

# STRATEGY ON A PAGE

## HELPING PEOPLE DO AMAZING THINGS

# 2026 2027

### ! OUR BUSINESS PRIORITIES FOR 2026/27

- **Operational excellence:** including the onboarding of North Somerset Council customer services
- **Agility:** being responsive to a changing business landscape
- **Strategic growth and regional influence:** growing Delt both horizontally and vertically across the region
- **Relationship and governance management:** Strengthen customer relationships Board/Shareholder governance
- **Innovation and thought leadership:** Develop business models for proactively promoting sustainable AI and innovation opportunities
- **Reengineering:** to deliver change at greater pace and lower cost

### OUR COMMUNICATIONS

- Customer insight and storytelling
- Trusted professional partner positioning
- Consistent, coordinated, high-quality engagement

### OUR PEOPLE

- Building a collaborative work environment
- Creating a culture of continuous learning
- Ongoing commitment to safe, healthy and happy employees

### OUR OBJECTIVES

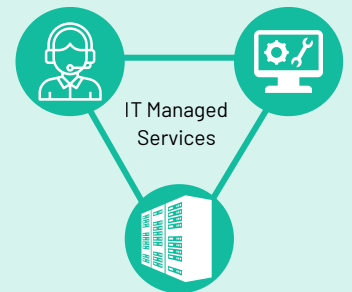
- To create a platform for sustainable economic **growth**.
- To enable closer **collaborative working** between our customers.
- To improve the **value for money** of all Delt services year on year.
- To **reduce risk** for our customers.
- To actively promote the **health and wellbeing** of both our staff and our customers.
- To help our customers **innovate and transform**.

### OUR VALUES

- We have **integrity** and **transparency**.
- We **develop** and **empower** our people.
- We **strive** to be the **best** at what we do.
- We believe in **partnership** and **collaboration**.
- We value both **innovation** and **creativity**.

### WHAT WE DO

Technology enabled business support services, delivered in the public interest.



IT Consultancy



Cyber Security



Print and Mail



Facilities Management



Training and Education



Payroll and Pensions



HR / OD Advisory



Procurement and Finance

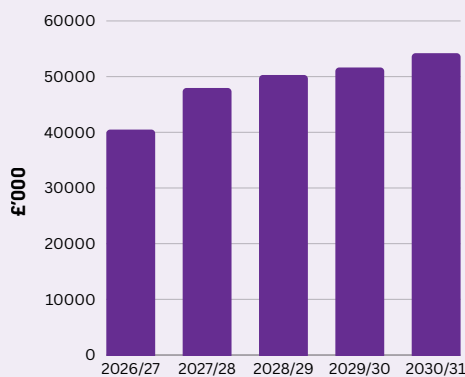


Fleet

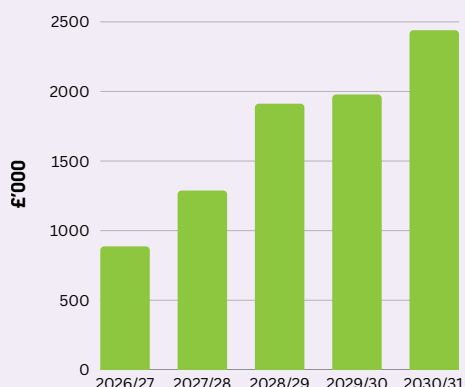


Customer Services

### Financials



Turnover - with growth



Surplus - with growth