

Report on	Parks Service Improvement Plan 2019-20
Date of Meeting	Thursday 13 th June 2019
Reporting Officer	Head of Parks
Contact Officer	Nigel Hill

Is this report restricted for confidential business? If 'Yes', confirm below the exempt information category relied upon	Yes	
	No	x

1.0	Purpose of Report
1.1	To seek Member approval for the Parks Service Improvement Plan for 2019-20.
2.0	Background
2.1	The Parks Services Improvement Plan sets out a clear path of delivery in relation to services ensuring that we are accountable and that performance and improvement are key elements of service delivery in conjunction with Council's mission and strategic outcomes set out in Council's Corporate Plan.
3.0	Main Report
3.1	<p>The Parks Service will continue to develop and deliver quality experiences to local communities and visitors to the district through commitment to seeking achievable improvements that generate exceptional experiences to our end customer and promoting health and wellbeing through physical and recreational activities.</p> <p>Park Service users provide continuous feedback that permits us adopt and shape our services to meet customer expectations were possible and to deliver services to an optimum level within budget and staff resource capacities.</p> <p>The Parks Service delivers across the listed functions, is part of the Leisure and Outdoor Recreation Department and is made up of the following service areas:</p> <ul style="list-style-type: none"> • Parks and Play • Forest Recreation • Water Recreation and Angling • Access to the Countryside • Camping & caravanning

4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: Service improvement plans projected delivery within allocated budgets, or subject to available alternative funding streams
	Human: Current staff structure sufficient to deliver on Service Improvement Plan outcomes
	Risk Management: Noted with in the Service Improvement Plan Section 3.3
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: In line with Council Policy
	Rural Needs Implications: In line with council policy
5.0	Recommendation(s)
5.1	Members are asked to approve the Parks Service Improvement Plan for 2019-20.
6.0	Documents Attached & References
	Appendix 1 – Parks Service Improvement Plan for 2019-20.