

Causeway Coast and Glens Borough Council

SERVICE PLANS 2015/2016

3rd November 2015

For Information

1.0 Report to Committee

Linkage to Corporate Plan	
Strategic Priority	Protecting and Enhancing Our Environments and Assets
Objective	All environments in the area will benefit from pro-active decision making which protects the natural features, characteristics and integrity of the Borough ensuring good governance and management of Council business and the delivery of services.
Lead Officer	Aidan McPeak
Cost: (If applicable)	N/A

1.1 Background

It is a key objective of the management team within Council to ensure that all services are provided to ratepayers and visitors in an efficient and effective manner.

Business planning is an important tool in ensuring that the attributes of any service meet the criteria above. To be meaningful, business planning also requires being the subject of challenge from those other than the service provider.

1.2 Details

The Environmental Services section within Causeway Coast and Glens Borough Council consists of four departments - Capital Projects, Energy and Infrastructure; Estate and Facilities; Health & Built Environment; and Operations.

Each section within Environmental Services operates using a business plan which outlines the purpose of the service, helps focus efforts, sets objectives and ensures that the business is managed and planned in accordance with strategic values set out in the Council Strategy 2015-2019.

The business plans also include background information which shows exactly how and why the Council services are to be provided. Information, targets and objectives are disseminated to relevant managers within each section so that the business plan becomes a working document and provides operational assistance and accountability.

Each business plan is to be reviewed each quarter. Dependent on achievement, customer feedback or external factors, business plans can be adjusted to ensure that the strategic objectives of the Environmental Services department and the Council Strategy are at the core of service provision.

Each of the 4 business plans is included in Appendix III.