

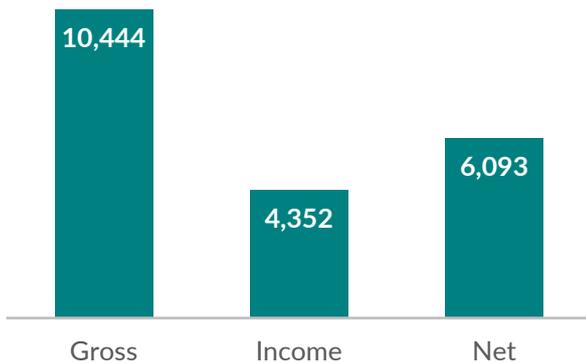
Service Dashboard

Portfolio for Improvement & Innovation

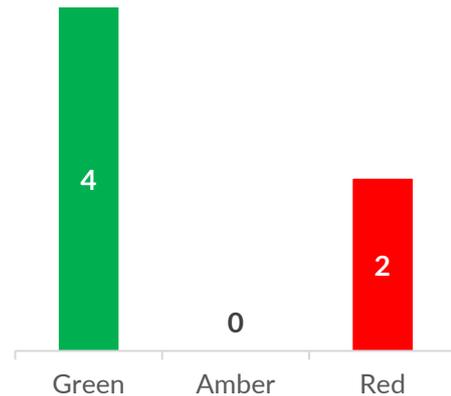
The services we provide

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 introduced hybrid working to retain an engaged workforce, delivering services throughout the pandemic
- Continuing to grow the Customer Solutions model & introduction of the Customer Insights team
- White Oak Leisure Centre opened and outperforming its membership targets
- Re-development of 11-13 High Street, Meeting Point and preparation for the opening of the Business Hub
- Secured £1.5m funding from the UK Shared Prosperity Fund and Rural Prosperity Fund for the next 3 years

Challenges & Risks

- Recruitment and retention of staff.
- Retaining the Council's Investors in People Accreditation
- To continue to develop the use of technology and the customer solutions model 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.