

<b>Title of Report:</b>  <b>Service Delivery Plan 2019/20 - Strategic Planning and Support Services</b>	<b>Officer presenting: Lead Democratic Services &amp; Improvement Officer</b>  <b>Author: as above</b>
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## **1 Purpose of Report/Recommendations**

- 1.1 To present for consideration and Members' approval the Delivery Plan for the Strategic Planning and Support Services for the year 2019/20 (Appendix A).

## **2 Background**

- 2.1 Annual service delivery plans are an element of the Council's planning and improvement framework which also comprises the strategic community plan, local community plans, corporate plan, and performance improvement plans.
- 2.2 A standardised template has been established for the annual delivery plans so as to promote an accessible and robust approach. Accordingly, each plan provides details of:
- The purpose of the directorate
  - Services provided
  - Summary of resources
  - Achievements / highlights for previous year and progress update
  - Improvement Objectives for the forthcoming year
  - Improvement delivery plan, and
  - Measures of success and performance.
- 2.3 Delivery Plans for the three service directorates namely Business and Culture, Environment and Regeneration and Health and Community will be presented to the relevant committees later this month.

## **3 Key Issues**

- 3.1 Annual plans not only help communicate and cascade the Councils objectives as set out in the Corporate Plan but are also an important element in terms of working towards continuous improvement.

3.2 The document attached as Appendix 1 provides an overview of the purpose of the Strategic Planning and Support Services, the services provided, a progress update in relation to 2018/19 and importantly key priorities, actions and measures of success for 2019/20.

3.3 This Plan also reflects one of the four Outcome Improvement Objectives for 2019/20, namely:

- To deliver improved customer satisfaction by improving customer support services and processes, and

#### **4 Financial, Equality, Legal, HR, Improvement and Other Implications**

4.1 The annual service delivery plan reflects the budget provision allocated within the rates and sets out commitments in relation to improvement, equality, human resource management, governance and legal services.

#### **5 Recommendations**

5.1 That, subject to Members' comments, the Strategic Planning and Support Services Delivery Plan 2019/20, is approved (Appendix A).

#### **Background papers.**

- GSP117/16 Corporate Planning, Improvement and Performance Review Framework
- GSP119/16 Strategic Support Services Delivery Plan 2016/17
- GSP88/17 Service Delivery Plan 2017/18 – Strategic Planning and Support Services
- GSP87/18 Service Delivery Plan 2018/19 – Strategic Planning and Support Services