

TITLE: Service Delivery Plans 2024/25

Committee: Operational Services Committee

Date: 25 March 2024

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1.0 ISSUE

- 1.1. To consider the Service Delivery Plans and end of year reports for services reporting to Operations Committee for 2024/25

2.0 RECOMMENDATION(S)

Members are requested to:

- 2.1. Approve the Service Delivery Plans in Appendix 1, for the following services:

- a. Building Control
- b. Communications
- c. Communities & Partnerships
- d. Customer Services
- e. Environmental Services
- f. Housing and Community Advice
- g. Leisure Services
- h. Licensing
- i. Planning
- j. Waste Collection and Street Cleansing

- 2.2. Note the End of Year Performance Reports also in Appendix 1 for the services listed in 2.1 items a – j.

3.0 BACKGROUND/OPTIONS

- 3.1. The purpose of a Service Delivery Plan (SDP) is to describe the operational and strategic focus of individual services over the coming year. The SDP performance measures describe key projects, strategic and corporate priorities, as well as statutory reporting requirements.
- 3.2. Service performance measures are reported back to committee in November 2024. The report will include commentary where there is variance from the performance targets. An end of year report will then be submitted to March Operations Committee in 2025.

4.0 ARGUMENTS/CONCLUSION(S)

- 4.1. Members are recommended to approve the Service Delivery Plans as detailed in Appendix 1.

5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT

- 5.1. There are no financial implications arising from this report.
- 5.2. Equality Impact Assessment not required.
- 5.3. Carbon Impact Assessment not required.

6.0 APPENDICES

Circulated as a separate document.

Appendix 1 – 2022/23 End of Year Performance reports and Service Delivery Plans for the following service areas:

- a. Building Control
- b. Communications
- c. Communities & Partnerships
- d. Customer Services
- e. Environmental Services
- f. Housing and Community Advice
- g. Leisure Services
- h. Licensing
- i. Planning
- j. Waste Collection and Street Cleansing

Background Documents:

2023/24 Service Delivery Plans