

MINIMUM REQUIREMENTS FOR ANNUAL SERVICE PLANNING PROCESS

The contents list set out below should be the minimum requirements of the Annual Service Planning Process but the Trust can include additional areas as it sees fit within the Annual Service Delivery Plan.

Unless indicated otherwise the Annual Service Planning Process should identify any key changes to the Trust 5 Year Business Plan and if the Annual Plan remains the same then there is no requirement to repeat the information.

- 1. Overall Service Objectives**
- 2. Changes to Opening Hours**
- 3. Programmes of Use and Proposed Activities**
This should reflect any changes to the programmes of use including booking arrangements and should reflect plans for introducing new activities. This should also include any outreach programmes.
- 4. Pricing Changes**
- 5. Staffing Structure**
- 6. Operational Procedure Changes**
This should include amendments or changes in relation to Health and Safety.
- 7. Marketing Action Plan**
This should include advertising and promotion and customer research plans for the year
- 8. Investment Plan**
Identifying any investment the Trust propose to undertake including the revenue impact of such investment
- 9. Performance Indicators and Targets**
Identifying the key targets for the year in accordance with Schedule 1 – these should be confirmed and presented even if there is no change.
- 10. Financial Plan**
Income and expenditure budgets for each facility and the impact (if any) on the Service Fee