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**REPORT TO:** ENVIRONMENTAL AND  
DEVELOPMENT SERVICES

**AGENDA ITEM: 8**

**DATE OF  
MEETING:** 31<sup>st</sup> MAY 2018

**CATEGORY:**  
**DELEGATED**

**REPORT FROM:** LEADERSHIP TEAM

**OPEN  
DOC:**

**MEMBERS'  
CONTACT POINT:** FRANK MCARDLE (Ext. 5700)  
ALLISON THOMAS (EXT. 5775)

**SUBJECT:** SERVICE PLANS 2018/19

**WARD (S)  
AFFECTED:** ALL

**TERMS OF  
REFERENCE: G**

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## **1.0 Recommendations**

- 1.1 That the Service Plans for Service Delivery and the Chief Executive's Directorate be approved as the basis for overall service delivery over the period 1 April 2018 to 31 March 2019.

## **2.0 Purpose of Report**

- 2.1 To consider the Service Plans for Service Delivery, attached at **Appendix A**, and the Chief Executive's Directorate at **Appendix B**.

## **3.0 Detail**

- 3.1 Service Plans are a key part of our Performance Management Framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan and Sustainable Community Strategy, as well as performance objectives established for employees.
- 3.2 Each Service Plan contains information about:
- The Directorate
  - Its workforce and budget
  - Service performance, including key measures and projects
  - Partnerships
  - Aims and aspirations
- 3.3 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2016-21 and Sustainable Community Strategy 2009-29.
- 3.4 The Service Plans cover a one-year period and will be reviewed in March 2019 to link in with the Corporate Plan and Sustainable Community Strategy.
- 3.5 Progress reports on Service Plans will be made to Elected Members as part of the Performance Management Framework monitoring process.

## **5.0 Financial and Corporate Implications**

5.1 All implications are detailed in the relevant Service Plans.

**6.0 Community Implications**

6.1 All implications are detailed in the relevant Service Plans.

**7.0 Background papers**

7.1 Electronic copies of service plans for Service Delivery and the Chief Executive's Directorate are available on request.

