

**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 for 2026/27 and end of year reports 2025/26 for services reporting to Operational Services Committee.

**2.0 Recommendations**

Members are requested to:

2.1 Approve the Service Delivery Plans (SDP) and note end of year (EOY) reports in Appendix 1, for the following services:

- a) New- Bereavement Services (SDP only)
- b) Building Control
- c) Communities & Partnerships
- d) Communications
- e) Customer Services
- f) New - Digital & Information Service
- g) New - Environmental Health Services (SDP only)
- h) Housing and Community Advice
- i) Leisure and Active Lifestyles
- j) Licensing
- k) Strategic Planning and Development Management
- l) Waste and Environmental Services (EOY only)
- m) New – Waste Management SDP

**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 2023-27 and are then reflected through the annual appraisal objective setting process for staff.

3.2 Each SDP links to and supports delivery of the Corporate Plan priorities as follows:

- Sound Financial Management (blue)
- Cleaner, Greener East Cambridgeshire (green)

- Sustainable Communities (burgundy)

3.3 The following changes to the SDP's and EOY's coming to committee have been made as follows:

- New – Bereavement and Crematorium Services SDP to reflect the set up of the new department.
- New – Digital and Information Service – Digital services used to form part of the customer services SDP and EOY. The service has now been separated from customer services as a stand alone service.

3.4 New – Waste Management SDP and Environmental Health Services SDP – Although these services continue to be part of the Waste and Environment service for ease, the SDP's have been separated out.

3.5 Service performance measures will be reported back to committee in November 2026. 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 2027.

3.6 A new measure has been added to all SDP's for 2026/27 to reflect the commencement of the programme for Local Government Reorganisation. This will continue to evolve as the overarching LGR programme begins to take shape.

#### 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

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

#### 6.0 Appendices

Appendix 1 – Service Delivery Plans and End of Year reports

#### 7.0 Background documents

2025/26 Service Delivery Plans