Handout 3: How to Write a Service Plan

A plan is a summary of:

- **The goal(s)** - what is to be achieved?
- **The strategies** - how the goal will be achieved?
- **The resources** - what is needed to achieve the goal?
- **The people responsible** - who will do this?
- **The time frames** - by when?

A plan should also have a date when it will be reviewed.

**Why do we need to plan?**

A plan provides a record of what everyone is working towards. This means that people are clear about what they have to do and are accountable for their work. It can be used to review how things have gone and if there are any problems to be considered. It means that everyone is working together to get to the same goal.

For a plan to be really useful it needs to have goals that are **SMART**. That is:

- **S**pecific - not vague and unclear
- **M**easurable - so it is clear when they have been achieved
- **A**chievable - so that there is a good reason to be working towards them
- **R**esourced - so that there is the support to achieve the goal i.e., the money, staff, equipment is available
- **T**imely - there are clear and realistic timeframes.

Don't forget that a plan is for everyone to be able to refer to and this includes the person that the plan is for. When writing a plan use plain English and use the communication system that the person uses. If they use Compic symbols use these in the plan.

Keep the plan as simple as possible - KISS Keep It Simple & Straightforward.