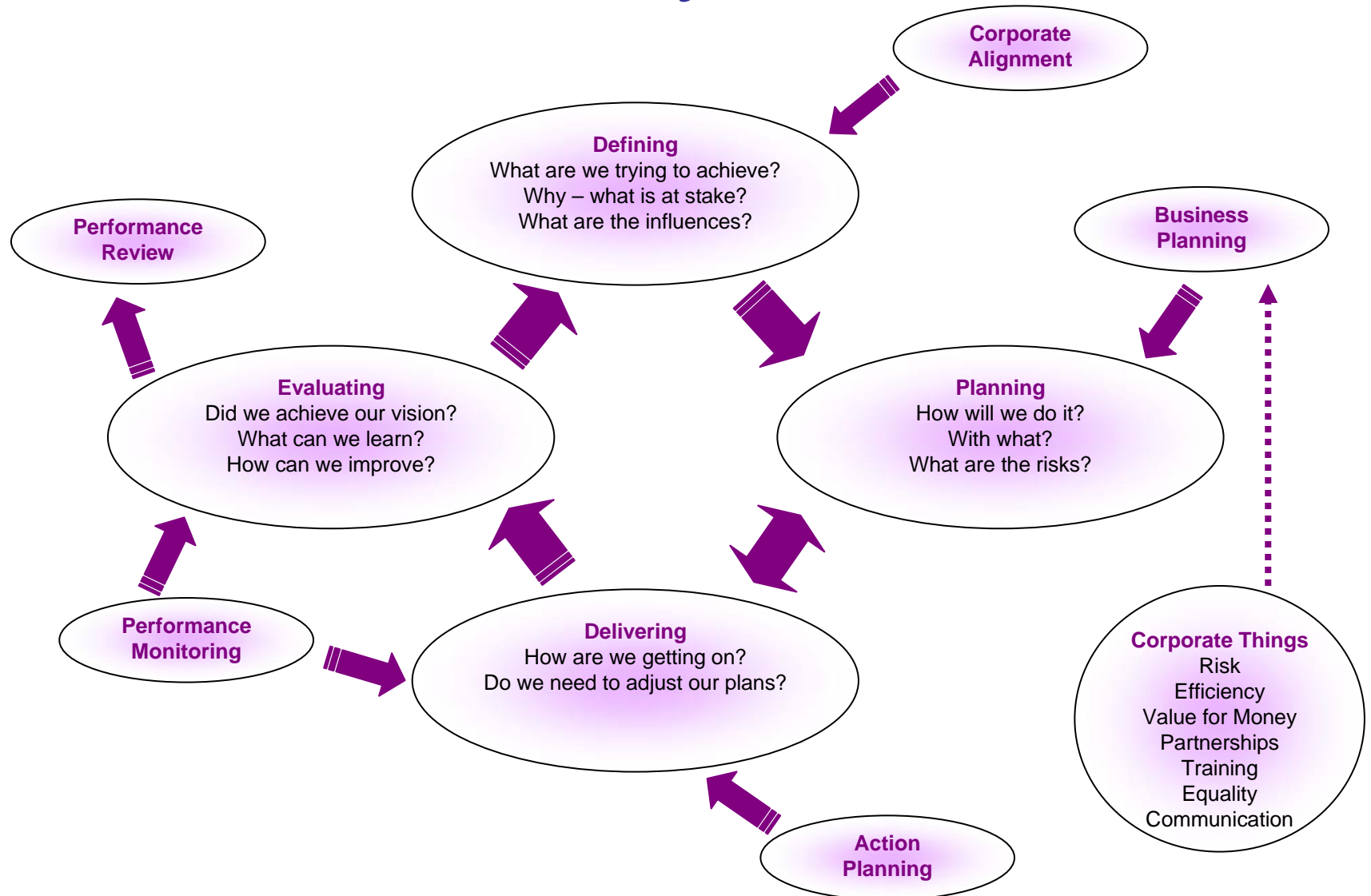
What we do

- Previously
 - a 3-year action plan and
 - an annual performance review
- Now
 - testing alignment against council priorities
 - a more detailed service plan
 - a 3-year action plan



What the service is all about
What is it contributing
What does it face
Where does it needs to be
How will it get there
What are the impacts
What has it learned

Why



How are they developed

- This year...
 - Corporate Alignment Workshops
 - Business Plan
 - Action Plan
 - Report to Strategic Management Team
- In future...
 - Annual review by services – January to March
 - Taking account of budget and council plan

What next?

- Reviewing annual performance review
- Developing full, interactive, guidance
- Setting up monitoring systems – Excelsis?
- Deciding how to minimise corporate requirements
 - Integration of service planning with service assurance and business continuity?

Help!

- Do our plans contain the right things?
- How are others engaging all staff in the process?
- Do others have problems getting Heads of Service to take ownership of the Plans?
- Do Members / Senior Managers get involved? How?
- Has anyone any ideas on streamlining the demands made on services?
- How are others monitoring?