

Our Priorities and the Challenges for 2025/26 and Beyond

It is important to the organisation, to not just review the services we are delivering to our residents and businesses, and the impact they are having, but we must also ensure that our own internal processes and systems are working well, ensuring we are using the resources available to us as efficiently and effectively as possible, with robust controls, systems and processes supporting every aspect of the Council's activity.

Throughout the year, we have carried out various monitoring exercises against the activities we deemed areas for improvement or development within last year's self-assessment report. These activities are reflected in the appropriate Business Plans and are monitored on a quarterly basis by the Directorates and reported to the Executive Team. Where there are areas we feel haven't improved as intended, we will continue to monitor closely over the coming year, to help achieve our ambition to become an outstanding Council.

Following review, we have used our framework to undertake an organisational self-assessment, drawing conclusions and setting out the actions that need to be taken, going forward. Progress against our commitments is to be monitored annually moving forward and our key findings for 2024/25 are included within the following section of this report. We have also identified a number of challenges we are facing associated with each of our Well-being Objectives. In order to progress these areas moving forward we have developed an action plan for 2025/26 and beyond. This annual approach to planning means that our plans going forward will be iterative and agile, taking into consideration any new initiatives, challenges and opportunities that have arisen which can be responded to, throughout the lifespan of the Corporate Plan.

Throughout the year, we will use our business planning to monitor and demonstrate our progress on a regular basis, in order to evidence the success of our ambitions. This will be central to delivering upon our aspirations.

