

**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON 1
JUNE 2010**

SUBJECT: SERVICE IMPROVEMENT PLAN 2010/11

BY: DIRECTOR OF ENVIRONMENTAL SERVICES

1. REASON FOR REPORT

- 1.1 The purpose of this report is to present for Committee approval, the 2010/2011 Service Improvement Plan for Environmental Services.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to Environmental services functions.

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 2010/2011.**

3. BACKGROUND

- 3.1 The 2010/2011 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 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.
- 3.3 This Service Improvement Plan reflects the objectives set for achievement by 31 March 2010.
- 3.4 A copy of the Service Improvement Plan for 2010/2011 is attached as **Appendix 1**.

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. The Corporate Management Team have been consulted on the draft plan.

5. CONCLUSION

5.1 The Service Improvement Plan attached provides Members with details of the main areas of improvement targeted for Environmental Service functions in 2010/11.

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Background Papers:

Ref: AK/