
TITLE: Service Delivery Plans 2022/23

Committee: Operational Services Committee

Date: 21 March 2022

Author: Director Commercial

[W156]

1.0 ISSUE

1.1 To consider the Service Delivery Plans for 2022/23

2.0 RECOMMENDATION(S)

2.1 Members are requested to approved the Service Delivery Plans, as provided in Appendix 1, for the following service areas:

- i. Building Control
- ii. Communities & Partnerships
- iii. Customer Services
- iv. Environmental Services
- v. Licensing
- vi. Housing & Community Advice
- vii. Information Technology
- viii. Leisure Services
- ix. Planning
- x. Communications
- xi. Waste

3.0 BACKGROUND/OPTIONS

3.1 Service Delivery Plans enable the public and the Council to understand the focus of individual services in the forthcoming 12 months.

3.2 In 2020/21 and 2021/22 Council services were focused on responding and recovering from the COVID-19 pandemic. For this reason Service Delivery Plans were not produced. Therefore, the 'baseline from previous year/output from previous year' relates to the 2019/20 measures.

3.3 Each Service Delivery Plan provides an overview of what the service delivers and provides measurable performance outcomes for the year. These outcomes will be reported to committee at the end of the 2022/23 financial year.

4.0 ARGUMENTS/CONCLUSIONS

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

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 Appendix 1- Service Delivery Plans for the following service areas:

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

Background Documents

2019/20 Service Delivery Plans

Location

The Grange,
Ely

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