
TITLE: SERVICE DELIVERY PLANS 2014-15

Committee: Regulatory and Support Services Committee

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1.0 ISSUE

1.1 To provide Members with a 2014-15 service plan for:

- Environmental Services;
- Housing
- Legal Services;
- Planning;
- Waste and recycling

which sets out the objectives for improvement; plans for delivery; and the performance measures that will assess the impact of delivery on the community.

2.0 RECOMMENDATION

2.1 Members are recommended to approve the enclosed Service Plans for 2014-15.

3.0 BACKGROUND

3.1 A new service planning template has been developed for 2014-15 which will be the single most important document to define the purpose and ambitions of the Council and establish accountability of elected Members and Officers to the local community.

3.2 Five strategic outcomes have been identified for the organisation as a whole, which include:-

- 3.2.1 **Community** – Safe, vibrant and inclusive communities. Community sustainability
- 3.2.2 **Finance** – Maintain sound finances. Improve systems and practices
- 3.2.3 **Environment** – A clean, green and attractive place
- 3.2.4 **Customers** – Customers are at the heart of everything we do
- 3.2.5 **People** – Be an excellent employer

3.3 The new planning arrangements require each service area to set out a strategy map; key performance indicators and targets; and a detailed statement about how the service will be delivered.

3.4 The service plans have detailed delivery plans setting out everything the team will do in 2014-15 to deliver against these strategic priorities, and the performance targets by which it will measure and report progress and impact throughout the year.

3.5 The service plans have been written with service delivery champions, who fully endorse our objectives for 2014-15.

4.0 ARGUMENTS/OPTIONS

4.1 The new service planning approach aims to improve the Council's approach to delivery outcomes and key priorities.

4.2 The service plans provide public facing documents setting out clear ambitions for the service, and establishing greater accountability of elected Members and Officers to the local community.

5.0 CONCLUSIONS

5.1 Members are asked to agree the priorities and performance measures within the service plans for 2014-15.

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

N/A

7.0 APPENDICES

Appendix 1 – Environmental Services Service Delivery Plan

Appendix 2 – Housing Service Delivery Plan

Appendix 3 - Legal Services Service Delivery Plan

Appendix 4 – Planning Service Delivery Plan

Appendix 5 – Waste & Recycling Service Delivery Plan

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
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