

Report on	2024-25 Service Plan: Org Development, Strategy & Performance
Date of Meeting	Thursday 9 th May 2024
Reporting Officer	Philip Moffett, Assistant Director: Org Development Strategy & Performance
Contact Officer	Marissa Canavan, Strategic Director: Org Development, Strategy & Performance Geraldine Dyson, Head of HR Joseph McGuckin, Head of Strategic Services & Engagement

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 provide members with the Directorate Service Plan for Organisational Development, Strategy & Performance for period 2024-25.
2.0	Background
2.1	Council is structured around 4 Directorates together with the Chief Executive's area which includes Communications and our Planning function. To assist Directorates, under the direction of four Strategic Directors, to inform and structure business annually, Directorates engage with their teams in developing Service Plans for their areas of work.
2.2	Whilst directorate plans do not cover everything undertaken, they contain the focus of activity aimed at improving upon how we deliver on our services to the, which are ultimately for the people of our district. These plans are integral to our corporate improvement and planning arrangements running through what we do.
2.3	The directorate service plan for the 2024-25 period is attached as appendix A for reference and consideration.
3.0	Main Report
3.1	Our Organisation Development, Strategy and Performance Directorate cuts across a number of business areas. These areas extend to: <ul style="list-style-type: none"> ○ Human Resources, Organisational Development and Corporate Learning and Development enabling the continued delivery of our services across the organisation,

	<ul style="list-style-type: none"> ○ Committee and Members Services facilitating the transaction of council business, ○ Corporate Performance Improvement, Equality, Disability and Rural Needs across our services, ○ Strategic Planning, Community planning Customer Services and Complaints handling; and ○ Registration Services accessible from across our 3 Civic Offices those wishing to access our births, deaths and marriages function. <p>Our Focus 2024-25</p> <p>3.2 The Directorate’s focus continues to be based on the foundation of, <i>Supporting Staff and Members to Deliver to Develop-Improve-Deliver</i>. The plan doesn’t reflect everything we do but rather focuses on those things we’re continually working on to improve upon how we do things.</p> <p>3.3 Our 2024-25 activities and priority areas of focus have been set for us deliver on our directorate objectives:</p> <ol style="list-style-type: none"> 1. To continue to attract and retain staff, ensuring a multi-skilled and diverse workforce that is reflective of the people we serve. 2. To continue to engage and support our citizens and excel in meeting their needs and expectations through a range of initiatives, communication channels, digital systems and processes. 3. To expand the Council’s learning and development offering, promoting a culture of life-long learning. 4. To enhance employee engagement and improve our staff’s health and well-being through a range of initiatives 5. To support Directorates to make informed and timely decisions on the delivery of services. <p>3.4 The service plan is attached as appendix A.</p>
4.0	Other Considerations
4.1	<p>Financial, Human Resources & Risk Implications</p> <p>Financial: not applicable and relevant to this reporting.</p> <p>Human: none specifically identified other than a focus on delivery of the plan as part of the Directorate business.</p>

	Risk Management: Implementation and continued improvement serve as mitigation to risk of non-delivery of service.
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: not applicable and relevant to this reporting at this time. Considerations will be given to elements as and when required on implementation.
	Rural Needs Implications: A RNIA is not considered proportionate to the scope of this piece of work.
5.0	Recommendation(s)
5.1	That the committee notes, considers and provides commentary as necessary on the Org Development, Strategy & Performance Service Plan 2024-25.
6.0	Documents Attached & References
6.1	Appendix A: Org Development, Strategy & Performance Service Plan 2024-25