

Report to:	QSMTM Q4 2022-23
Report by:	Helen Gardner-Swift, Head of Corporate Services (HOCS)
Meeting Date:	26 May 2023
Subject/ Title: (and VC no)	Operational Plan 2023-24 VC187266
Attached Papers (title and VC no)	Operational Plan 2023-24 (draft) VC 183278

Purpose of report

1. The purpose of this Committee Report (CR) is to provide the Operational Plan 2023-24 for approval by the Senior Management Team (SMT).

Recommendations

2. I recommend
 - (i) subject to any further amendments made by the SMT at the meeting, the SMT approves the Operational Plan 2023-24
 - (ii) the Operational Plan Monitoring Report 2023-24 is prepared using the approved plan
 - (iii) this CR is published in full as set out in paragraph 16.

Executive summary

3. An operational plan is approved for each financial year.
4. The Operational Plan 2023-24 is set out as a programme of actions listed under types of operational activity, with cross references to the strategic aims supported by the action. The actions listed are business as usual (BAU) and projects.
5. In general, BAU will be managed and monitored in line with set targets, performance indicators (as set out in the Performance & Quality Framework 2023-24), established reporting structures and approved policy. Projects are managed according to project management principles and practice, applied as appropriate.
6. The Operational Plan 2023-24 and the Operational Plan 2023-24 Monitoring Report are working documents which form the basis of on-going monitoring and they may be updated from time to time. Progress against the plan (BAU and projects) is reviewed every two months by the SMT and the Operational Plan 2023-24 Monitoring Report is updated and published.
7. The SMT have taken account of a number of matters when considering the draft Operational Plan 2023-24, including:
 - how we can achieve strategic priorities in 2023-24 - what can we achieve, how can we deliver strategic priorities
 - workforce capacity, planning, deployment and wellbeing
 - quality, efficiency, effectiveness and response/s to changing demands

- our resources - workforce, property and digital
- how we ensure sustainability is taken into account in our operational work

Risk impact

8. Not having an effective Operational Plan 2023-24 in place is likely to lead to an increase in the residual assessments of operational and strategic risks.

Equality impact

9. There is no direct equality impact arising from this report.

Privacy impact

10. There is no direct privacy implication arising from this report.

Resources impact

11. The staff resource required for each action listed has been considered by the head of department and/or the SMT (as appropriate).

Operational/ strategic plan impact

12. An operational plan should be in place for each financial year. The programme of actions listed in the plan are cross referenced to the strategic aims supported.

Records management impact (including any key documents actions)

13. The Operational Plan 2023-24 is a class C1 key document, the approver is the SMT, the responsible manager is HOCS and a new plan is published each year.
14. The Operational Plan Monitoring Report 2023-24 is published following review by the SMT.

Consultation and Communication

15. QSMTM Q4 minute and publication of CR.

Publication

16. The publication arrangements are:
 - the CR is published in full
 - the attached paper, Operational Plan 2023-24 (draft), is withheld in full on the basis that it is exempt from disclosure under section 27(1) of FOISA (Information intended for future publication) as the document will be published once the necessary key document actions have taken place and the document is in its final form.