

Report on	2024-25 Service Plan: Corporate Services & Finance
Date of Meeting	Thursday 6 th June 2024
Reporting Officer	Claire McNally, Assistant Director Corporate Services & Finance
Contact Officer	JJ Tohill, Strategic Director Corporate Services & Finance Barry O'Hagan, Head of ICT

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's Service Plan for Corporate Services & Finance for period 2024-25.
2.0	Background
2.1	Council is structured around four 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 Corporate Services & Finance Directorate cuts across a number of business areas. These areas extend to: <ul style="list-style-type: none"> • Finance – to include budget setting and facilitating/supporting the striking of the district Rate; financial reporting; Management reporting; Cash and bank management; Supplier processing; Payroll processing; Income collection; treasury management. • Procurement - Facilitating efficient, effective and compliant procurement of goods and services.

- **Insurance** - Ensuring that Council is adequately insured against all reasonable and foreseeable risks in accordance with statutory requirements and the Council's risk appetite.
- **Internal Audit** - Although Internal Audit is necessarily independent of direct organisational control, it forms part of the Corporate Services and Finance directorate. The service supports the Audit Committee and forms an important part of the Council's internal control system. It provides an independent assurance function and leads on risk management throughout the Council.
- **IT** - The department is responsible for the provision, development and management of a secure, resilient, and high-performance information services and systems across the Council network infrastructure.
- **Legal Services** - The provision of proactive, high quality, timely professional legal advice on matters relating to the functions and the exercise of the powers and duties of the Council;
- **Governance** - This is an evolving area which seeks to ensure that the Council has proportionate, robust and effective governance arrangements across the Council and in its relationships with stakeholders and third parties.
- **Transformation** - This is an evolving area which seeks, in collaboration with relevant officers throughout the Council to lead and support the Council and its directorates, departments and services in their efforts to continuously improve and transform service delivery mechanisms and models to better meet the needs of the Council's stakeholders.

Our Focus 2024-25

3.2

We will continue to deliver on our "business as usual" work throughout the Directorate. Our 2024-25 improvement activities and priority areas of focus for us to deliver on within our directorate are as follows:

- a. Successful implementation of Phase 2 of Financial Management Information System, Tech1.
- b. Improve our financial reporting and information for budget holders and members
- c. Review our Procurement Policy and continue to provide training and support to staff in key areas
- d. Continue to offer training and support to staff (and members where required) on specific legal issues arising;
- e. Support the implementation of the Customer Experience Platform;
- f. Integrate voice and Office Teams
- g. Implement greater security controls and monitoring of our infrastructure
- h. Implement the wider ICT strategic aim & objectives
- i. Support and enable the Digital transformation initiatives

3.3	The Directorate service plan is attached as appendix A.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: not applicable and relevant to this reporting.
	Human: none specifically identified other than a focus on delivery of the plan as part of the Directorate business.
	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 the Corporate Services & Finance Directorate Service Plan 2024-25.
6.0	Documents Attached & References
6.1	Appendix A: Corporate Services & Finance Directorate Service Plan 2024-25