

DRAFT South Northamptonshire Business Plan 2019-20



South Northamptonshire Council



Organisational Plan

Operational Excellence

- Rigorous Financial Management
- Efficient and Effective Governance
- Strong Performance, Procurement and Contract Management
- Continuous Improvement

Customer Focus

- Excellent Customer Services
- Efficient and Effective Services
- Accessible services – Enabled through digitisation
- Customer Insight

Best Council to work for

- Employer of choice
- Employee Engagement and Wellbeing
- Culture of Learning and Development

Transition and Legacy

- Capacity to deliver
- Maintain Quality of Services
- Sustainable relationships with key partners
- Corporate Social Responsibility