

# NORTH HERTFORDSHIRE DISTRICT COUNCIL

## SMT SERVICE DELIVERY PLAN Questionnaire

### 1. Introduction/Purpose

This SMT Service Delivery Plan will cover the period from 2018/19 to 2020/2021.

The Service Delivery Plan will describe how Council's Corporate Plan objectives will be achieved and support the council's three priorities as outlined below:

#### Objectives

- **Attractive & Thriving**  
To work with our partners to provide an attractive and safe environment for our residents, where diversity is welcomed and the disadvantaged are supported
- **Prosper & Protect**  
To promote sustainable growth within our district to ensure economic and social opportunities exist for our communities, whilst remaining mindful of our cultural and physical heritage
- **Responsive & Efficient**  
To ensure that the Council delivers cost effective and necessary services to our residents that are responsive to developing need and financial constraints

The questionnaire, below, will inform the SMT service action plan by completion of the following sections. It is divided under the following areas:

- What we currently achieve (Sections 2)
- What we intend to do over the next four years (Section 3 -4)
- Context for current performance and activities (Section 5-8)
- Assurance (Section 9)

**Please answer the questionnaire for your service area(s) and add any additional corporate wide comments as appropriate.**

### 2. Description of the Service's function

#### *Things to consider*

- *List the key activities of the team in the current civic year*

The team's objectives are to provide:

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The team provides the following core functions:

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### 3. Vision for the Service

*What do we need the service to look like in four years and why? How are current and planned activities shaping this?*

### 4. Four Year view - Key activities and Projects

What key activities and projects will be delivered over the next four years? (Maximum of 4 per year)

2018/19

- 

2019/20

- 

2020/21  
and  
2021/22

- 

### 5. Financial overview

Are there any specific financial challenges facing your service area(s) in the next four years, other than those generally impacting the Council?

### 6. Staffing overview

Are there any specific staffing challenges facing your service area(s) in the next four years, other than those generally impacting the Council?

## 7. Looking back at key achievements

*Things to consider when completing:*

- *Review of previous period, including highlights and areas for improvement*
- *How effective are complaints and comments monitoring procedures for the service provision, in ensuring that an appropriate response is provided and where appropriate, corrective action is taken to strengthen the system of internal control?*
- *Have there been any conflicts/potential conflicts in Council roles and duties identified if so, how have these been managed?*

During 2017-18, the team has contributed towards the achievement of corporate objectives and good governance, through the following key achievements (max 5)

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## 8. Communication and Consultation

Are there any specific communication/consultation challenges facing your service area(s) in the next four years, other than those generally impacting the Council?

## 9. Assurance

Do you have any concerns in any of the following areas for your service or corporately?  
(Answer Yes or No. If yes, provide brief details)

Compliance with legislation and regulations	
Training development and skills of staff	
Risk management processes	
Managing and monitoring delivery of partnerships	
Implementation of audit recommendations	
Compliance with procurement requirements	

Compliance with financial regulations	
Business continuity plans	
Project management	
Compliance with constitution, corporate policies, delegated decision making	
Engaging with the community	
Performance management including identifying and rectifying poor performance of service	
Data quality to support informed decision making	
DPA, FOI, GDPR	
Conduct	
Conflicts/ potential conflicts	

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