

TITLE: SERVICE DELIVERY PLANS 2023/24

Committee: Operational Services Committee

Date: 27 March 2023

Author: Isabel Edgar – Director Operations

Report No: X175

Contact Officer:

Isabel Edgar

Director Operations

Isabel.edgar@eastcambs.gov.uk

01353 66555

Room 101B. The Grange, Ely

1.0 ISSUE

- 1.1. To consider the Service Delivery Plans for service reporting to Operations Committee for 2023/24

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

- 2.2 Note the End of Year Performance Reports in Appendix 2 for the services listed in 2.1 items a – k.

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 relate back to the Councils Corporate Plan 2020-2023 and are then reflected through the annual appraisal objective setting process for staff.
- 3.2. In January 2023 Audit Committee recommended that, where appropriate and relevant, the SDP performance measures should include financial targets.

Additionally, following internal audit of the Performance Management process the following recommendations have been included within the 2023/24 SDPs:

- Where possible targets should be SMART
- A climate change /environmental target should be included within each SDP
- Only job titles should be used within the SDP and End of Year report.

3.3. Service performance measures will be reported back to committee in November 2023. 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 2024.

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 (printed separately)

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

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

Appendix 2 – 2022/23 End of Year Performance reports for Services listed in 2.1 items a-k

Background Documents:

2022/23 Service Delivery Plans