

Title: Service Delivery Plan – 6 month Performance Update

Committee: Operational Services Committee

Date: 18 November 2024

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Report No: Z95

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1.0 Issue

1.1. To receive an update on the Service Delivery Plans 2024/25

2.0 Recommendation(s)

2.1. Members are requested to note this update report

3.0 Background/Options

3.1. The Service Delivery plans for 2024/25 were approved by Operational Services committee on 25 March 2024 for the following Services:

- a. Building Control
- b. Communities and Partnerships
- c. Communications
- d. Customer Services
- e. Waste and Environmental Services
- f. Housing and Community Advice
- g. Leisure Services
- h. Licensing
- i. Planning

4.0 Arguments/Conclusion(s)

4.1. An update is provided against performance targets for each Service area reporting to the Operational Services Committee. Where a service is performing over or below target, a narrative has been provided.

5.0 Financial Implications / Equality Impact Statement / Carbon Impact Assessment

5.1. There are no additional financial implications arising from this report.

5.2. Equality Impact Assessment (EIA) not required.

5.3. Carbon Impact Assessment (CIA) not required

6.0 Appendices

- a. Building Control
- b. Communities and Partnerships
- c. Communications
- d. Customer Services
- e. Waste and Environmental Services
- f. Housing and Community Advice
- g. Leisure Services
- h. Licensing
- i. Planning

Background Documents:

Service Delivery Plans 2024/25