

ANNUAL REPORT, KEY PERFORMANCE INDICATORS AND ANNUAL COMPLAINTS AND CUSTOMER FEEDBACK REPORTS

To:

The Leader of the Council
Strategy and Resources Scrutiny Committee 01 July 2024

Report by:

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Wards affected:

All Wards

1. Executive Summary

This report invites the Leader of the Council to approve the text of the Annual Report in advance of its formatting, design and publication on the council's website and the Key Performance Indicators. It also invites the Leader to note the Annual Complaints and Customer Feedback Report

2. Recommendations

The Executive Councillor is recommended to:

- i. Approve the Annual Report against the Corporate Plan and associated KPI table
- ii. Note the Annual Complaints and Customer Feedback 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 2023-24. 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

2023-24, 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.

4. Implications

a) Financial Implications

As in past years, an engaging, designed version of the Annual Report will be produced for publication on the council's website alongside an infographic representation of key indicators.

b) Staffing Implications

Producing these reports 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 through its communications channels to aid transparency and accountability.

6. Background papers

Background papers used in the preparation of this report:

The council's Corporate Plan

7. Appendices

Appendix A Annual Report 2023/24

Appendix B KPIs 2023/24

Appendix C Annual Complaints and Customer Feedback report, 2023/24

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Jane Wilson tel: 01223 457860, email:

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