

Report on	Service Improvement Plans 2020-21: Chief Executive's Office
Date of Meeting	Thursday 2 July 2020
Reporting Officer	P Moffett, Head of Democratic Services
Contact Officer	P Moffett, Head of Democratic Services U Mezza, Head of Marketing & Communications C McNally, Council Solicitor

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 consider the draft Service Improvement Plan for three Chief Executive Office services for the 2020-2021 year.
2.0	Background
2.1	In line with corporate performance improvement requirements and to ensure that every service contributes to performance improvement, each service produces an annual individual improvement plan.
3.0	Main Report
3.1	The Service Improvement Plans for 2020-2021 set out key priorities for the services in the year ahead and build on the work undertaken during the 2019-2020 year. The Following provides a high level summary of the areas of focus for the 2020-21 period: <u>Democratic Services</u>
3.2	<ul style="list-style-type: none"> • To increase the number of Freedom of Information requests responded to within 20 days by 31st March 2021 number of Freedom of Information requests responded to within 20 days by 31st March 2021 • Corporate Performance Improvement Plan 2020 to 2022 and (ii) complete the annual assessment of Council's 2019-2020 Performance Improvement Plan • Review of and provide recommendations on provision of civic recognition for achievement by our citizens • Develop the case for the purchase of an integrated performance improvement and business platform in line with audit and business requirement • Review of Council Equality Scheme and associated arrangements

3.3	<p><u>Legal Services</u></p> <p>Objectives the year for Legal Services relate to; the continued provision of strategic legal advice and assistance across all corporate priorities including; the Local Development Plan process; Development of key strategic sites; MSW Region Growth Deal; Delivery on programme of Capital Delivery; COVID19 issues; and in the development of an Estates Strategy and Asset Management Plan for the Council.</p>
3.4	<p><u>Marketing & Communications</u></p> <p>In Marketing and Communications, objectives relate to the development of specific marketing and communications plans to support key service areas, including leisure and economic development, during the recovery stages associated with the pandemic, the continued delivery of a recycling campaign to contribute to the achievement of landfill diversion targets, and a revised approach to the campaign to support the opening of OM Dark Sky Park and Observatory.</p>
4.0	<p>Other Considerations</p>
4.1	<p>Financial, Human Resources & Risk Implications</p> <p>Financial: N/A</p> <p>Human: N/A</p> <p>Risk Management: The impact and implications of COVID19 on the delivery of council services and corporate priorities are not yet fully understood. This area will be kept under continuous review and the various service areas within the Chief Executive's Office will respond accordingly and in the most proactive manner in order to mitigate such risks and maximise opportunities.</p>
4.2	<p>Screening & Impact Assessments</p> <p>Equality & Good Relations Implications: N/A</p> <p>Rural Needs Implications: N/A</p>
5.0	<p>Recommendation(s)</p>
5.1	<p>That the Committee considers the 2020-2021 Service Improvement Plans for Democratic Services, Legal Services and Marketing & Communications.</p>
6.0	<p>Documents Attached & References</p>
6.1	<p>Appendices A-C</p> <ul style="list-style-type: none"> • Democratic Services Improvement Plan 2020-2021 • Legal Services Improvement Plan 2020-2021 • Marketing & Communications Improvement Plan 2020-2021