

Report to: **Overview and Scrutiny Committee**
Date: **2 October 2018**
Title: **Corporate Strategy: Delivery Against Themes Update**
Portfolio Area: **Partnership Arrangements**
Wards Affected: **All Wards**
Relevant Scrutiny Committee: **Overview and Scrutiny Committee**

Urgent Decision: **N** Approval and clearance obtained: **N**

Date next steps can be taken:
(e.g. referral on of recommendation or implementation of substantive decision)

Any recommendations will be considered by the Hub Committee on 18 October 2018

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RECOMMENDATION

That the Committee RECOMMENDS to the Hub Committee to endorse the proposed approach for setting key Corporate Strategy Performance Indicators as detailed in paragraph 5 of this report.

1. Executive summary

- 1.1 This report is presented by the Leader of the Council and details work undertaken to date to develop key performance indicators for the Council's newly adopted Corporate Strategy.

2. Background

- 2.1 In May of this year full Council adopted a new Corporate Strategy encompassing a core purpose, guiding principles and five high level themes to guide Council delivery over the next 5 years.

- 2.2 Throughout the summer the Corporate Strategy was promoted to local residents via roadshows and an online engagement portal: www.engagement.westdevon.gov.uk/corporatestrategy where residents were encouraged to share their views.

3 Outcomes/outputs

- 3.1 Engagement events were held in Tavistock, Okehampton and Chagford resulting in discussions with 77 residents.
- 3.2 68 residents participated in an online survey about the Corporate Strategy. The survey posed open questions asking residents to detail what was most important to them under each theme. Responses were varied but common responses focused on the need for truly affordable local housing, the need for car parking in new developments and the importance of keeping the Boro
<http://www.engagement.westdevon.gov.uk/corporatestrategy> clean and tidy.
- 3.3 6 residents participating in the survey also signed up to join a digital focus group.

4 Options available and consideration of risk

- 4.1 It's important to take on board the comments made by local residents about the new Corporate Strategy. However, it is recognised the number of responses to the survey is low.
- 4.2 Bearing in mind the low survey response rate it is considered prudent to form a Task & Finish Group to agree the Key Performance measures for the Strategy.

5. Proposed Way Forward

- 5.1 A Task & Finish Group be formed to work with officers to hone a set of Corporate Strategy key performance indicators based on resident feedback, national benchmarks and recent Institute of Customer Service findings.
- 5.2 The Task & Finish Group present a set of key performance indicators early in the new year to the Overview & Scrutiny Committee and Hub.
- 5.3 The newly devised performance indicators be used in the Council's Annual Report to document the Council's key achievements for the year.

6. Implications:

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Overview & Scrutiny Committee have a responsibility to assist the Council in identifying areas for improvement and to make any necessary recommendations to the Hub and Council.
Financial	Y	There are no financial implications as a result of this report.
Risk	Y	Failure to devise a set of key performance indicators for the Corporate Strategy could lead to: Lack of coherent delivery Reputational harm Ineffective use of resources Poor quality service These risks are mitigated by: The recommendations outlined in this report
Comprehensive Impact Assessment Implications		
Equality and Diversity		None – no policy or service change is proposed in this report.
Safeguarding		None – no policy or service change is proposed in this report.
Community Safety, Crime and Disorder		None – no policy or service change is proposed in this report.
Health, Safety and Wellbeing		None – no policy or service change is proposed in this report.
Other implications		