

Operating and behaving as one organisation:

Improvements with regard to joined-up service delivery and corporate working

Audit Committee – 28th September 2022



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A new Corporate Plan 2022-2026



- A new ***Corporate Plan 2022-2026*** brings together elements from other documents to provide a cohesive framework for the organisation's business planning.
- Priorities in the Plan will be delivered through activity and delivery from several services and delivery, supporting a more joined up approach
- The Plan sets out a bold ambition to be a 'best-in-class organisation'

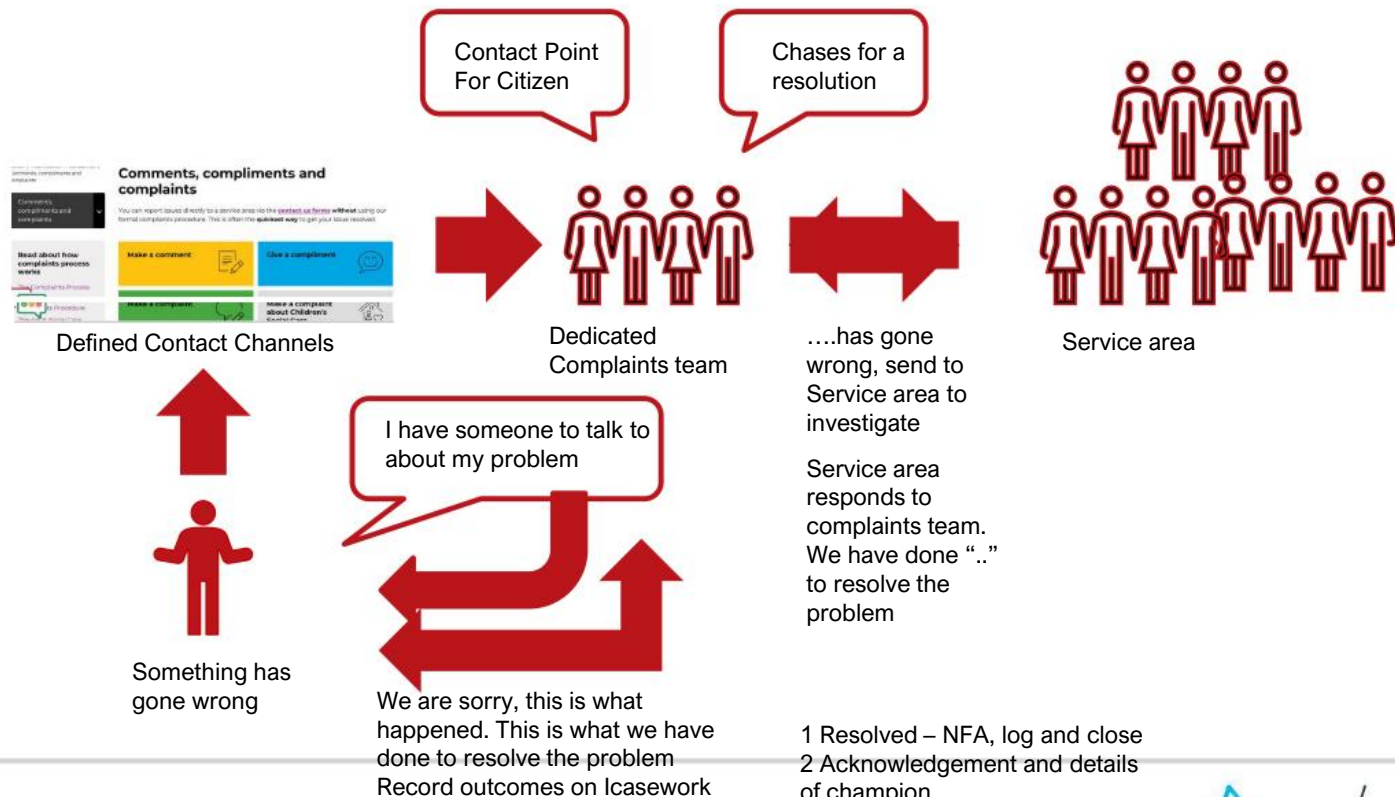
Strengthened Performance management arrangements

- A monthly CLT performance board highlights service performance issues for collective awareness, understanding, and discussion.
- Quarterly performance meetings with each directorate improves corporate understanding about service performance.
- Performance reporting to CLT and cabinet aligned to the draft corporate plan priorities rather than directorates.

A Corporate Leadership Team (CLT)

- Helps to enable corporate awareness and understanding and encourage a joined up approach to service delivery and improvement
- Meetings that are themed and structured to support collective and corporate discussion and peer review and challenge about:
 - Performance, Delivery and Improvement
 - Assurance and risk
 - Strategy development

A corporate approach to customer complaints handling



Examples of joined up service improvement

Assisted collections: a focus on where we repeatedly get the customer experience wrong to ensure the cycle is broken and lessons are learnt for continuous improvement

Housing Applications: additional interim capacity to reduce backlog and improve service delivery

Cross Directorate approach in wards: bringing together services from across the Council to make a positive impact for the residents of an area

Joined up service planning and delivery

- Citizen focussed
- Place based

QUESTIONS / DISCUSSION



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