

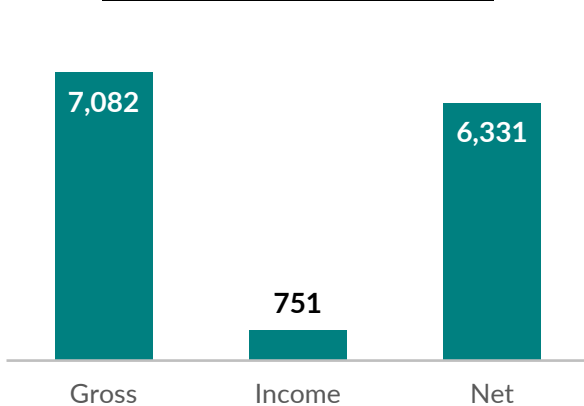
Service Dashboard

Portfolio for Improvement & Innovation

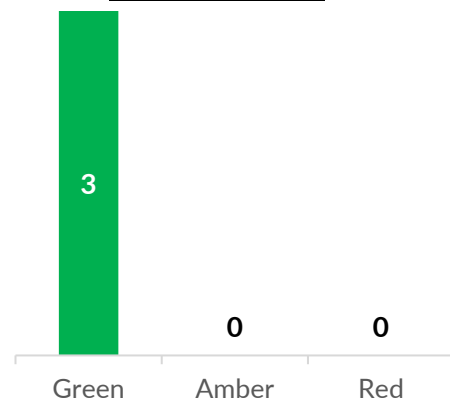
The services we provide

Policy, performance, communications, customer service, business transformation, special projects, digital, workforce, economic development & regeneration, equalities, members, wellbeing

Revenue Budget (£000)



Performance

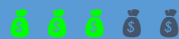


Service contribution

Statutory service



Income generating



Working in partnership



Council Plan

Wellbeing ✓

Environment ✗

Economy ✓

Housing ✓

Community Safety ✗

Health ✗

Achievements & Opportunities

- Securing Investors in People Platinum status for a third successive time and shortlisted as Platinum Employer of Year.
- Delivering service improvements across the Council through the Customer Insights team
- White Oak Leisure Centre opened and outperforming its membership targets
- Re-development of 11-13 High Street, and opening the meeting point Business Hub
- Secured £1.5m funding from the UK Shared Prosperity Fund and Rural Prosperity Fund.

Challenges & Risks

- Recruitment and retention of staff.
- Continued high demand for Council services as resources reduce
- To continue to develop the use of technology to improve the customer experience
- The impact of Government borrowing rules and economic conditions on the Council's Property Investment strategy.
- Viability concerns for construction projects in light of the impact of high inflation and economic & labour market conditions on workforce and materials.