

# Financial stability and innovative transformation

**Continuous innovation and responsible investment to achieve financial stability and ensure equitable access to services**

- Innovate and improve service delivery
- Ensure financial stability
- Deliver equitable access to services

## **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
- Completion of Equalities Impact Screenings/Assessments
- Enable the Culture Forum

# 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

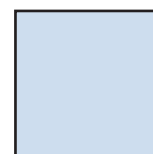


Exerting Influence

## 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
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%	Six-monthly
		• Benefits of successful funding bids	• N/A (narrative only)	Six-monthly
Deliver robust financial reporting and forecasting		• Overall forecast/outturn against budget (current year)	• £ / RAG/trajectory & narrative (retrospective)	Quarterly
Exercise strong stewardship of all council assets		• Compliance with Treasury Management Code of Practice	• Narrative with some figures (retrospective)	Annual
		• Develop Asset Management Plan	• Yes/No & narrative	Annual
Deliver strategic and operational change projects to drive transformation		• Two unitary authority proposal delivered on time	• Yes/No (November 2025) & narrative	Annual
Ensure all residents receive great customer service		• 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

Outcomes	How we will do it	How we will measure progress	How we will report it	Reporting
Ensure all residents have equitable and inclusive access to council services		<ul style="list-style-type: none"> <li>Equality Impact Screening/Assessment (EqIA) undertaken for all new formal decision-making processes<sup>1</sup> ; public-facing policies, strategies, and consultations; and projects delivering community benefit</li> </ul>	<ul style="list-style-type: none"> <li>100% &amp; narrative</li> </ul>	Quarterly
		<ul style="list-style-type: none"> <li>Enable delivery of the Culture Forum</li> </ul>	<ul style="list-style-type: none"> <li>N/A (narrative only) – target of 3 Culture Forums per year</li> </ul>	Annual

<sup>1</sup>Formal decision-making processes for the purposes of this measure are defined as the following reports: S106, Delegated Authority, Individual Cabinet Member Decision, Cabinet, SMT