

**REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE  
COMMITTEE ON 8 DECEMBER 2009**

**SUBJECT: SERVICE IMPROVEMENT PLAN**

**BY: DIRECTOR OF ENVIRONMENTAL SERVICES**

**1. REASON FOR REPORT**

- 1.1 The purpose of this report is to present for Committee approval, the 2009/2010 Service Improvement Plan for Environmental Services.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Committee review the contents of the report, seek clarification on any points arising, and otherwise approve the Service Improvement Plan for 2009/2010.**

**3. BACKGROUND**

- 3.1 The 2009/2010 Service Improvement Plan for Environmental Services takes account of the key elements identified in the Single Outcome Agreement which have been updated and reported quarterly during the 2009/2010 reporting period to the Community Planning Board and relevant Strategic Groups.
- 3.2 For the remaining quarters, progress updates will be submitted to this committee in the Performance Report.
- 3.3 The Plan has been compiled with the assistance of the Head of Direct Services, Head of Development Services and individual Service Managers and builds on experience gained from the previous Plan in setting targets for continuous improvement.
- 3.4 This Service Improvement Plan reflects the objectives set for achievement by 31 March 2010.
- 3.5 A copy of the Service Improvement Plan for 2009/2010 is attached as **Appendix 1 and Appendix 2.**

**4. SUMMARY OF IMPLICATIONS**

**(a) *Single Outcome Agreement/Service Improvement Plan***

The service improvement plan addresses departmental responsibilities for actions in the Single Outcome Agreement outcomes 1, 2, 11, 12, and 14 and

also contributes to Community Planning Strategic groups “Wealthier and Fairer”, “Greener” and “Safer and Stronger”.

**(b) Policy and Legal**

This service improvement plan has been developed to ensure a consistent audit trail through the Single Outcome Agreement, and on through to Team Plans.

**(c) Resources (Financial, Risks, Staffing and Property)**

Financial implications are identified in the individual projects contained in the Service Improvement Plan.

**(d) Consultations**

The Service Managers responsible for delivering the priorities in the Service Improvement Plan have identified the priorities and been fully consulted during the planning process.

**5. CONCLUSION**

- 5.1 It is proposed that a report on progress in achieving the objectives set out in the Service Improvement Plan will be provided to this Committee quarterly for the remainder of the year ending March 2010.**

Author of Report: Robert A Stewart, Director of Environmental Services

Background Papers:

Ref: AK/