

TITLE: SERVICE DELIVERY PLANS AND END OF YEAR REPORTS

Committee: Operational Services

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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 2025/26

2.0 Recommendations

Members are requested to:

- 2.1 Approve the Service Delivery Plans and note end of year reports in Appendix 1, for the following services:
- a) Building Control
 - b) Communities & Partnerships
 - c) Communications
 - d) Customer Services
 - e) Housing and Community Advice
 - f) Leisure and Active Lifestyles
 - g) Licensing
 - h) Strategic Planning and Development Management
 - i) Waste and Environmental Services

3.0 Background/Options

- 1.1. 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 2023-27 and are then reflected through the annual appraisal objective setting process for staff.
- 1.2. Service performance measures will be reported back to committee in November 2025. 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 2026.

4.0 Arguments/Conclusions

- 4.1 Members are recommended to approve the Service Delivery Plans as detailed in Appendix 1 and note the End of Year reports.

5.0 Additional Implications Assessment

Financial Implications No	Legal Implications No	Human Resources (HR) Implications No
Equality Impact Assessment (EIA) No	Carbon Impact Assessment (CIA) No	Data Protection Impact Assessment (DPIA) No

6.0 Appendices

Appendix 1 – Service Delivery Plans and End of Year reports

7.0 Background documents

2024/25 Service Delivery Plans