

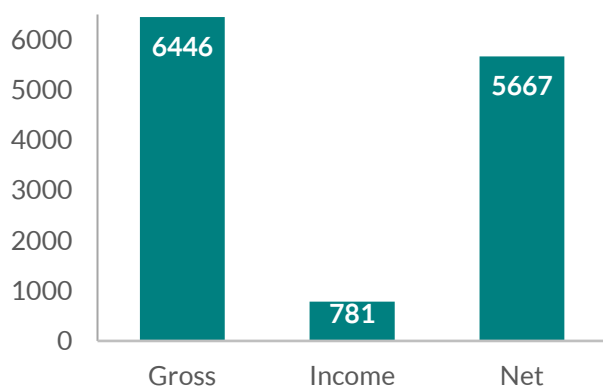
Service Dashboard

Portfolio for Improvement & Innovation

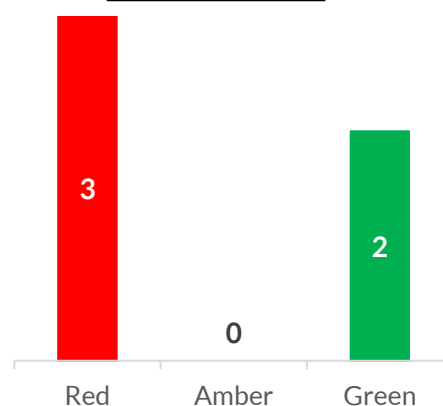
The services we provide

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

- Providing a Covid secure workplace and continuing to support our workforce to deliver services throughout the pandemic
- Continuing to grow the Customer Solutions model & launched a three month trial of 7am-7pm telephone service
- Continued to make progress with the Council's Property Investment Strategy
- Construction of the White Oak Leisure Centre and re-development of Meeting Point.

Challenges & Risks

- To deliver the promises set out in the new Council Plan.
- To deliver a new Workforce Strategy for the Council.
- To continue to develop the use of technology and the customer solutions model to improve the customer experience
- To continue to deliver projects within the Council's Property Investment portfolio and other Council owned sites.
- To deliver construction projects in light of the impact of Covid-19 and Brexit on workforce and materials.