

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

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

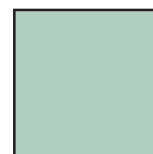


Working in Partnership

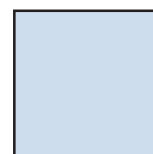


Exerting Influence

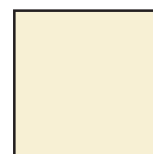
When we will do it



Within the period of the Annual Delivery Plan 2026/27



Beyond the period of the Annual Delivery Plan 2026/27 (i.e. 2027/28 or later)



Ongoing/business as usual

Outcomes	How we will do it:	How we will measure progress	How we will report it	Reporting
Maximise external funding opportunities to support our services and deliver great outcomes		Value of external funding secured (cumulative total)	£ (retrospective) - increase	Six-monthly
		Success rate for external funding bids	75% & narrative	Six-monthly
		Benefits of successful funding bids	Narrative	Six-monthly
Deliver robust financial reporting and forecasting		Overall forecast/outturn against budget (current year)	RAG & narrative with some figures (retrospective)	Quarterly
Exercise strong stewardship of all council assets		Compliance with Treasury Management Code of Practice	Narrative with some figures (retrospective)	Annual
		Develop Corporate Asset Management Framework	Yes/No & narrative	Quarterly
Deliver strategic and operational change projects to drive transformation		- Implement preparatory activities ahead of decision - Implement transition activities post decision”	Yes/No (July 2026) & narrative / Yes/No (April 2028) & narrative	Quarterly
Ensure all residents receive great customer service		Number of upheld/not upheld complaints (stage 1/stage 2/referred to LGSCO)	Number (retrospective) & narrative	Annual
		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	Annual
		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