ANNUAL SERVICE DELIVERY PLAN 2026/27

Item OS 26/7 referred from Overview and Scrutiny Committee of 22 January 2026

The report of the Chief Executive and Leader of the Borough Council presented a Annual Service Delivery Plan for 2026/27. This was a performance management tool that set out the Borough Council's priority actions for the year, along with key milestones and targets that could be used to monitor when the organisation was on target with delivery.

Members reviewed the draft Annual Service Delivery Plan 2026/27 (attached at Annex 1) and a number of amendments, corrections and points of clarification were suggested. These would be reviewed by the Corporate Policy and Communities Manager in liaison with Services.

Particular reference was made to the replacement of the Penny Shelter in River Walk, Tonbridge following its accidental demolition by a street cleaning vehicle. As this was still to be resolved by the insurance company it was difficult to predict what funding would be required and whether there would be a requirement to replace 'like for like' if the Shelter was considered a heritage asset.

There was also detailed discussion in respect of Fixed Penalty Notices for fly tipping and the role of the contractor. There was general support for this to be discussed at a future meeting of the Communities and Environment Scrutiny Select Committee.

In recognition that without an effective performance management framework in place, the authority would not be able to identify any required improvements or achieve value for money, Cllr Bell proposed, Cllr McDermott seconded and the Committee

*RECOMMENDED: That

(1)   the report be noted;

(2)   subject to a number of amendments, corrections and points of clarification, the draft Annual Service Delivery Plan 2026/27 (attached at Annex 1) be recommended to Cabinet for approval; and

(3)   any updated information addressing current gaps in information be considered during Quarter 1 reporting of the Annual Service Delivery Plan 2026/27.

*Recommended to Cabinet