

TITLE: End of Year Reports 2024/25 and Service Delivery Plans 2025/26

Committee: Finance & Assets Committee

Date: 27 March 2025

Author: Director Community

Report number: Z158

Contact officer: Sally Bonnett, Director Community,
Sally.bonnett@eastcambs.gov.uk, 01353 616451, Room 105, The
Grange, Ely

1.0 Issue

- 1.1. To consider the End of Year Reports 2024/25 and Service Delivery Plans 2025/26 for services reporting to Finance & Assets Committee.

2.0 Recommendations

- 2.1 Members are requested to note the outcomes in the End of Year Reports 2024/25 and approve the Service Delivery Plans 2025/26 in Appendix 1 for the each of the following services:

- i) Democratic Services
- ii) Economic Development
- iii) Finance
- iv) Human Resources
- v) Infrastructure and Strategic Housing
- vi) Information and Communication Technology
- vii) Legal Services
- viii) Open Spaces and Facilities
- ix) Reprographics
- x) Strategic Planning End of Year Report Only and Climate Change and Natural Environment Service Delivery Plan to reflect transfer of strategic planning function to the Planning Team from January 2025

3.0 Background/Options

- 3.1 Service Delivery Plans enable the public and the Council to see what each service area is focusing on in the forthcoming 12 months. The Service Delivery Plan performance measures relate back to the Council's Corporate Plan 2023-27 and are reflected through the annual appraisal objective-setting process for staff.
- 3.2 The End of Year Reports identify what has been achieved within each service area in the previous 12 months.

4.0 Arguments/Conclusions

- 4.1 The End of Year Report provides an update against performance measures set in the Service Delivery Plans for 2024/25.
- 4.2 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 in November 2025 and March 2026. The report will include commentary where there is variance from the performance targets.
- 4.3 Members are requested to note the End of Year Reports 2024/25 and approve the Service Delivery Plans 2025/26 in Appendix 1.

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 – 2024/25 End of Year Performance reports and 2025/26 Service Delivery Plans for the following service areas:

- i) Democratic Services
- ii) Economic Development
- iii) Finance
- iv) Human Resources
- v) Infrastructure and Strategic Housing
- vi) Information and Communication Technology
- vii) Legal Services
- viii) Open Spaces and Facilities
- ix) Reprographics
- x) Strategic Planning End of Year report Only and Climate Change and Natural Environment Service Delivery Plan to reflect transfer of strategic planning function to the Planning Team from January 2025

7.0 Background documents

Service Delivery Plans 2024/25