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**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON 10 DECEMBER 2019**

**SUBJECT: ECONOMIC GROWTH AND DEVELOPMENT – SERVICE PLAN 2019-2021 INCLUDING SERVICE IMPROVEMENTS**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)**

**1. REASON FOR REPORT**

- 1.1 The Committee is asked to consider the Economic Growth and Development Services Service Plan Actions for Improvement for 2019-2021.
- 1.2 This report is submitted to Committee in terms of Section III (E) (19) of the Council's Scheme of Administration, relating to developing and monitoring the Council's Performance Management Framework for Planning and Regulatory Services.

**2. RECOMMENDATION**

- 2.1 **It is recommended that Committee consider and approve the Economic Growth and Development Services Service Plan – Actions for Improvement 2019-2021.**

**3. BACKGROUND**

- 3.1 The Service Plan Template has been compiled in accordance with Moray Council's Performance Management Framework and associated guidance and templates 2019 (**Appendix 1**).
- 3.2 Economic Growth and Development Services includes the regulatory functions associated with Planning, Building Standards, Environmental Health and Trading Standards and also covers Economic Development which is closely related to the activities of planning.
- 3.3 The service planning process identifies the influences that will inform the strategic direction that Economic Growth and Development Services will undertake in the coming year. The Service Plans have three key purposes-

- They allow managers to illustrate how their service will contribute to the delivery of national outcomes, the Local Outcomes Agreement (LOIP) and the Corporate Plan.
- An effective Service Plan forms a vital part of the 'golden thread', so all directorate's services/teams and employees are fully aware as to how they contribute and are responsible for achieving the council's strategic priorities.
- They are made public and therefore contribute to statutory requirements for PPR. (Public Performance Reporting)

3.4 The Service Plan is a three-year plan with the budget set for one year. It is split into two distinct sections – a strategic section (locked down to comments in national outcomes, LOIP and Corporate Plan) and a service section (flexible to reflect service priorities not covered in the aforementioned plans). Service Planning provides a means to identify the service role in the “bigger picture” whilst providing a means for staff teams and individuals to see how their team actions contribute to the council's objectives.

3.5 Delivering outcomes will be monitored by Depute Chief Executive (Economy, Environment and Finance), Head of Service and senior managers. It is acknowledged that available resources may make delivering the priorities in the plan challenging. Assigning each priority a rating is good practice and allows for scrutiny by elected members and makes challenges clearer to the public.

#### **4. SUMMARY OF IMPLICATIONS**

**(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The Service Plan was informed by the Moray Ten Year Plan and Corporate Plan priorities. This report provides support and infrastructure to enable the priorities to be delivered.

**(b) Policy and Legal**

Statutory requirements and council policies are considered by managers when preparing service plans for the year ahead. There are no policy or legal implications arising directly from this report.

**(c) Financial implications**

No additional financial resources are required to support the Service Plan.

**(d) Risk Implications**

Up to date risk registers are maintained and considered by managers as part of the service planning process.

**(e) Staffing Implications**

Service Plans are vital to good management practice including identifying priorities and matching staff time to Council's priorities.

**(f) Property**

There are no Property implications arising from this report.

**(g) Equalities/Socio Economic Impact**

Managers consider equalities issues for staff and service users when assessing current service delivery arrangements and future arrangements.

**(h) Consultations**

Depute Chief Executive (Economy, Environment and Finance), the Legal Services Manager, Caroline Howie (Committee Service Officer), the Equal Opportunities Officer and the Economic Growth and Development Management Team have been consulted and comments have been taken into account when writing this report.

**5. CONCLUSIONS**

**5.1 By utilising the Corporate Template a plan has been prepared for the services provided by Economic Growth and Development Services. Improvements have been targeted for the year ahead and key drivers identified. In preparing the plan managers have taken into account Council priorities, budget pressures, risk, self-evaluation, customer feedback, staff engagement, and other relevant documents.**

**5.2 Through the Service Plan Improvements, the service explores different ways of delivering services more efficiently and effectively, whilst facing tough challenges of declining budgets and demands for the services**

Author of Report: Jim Grant, Head of Economic Growth and Development Services.

Background Papers:

Ref: