



REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE SERVICES COMMITTEE ON 5 NOVEMBER 2019

SUBJECT: ENVIRONMENTAL AND COMMERCIAL SERVICES – SERVICE PLAN 2019-2022 INCLUDING SERVICE IMPROVEMENTS

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

1. REASON FOR REPORT

- 1.1 The Committee is asked to consider Environmental and Commercial Services Service Plan – Actions for Improvement for 2019-2022.
- 1.2 This report is submitted to Committee in terms of Section III (F) (33) of the Council's Scheme of Administration, relating to developing and monitoring the Council's Performance Management Framework for Economic Development and Infrastructure Services.

2. RECOMMENDATION

- 2.1 **It is recommended that Committee consider and approve Environmental and Commercial Services Service Plan – Actions for Improvement 2019/21.**

3. BACKGROUND

- 3.1 This Service Plan Template has been compiled in accordance with Moray Council's Performance Management Framework and associated guidance and templates 2019.
- 3.2 Environmental and Commercial Services is a diverse service with twenty one discrete functions, ranging from Winter Maintenance, Flood Risk Management to Provision of School Meals. These are delivered by four Services: Environmental Protection, Roads Maintenance, Transportation and Consultancy
- 3.3 The service planning process identifies the influences that will inform the strategic direction that Environmental and Commercial 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 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 our statutory requirements for PPR. (Public Performance Reporting)

3.4 This Service Plan is 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 afore mentioned 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 our 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), Head of Environmental and Commercial Services, P Connor, Principal Accountant, T Sutherland, Committee Service Officer, the Equal Opportunities Officer and Direct Services Management Team have been consulted and comments have been taken into account.

5. CONCLUSIONS

5.1 By utilising the Corporate Template a plan has been prepared for the services provided by Environmental and Commercial 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 explore different ways of delivering services more efficiently and effectively, whilst facing tough challenges of declining budgets and demands for the services

Author of Report: Stephen P. Cooper, Head of Environmental and Commercial Services.

Background Papers:
Ref: