

**SERVICE DELIVERY PLANS 2022/23 - 6 MONTH UPDATE**

Committee: Operational Services Committee

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[X100]

1.0 **ISSUE**

1.1 To receive an update on the Service Delivery Plans 2022/23.

2.0 **RECOMMENDATION(S)**

2.1 Members are requested to note this update report.

3.0 **BACKGROUND/OPTIONS**

3.1 The Service Delivery Plans for 2022/23 were approved by Operational Services Committee on 21 March 2022 (Agenda Item 8) for the following services:

- Building Control
- Communities and Partnerships
- Customer Services
- Environmental Services
- Licensing
- Housing & Community Advice
- Information Technology
- Leisure Services
- Planning
- Communications
- Waste

3.2 At the meeting on 21 March 2022 Members and Officers agreed that the 6 month reporting needed to be provided to Committee and that a simple reporting method would suffice. On that basis a reporting by exception has been developed. Members will receive full details in the end of year report in the normal way.

4.0 **ARGUMENTS/CONCLUSIONS**

4.1 Service Manager Updates.

4.1.1 **Building Control**

The Building Control Manager is reporting that all targets are on track.

#### 4.1.2 Communities and Partnerships

The Communities and Partnerships Manager is reporting the following as a variation:

Target	Status
Conduct a mapping exercise of the district's play and informal open space	Following initial planning, it has been decided that this will now form part of a wider piece of work which will be led by the Strategic Planning team.

All other targets are on track.

#### 4.1.3 Customer Services

The Customer Services Manager is reporting that all targets are on track.

#### 4.1.4 Environmental Services and Licensing

The Environmental Services Manager is reporting that all targets are on track.

#### 4.1.5 Housing & Community Advice

The Housing & Community Advice Manager is reporting that all targets are on track.

#### 4.1.6 Information Technology

The IT Manager is reporting the following target variances:

Target	Status
Close 90% of Service desk incidents and service requests within the Service level agreement	<p>78.6% closed within SLA's – This is based on tickets 1<sup>st</sup> April – 12<sup>th</sup> October 2022, when the helpdesk was decommissioned and replaced. This helpdesk system had limited reporting facilities and did not allow tickets to be paused while waiting on user responses and manager authorisations. This requires a manual invention of the reports with each ticket being manually checked for paused events. It is felt that the time spent carrying out these manual checks would be better spent on configuring the new helpdesk and other departmental commitments.</p> <p>A new helpdesk has been installed and went live on October 17<sup>th</sup>, this helpdesk does allow the pausing of the SLA Clock while waiting for user responses and</p>

	manager authorisations and reports will be configured to reflect this.
100% of new street names to be Adopted/Formally Objected within 1 month (in accordance with Street Naming and Numbering Legislation and policy) of receipt of full payment and valid application	Currently sitting at 80% - this is due to one consultation ending when STNN Officer on A/L – this was however done on the 1 <sup>st</sup> working day of return and missed the target by 3 days.
Review disaster recovery plans with planned testing dates, providing feedback and lessons learnt to management by end of Q1	Although late the Disaster Recovery test has been successfully undertaken.

All other targets are on track.

#### 4.1.7 Leisure Services

The Senior Leisure Services Officer is reporting that all targets are on track.

#### 4.1.8 Planning

The Planning Service is reporting the following variance:

Target	Status
100% of planning applications determined within 26 weeks of validation unless a planning performance agreement or extension of time has been agreed.	99.39% (492 out of 495)

All other targets are on track. The Planning Manager will need to review the Service Delivery Plan to ensure the targets are still reflective of the priorities for the Planning Service.

#### 4.1.9 Communications

The Communications Manager is reporting that all targets are on track.

#### 4.1.10 Waste

The Waste Key Performance Indicators are updated in a separate Agenda Item.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT/CARBON IMPACT ASSESSMENT

5.1 There are no financial implications arising from this report.

5.2 Equality Impact Assessment (EIA) not required.

5.3 Carbon Impact Assessment (CIA) not required.

6.0 APPENDICES

6.1 None

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**Background Documents**

[Service Delivery Plans  
2022/23](#)

**Location**

The Grange,  
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