

# **ANNUAL REPORT & ANNUAL COMPLAINTS & CUSTOMER FEEDBACK REPORT + STATE OF THE CITY REPORT**

**To:**

The Leader of the Council  
Strategy & Resources Scrutiny Committee 03 July 2023

**Report by:**

Andrew Limb, Assistant Chief Executive  
Tel: 01223 457004 Email: Andrew.Limb@Cambridge.gov.uk

**Wards affected:**

All Wards

## **1. Executive Summary**

This report invites the Executive Councillor to note the contents of the Annual Report against the Council's Corporate Plan, the Annual Complaints and Customer Feedback Report, and the State of the City report.

## **2. Recommendations**

The Executive Councillor is recommended to:

- i. Note the Annual Report against the Council's Corporate Plan and associated KPI table
- ii. Note the Annual Complaints and Customer Feedback Report
- iii. Note the 'State of the City' report.

## **3. Background**

3.1 The Council's Corporate Plan sets out the council's priorities for 2022-27. The Annual Report summarises progress against those priorities and associated objectives over the year 2022-23. The narrative report is accompanied by data against a set of key performance indicators.

3.2 The Annual Complaints and Customer Feedback report provides details on the number and nature of complaints received by the Council and recorded in its complaints tracker system. It also gives details of complaints submitted to the Local Government and Social Care Ombudsman in the year 2022-23, and the outcome of those. Furthermore, it provides details of compliments received.

3.3 Taken together, and alongside the financial outturn report that appears elsewhere on this agenda (Housing scrutiny committee for the HRA outturn report), these reports give committee members and the wider council, as well as residents, an overview of the Council's performance over the past year. The headline figures show a positive variance of around £2.5m for the General Fund, and an adverse variance of around £21,000 for the Housing Revenue Account.

3.4 The State of the City Report has been produced by consultants Cambridge Econometrics, who were commissioned by the Council using funding provided by the Cambridgeshire and Peterborough Combined Authority. This report, and the online data dashboard that accompanies it are the products of the "City Portrait" project that evolved out of resident and member interest in the concept of doughnut economics. The model used in the State of the City report blends that approach with other socio economic models including the Bennett Institute's "six capitals", the UN Sustainable Development Goals and the Legatum Institute's prosperity index.

3.5 The State of the City report is a data-led analysis of the state of Cambridge through economic, social and environmental lenses, using the latest and most meaningful nationally-comparable data. It is intended to provide a common evidence base for discussions around priorities, policies and projects, and will be available to all through publication of the report on the council's website, and through the council hosting the data dashboard online too. This more detailed and sophisticated analysis builds on the prototype "state of the city" report produced by officers and reported to this committee in 2022.

3.6 Over time, we expect the data to be updated annually, which will allow changes and trends to emerge. We hope to use the outputs to work with our partners, stakeholders and communities to better understand our city and help identify ways to work together to address those areas of greatest opportunity or concern.

## **4. Implications**

### **a) Financial Implications**

An engaging, designed version of the Annual Report is being produced for publication on the council's website, alongside an infographic representation of key indicators – this costs less than £1,000.

The City Portrait project (the “State of the City” report and dashboard) has a budget of £80,000. All of this was provided by the Cambridgeshire and Peterborough Combined Authority.

### **b) Staffing Implications**

Producing these reports, and managing the data dashboard, is currently expected to be a core part of officer duties going forward.

### **c) Equality and Poverty Implications**

There are no specific implications of the decisions recommended in this report.

### **d) Net Zero Carbon, Climate Change and Environmental Implications**

There are no specific implications of the decisions recommended in this report.

### **e) Procurement Implications**

n/a

### **f) Community Safety Implications**

n/a

## **5. Consultation and communication considerations**

5.1 Officers across the council have been engaged in the production of the Annual Report and Annual Complaints and Customer Feedback report. These will be communicated to the wider public through publication on the Council's website and other communication channels, to aid transparency and accountability.

5.2 For the State of the City report and dashboard, a range of partners and stakeholders in public, business and community organisations were consulted, to help build a more meaningful and useful product.

5.3 The Annual Report, Annual Complaints and Customer Feedback Report, KPI table and supporting infographic and State of the City Report will all be published on the Council's website, and promoted through the council's communication channels.

5.4 The State of the City Dashboard will also be made available via the City Council's website and promoted publicly and to partners and community groups.

## **6. Background papers**

Background papers used in the preparation of this report:

The [Council's Corporate Plan](#)

## **7. Appendices**

Appendix A	Annual Report 2022/23
Appendix B	Annual Report KPIs
Appendix C	Annual Complaints & Customer Feedback report, 20223/23
Appendix D	State of the City Report 2023

## **8. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact Andrew Limb tel: 01223 457004, email:

[Andrew.Limb@cambridge.gov.uk](mailto:Andrew.Limb@cambridge.gov.uk) .