

**TITLE: Service Delivery Plans – 6 month Performance Update**

Committee: Operational Services Committee

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Report No: Y88

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**1.0 ISSUE**

1.1. To receive an update on the Service Delivery Plans 2023/24

**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 2023/24 were approved by Operational Services committee on 27 March 2023 (agenda item 10) for the following Services:

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

**4.0 ARGUMENTS/CONCLUSION(S)**

4.1. In Appendices 1 -11, an update is provided against performance targets for each Service area. Where a service is performing over or below target, a narrative has been provided.

**5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT**

5.1. There are no additional 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** (printed separately)

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

**Background Documents:**

[Service Delivery Plans 2023/24](#)