

Service Plans 2023/24 - 2027/28

Report by Dr Grace Vickers, Chief Executive

Report for Decision

1 Recommendations

Council is recommended to approve the 2023/24 – 2027/28 Service Plans.

2 Purpose of Report/Executive Summary

This report presents the 2023/24 – 2027/28 Service Plans for Council approval.

Date: 2 June 2023

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3 Background

3.1 Councils have a statutory duty to demonstrate continuous improvement on how they deliver services. This was introduced in the Local Government (Scotland) Act 2003 to ensure that we secure Best Value. Under this legislation each council is obliged to:

- Work with its partners to identify a clear set of priorities that respond to the needs of the local community and be organised to deliver those priorities.
- Meet and clearly demonstrate that it is meeting the community's needs.
- Operate in a way that drives continuous improvement in all of its activities.

3.2 Council delivers its priorities through the Community Planning Partnership (CPP) and the Single Midlothian Plan (SMP).

3.3 Our vision for Midlothian is to be ***a great, green place to grow***. The Transformation Blueprint, and supporting Medium Term Financial Strategy, have been developed in line with the Single Midlothian Plan and all are supported by the Council's Service Plans.

3.4 Rooted in the creation of a wellbeing economy, the vision of our new 5 year strategy focuses on reducing inequalities at the same time as looking after the health of our planet. In line with the Single Midlothian Plan we have three main aims:

- Individuals and communities have improved health and learning outcomes
- No child or household live in poverty
- Significant progress is made towards net zero carbon emissions by 2030

3.5 In line with the Single Midlothian Plan, our strategies and service plans reflect the next four year period and support the 7 thematic priorities within the SMP as follows:



- 3.5 The Transformation Blueprint focuses on the nature of the work we will do, developing a 21st century workforce supported by a workplace fit for the future where joined up services are delivered in a holistic and integrated way. Delivery will be through a series of transformation sprints to ensure that we drive forward the pace of change.



4 Report Implications (Resource, Digital and Risk)

4.1 Resource

Resource implications have been considered and identified during individual Service Plan development

4.2 Digital

Specific Digital issues are considered within individual Service Plans as appropriate.

4.3 Risk

This report seeks to ensure that the Council and partners have strategic and sustainable plans for future service delivery. Chief Officers will consider, on an ongoing basis, possible risk exposures to the successful achievement of all priorities.

4.4 Ensuring Equalities (if required a separate IIA must be completed)

Each service plan is subject to an Integrated Impact Assessment (IIA) which are available within the electronic Members' Library within CMIS.

4.5 Additional Report Implications (See Appendix A)

See Appendix A

Appendices

Appendix A – Additional Report Implications

Appendix B – Adult Social Care Service Plan

Appendix C – Education Service Priorities

Appendix D – Place Service Plan

Appendix E – Corporate Solutions Service Plan

APPENDIX A – Report Implications

A.1 Key Priorities within the Single Midlothian Plan

The Single Midlothian Plan informs all Service Plan activity with a key requirement that all plans demonstrate the services contribution to the SMP outcomes and priorities.

A.2 Key Drivers for Change

Key drivers addressed in this report:

- ☐ Holistic Working
- ☐ Hub and Spoke
- ☐ Modern
- ☐ Sustainable
- ☐ Transformational
- ☐ Preventative
- ☐ Asset-based
- ☐ Continuous Improvement
- ☐ One size fits one
- ☐ None of the above

Service Plans identify activities which deliver across the key drivers for change streams.

A.3 Key Delivery Streams

Key delivery streams addressed in this report:

- ☐ One Council Working with you, for you
- ☐ Preventative and Sustainable
- ☐ Efficient and Modern
- ☐ Innovative and Ambitious
- ☐ None of the above

Service Plans identify activities which deliver across the key delivery streams.

A.4 Delivering Best Value

Service Plans demonstrate the services delivery of Best Value and provide the basis for ongoing oversight and management of Best Value duties.

A.5 Involving Communities and Other Stakeholders

Service Plans demonstrate the services contribution to the SMP outcomes and priorities which are identified following a range of consultation and engagement activities with communities and stakeholders.

A.6 Impact on Performance and Outcomes

Service Plans demonstrate the services contribution to the SMP outcomes and priorities and will provide the basis for ongoing performance management.

A.7 Adopting a Preventative Approach

All plans consider the adoption of a preventative approach to service delivery.

A.8 Supporting Sustainable Development

The development of the Single Midlothian Plan and Service Plans represent a robust approach to supporting sound planning of council services.