

# Financial Stability and Innovative Transformation

## Continuous innovation and responsible investment to achieve financial stability

- Exercise responsible and ethical investment
- Innovate and improve service delivery
- Ensure financial stability

## What we will do:

- External funding bid development and delivery
- Budget setting and budget monitoring
- Treasury Management activity
- Asset Management
- Local Government Reorganisation
- Corporate Complaints Policy and Procedure Delivery
- Customer Service Centre Service Level Agreement
- Customer Services digital offer
- Council Tax and Benefits digital offer

# How we'll go about this

We will take a multifaceted approach based on direct action, working in partnership, and exerting influence.



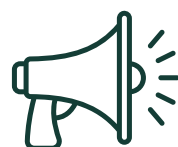
## How we will do it



Direct Action

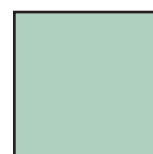


Working in Partnership

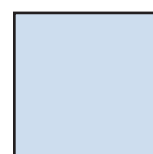


Exerting Influence

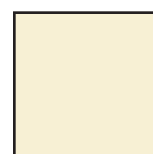
## When we will do it















Within the period of the Annual Delivery Plan 2025/26



Beyond the period of the Annual Delivery Plan 2025/26 (i.e. 2026/27 or later)



Ongoing/business as usual

Outcomes	How we will do it:	How we will measure progress	How we will report it	Reporting
<b>Maximise external funding opportunities to support our services and deliver great outcomes</b>		• Value of external funding secured (cumulative total)	• £ (retrospective) - increase	Six-monthly
		• Success rate for external funding bids	• 75%	Six-monthly
		• Benefits of successful funding bids	• N/A (narrative only)	Six-monthly
<b>Deliver robust financial reporting and forecasting</b>		• Overall forecast/outturn against budget (current year)	• £ / RAG, trajectory & narrative (retrospective)	Quarterly
<b>Exercise strong stewardship of all council assets</b>		• Compliance with Treasury Management Code of Practice	• Narrative with some figures (retrospective)	Annual
		• Develop Asset Management Plan	• Yes/No & narrative	Annual
<b>Deliver strategic and operational change projects to drive transformation</b>		• Two unitary authority proposal delivered on time	• Yes/No (November 2025) & narrative	Annual
<b>Ensure all residents receive great customer service</b>		• Number of upheld/not upheld complaints (stage 1/stage 2/referred to LGSCO)	• Number (retrospective) & narrative	Monthly
		• Adhere to Customer service centre (CSC) service level agreements (figures provided for the CSC only, not applicable to contractor responses)	• 80% calls answered in 20 seconds & narrative	Monthly
		• Response times on CRM	• 100% response time within 10 working days & narrative	Monthly
		• Sign-ups to customer services ‘My Account’ (where residents can self-serve etc)	• Number (increase) & narrative	Monthly
		• Sign-ups to Council Tax and Benefits online portal	• Number (increase)	Monthly