



**REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE
SERVICES COMMITTEE ON 14 AUGUST 2018**

**SUBJECT: DIRECT SERVICES – IMPROVEMENT ACTIONS/SERVICE PLAN
2018/19**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,
PLANNING AND INFRASTRUCTURE)**

1. REASON FOR REPORT

- 1.1 The Committee is asked to consider Direct Services Service Plan – Actions for Improvement for 2018/19.
- 1.2 This report is submitted to Committee in terms of Section III (F) (33) of the Council's Scheme of Administration, to develop and monitor the Council's Performance Management Framework for the Economic Development and Infrastructure Services.

2. RECOMMENDATION

- 2.1 It is recommended that Committee consider and approve Direct Services Service Plan – Actions for Improvement 2018/19.**

3. BACKGROUND

- 3.1 The service planning process identifies the influences that will inform the strategic direction that Direct Services will undertake in the coming year. The Service Planning Process takes into account a range of factors used by Managers to identify the changes required to services i.e.
- Council Priorities
 - Moray Council Corporate Plan
 - Resource Changes
 - Legislative Changes
 - Council Policy Changes
 - Risk
 - Customer and Staff Engagement
 - Quality, Performance and self-evaluation
- 3.2 **APPENDIX 1** identifies an Action Plan for improvement for Direct Services. 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.

- 3.3 Direct Services is a diverse service with twenty one discrete functions, ranging from Winter Maintenance, Flood Risk Management and Provision of School Meals. These are delivered by four Services: Environmental Protection, Roads Maintenance, Transportation and Consultancy.

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.

(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

Direct Services Management Team has been consulted on this Plan

5. CONCLUSION

- 5.1 A plan has been prepared for the services provided by Direct Services identifying the improvements targeted for the year ahead and key drivers. In preparing the plan managers have taken into account Council priorities, budget pressures, risk, self-evaluation, results of customer satisfaction surveys, staff engagement, and other relevant documents.**

- 5.2 Through the Service Plan Actions for Improvement, 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: Nichola Urquhart, Quality Management Systems Officer.

Background Papers:

Ref: