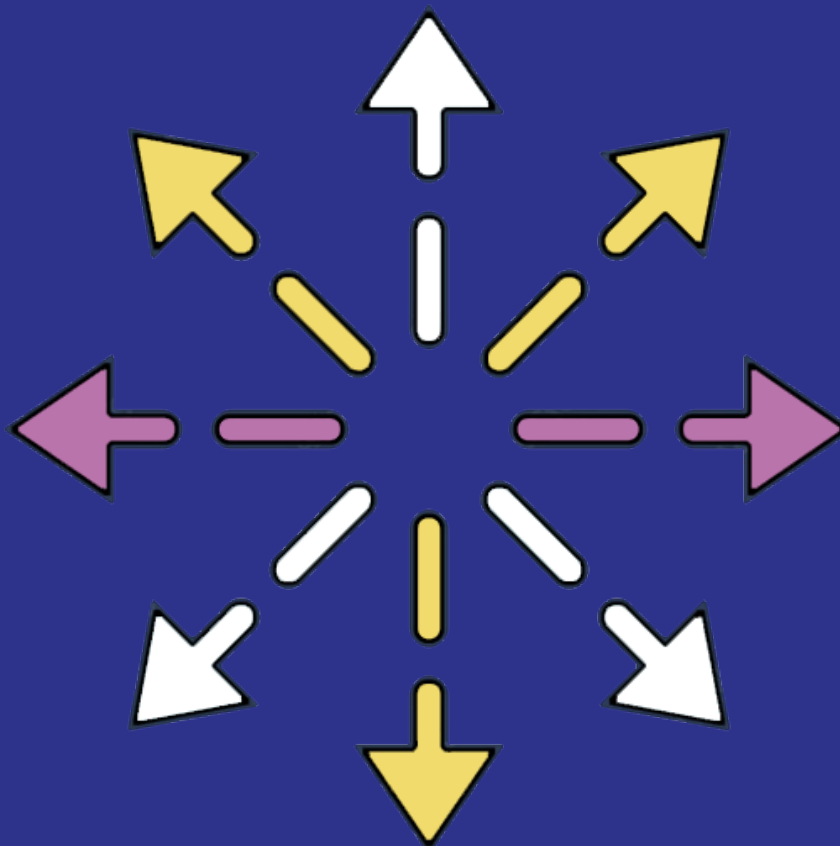




How to write a
SERVICE DELIVERY PLAN



Tower Hamlets CVS
Unit 3.10 The Green House
244-254 Cambridge Heath Road
London E2 9DA
Registered Charity No.1137143

www.thcvs.org.uk
e: info@thcvs.org.uk

A service delivery plan is important, especially for long-term funding. It outlines the specifics of how an organisation will deliver its services and achieve its objectives. Here's a guideline for creating a service delivery plan and how it should complement the business plan:



- 1 Executive Summary:** Provide a brief overview of the service delivery plan, summarising the key components such as the services offered, target audience, delivery methods, and resources required.
- 2 Introduction:** Introduce the organisation, its mission and vision, and the context in which it operates. Explain how the service delivery plan aligns with the organisation's strategic objectives outlined in the business plan.
- 3 Services Offered:** Describe the services or programs the organisation provides, highlighting their goals, intended outcomes, and how they address the needs of the target population.
- 4 Target Audience:** Identify the target audience or beneficiaries of the services, including their demographics, needs, and challenges.
- 5 Service Delivery Model:** Outline the methods and approaches used to deliver services, such as direct service provision, partnerships, or referral networks. Explain how these delivery methods support the organisation's objectives and address the needs of the target population.



- 6 Resources Required:** Detail the human, financial, and physical resources required to implement the service delivery plan. Include information about staffing levels, volunteer support, funding sources, and any necessary equipment or facilities.
- 7 Performance Indicators and Evaluation:** Define the key performance indicators (KPIs) that will be used to measure the success of the service delivery plan. Explain how the organisation will monitor, evaluate, and report on the progress and impact of its services.
- 8 Risk Management:** Identify any potential risks associated with service delivery, such as funding uncertainties, staff turnover or changing community needs. Outline strategies for managing and mitigating these risks.
- 9 Timeline:** Provide a timeline for implementing the service delivery plan, including key milestones, deadlines and review points.
- 10 Conclusion:** Summarise the main points of the service delivery plan and emphasise the organisation's commitment to achieving its objectives and serving the needs of its target population.



By developing a comprehensive service delivery plan that compliments the business plan, organisations can demonstrate their ability to effectively deliver services and achieve their objectives. This can help build trust with funders and increase the likelihood of securing long-term funding.

