

Report on	2023-24 Service Plan: Org Development, Strategy & Performance
Date of Meeting	Thursday 6 th July 2023
Reporting Officer	Marissa Canavan, Strategic Director, Organisational Development Strategy & Performance
Contact Officer	Philip Moffett, Assistant Director 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 2023-24.
2.0	Background
2.1	Council is structured around 4 Directorates together with the Chief Executive's area which includes Communications and the 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.
2.2	Whilst directorate plans do not cover everything undertaken, they contain the focus of activity aimed at improving upon how we deliver of our services to the people of our district. These plans are integral to our corporate improvement and planning arrangements.
2.3	The directorate service plan for the 2023-24 period is attached as appendix A to this paper.
3.0	Main Report
3.1	The Directorate straddles a number of business areas, extending 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, • Committee and Members Services facilitating the transaction of council business,

	<ul style="list-style-type: none"> • Corporate Performance Improvement, Equality, Disability and Rural Needs across our services, and • Registration Services accessible from across our 3 Civic Offices those wishing to access our births, deaths and marriages function. <p>Our Focus 2023-24</p> <p>3.2 The directorate's focus in doing what it does is based on the foundation of, <i>Supporting Staff and Members to Deliver to Develop-Improve-Deliver</i>.</p> <p>3.3 Our 2023-24 activities across the directorate contribute to our objectives.</p> <ol style="list-style-type: none"> 1. To continue to attract and retain staff to ensure a multi-skilled and diverse workforce that's reflective of the people we serve. 2. To continue to engage and support our citizens through a range of initiatives and communication channels to excel in meeting customer needs and expectations. 3. To expand the Council's learning and development offering in promoting a culture of life-long learning. 4. To enhance employee engagement whilst improving 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. 6. To maximise and continue to develop existing systems and processes in line with the Council's digital agenda. <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: Officer involvement in the development and subsequent filling of the structure.</p> <p>Risk Management: The service improvement plan provided a mitigation.</p>

4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: not applicable and relevant to this reporting.
	Rural Needs Implications: A RNIA is not considered proportionate to the scope of this paper/piece of work.
5.0	Recommendation(s)
5.1	That the committee notes, considers and provides commentary as necessary on the Organisational Development, Strategy & Performance Service Plan 2023-24.
6.0	Documents Attached & References
6.1	Not applicable