



10th February, 2020.

**TO: AN CATHAOIRLEACH
& EACH MEMBER OF KILKENNY COUNTY COUNCIL**

RE: SERVICE DELIVERY PLAN 2020

I enclose, for the consideration of Members of the Council, the Service Delivery Plan for 2020.

The adoption of a Service Delivery Plan, with or without amendments, is a Reserved Function of the Council under Section 134A of the Local Government Act 2001 as amended.

The Service Delivery Plan is required to:

- *identify the principal services to be provided by the Council to the public,*
- *be consistent with the adopted budget for 2020 and the Corporate Plan 2019-2024,*
- *outline objectives & priorities for the delivery of each service,*
- *outline performance standards and the manner as to how performance will be assessed,*
- *take account of any service level agreement,*
- *take into account any strategy, any plan or policy already adopted by Council and*
- *address certain matters that may be notified by the National Oversight & Audit Commission (NOAC) as regards performance standards.*

The Plan is based on the objectives and strategies outlined in the new Corporate Plan adopted by the members on the 18th November, 2019, in each of the Service Areas, and sets out the actions which the Council intends to take in 2020 so as to meet its commitments to its customers under its numerous policies, plans and programmes.

A comprehensive work programme is planned to be undertaken through a variety of service delivery mechanisms, including:

- *direct service provision for the most part,*
- *by contract,*
- *through shared services in co-operation and in partnership with different agencies,*
- *through service level agreements such as those with Enterprise Ireland and*
- *indirectly through the various grant & assistance schemes to community & other groups.*

In addition to the key actions outlined in the plan there are a number of matters of strategic importance to the Council which have been outlined in the Introduction.



Performance Indicators

There is an ongoing emphasis on performance and on the efficient delivery of services. A suite of performance indicators has been developed for the Local Government Sector and have been published by the NOAC. The Council's performance will be measured and assessed against these National Indicators together with any local indicators (target numbers, standards, target dates etc.) set out in this plan. I plan to present a report to Council during the year on Kilkenny County Council's performance for 2019 in the context of the nationally agreed performance indicators.

Monitoring

Progress in implementing the Service Delivery Plans will be monitored by each Director of Services and their teams on a regular basis and relevant significant matters will be reported on, as appropriate, in the regular Chief Executive Reports to the Elected Council.

There is a legal obligation also to include in the Council's Annual Report, an assessment of the Council's delivery of services during the year when compared with the Service Delivery Plan and such a statement will be included in the 2020 Annual Report.

I recommend the adoption of the attached 2020 Service Delivery Plan.

Signed:



Colette Byrne
Chief Executive