NON-CONFIDENTIAL BOROUGH OF TAMWORTH



CORPORATE SCRUTINY COMMITTEE

7th February 2025

Thursday, 6th February, 2025, 6.00 pm in Town Hall, Market Street, Tamworth

SUPPLEMENT - ADDITIONAL DOCUMENTS

Further to the Agenda and Papers for the above meeting, previously circulated, please find attached the following further information, which was not available when the agenda was issued:

Agenda No. Item

8. Corporate Plan 2025 to 2030 (Pages 3 - 20)
(Presentation shared at the meeting)

Yours faithfully

Chief Executive

To Councillors: S Smith, G Coates, M Couchman, H Hadley, K Norchi, B Price, M Summers, J Wadrup and A Wells.



Corporate Plan 2025-2030 Scrutiny February 2025



Our Strategic Context

Corporate Plan 2025-2030

Sets the overarching framework for business planning including the strategic goals and priorities of the council

Reduced

net

cost

to

Tamworth Counci

Aligned to the Medium-Term Financial Plan

Annual Delivery Plan

Explains how and when the priorities will be delivered and measured through corporate performance indicators

Departmental Service Plans

Sets out the service level activity aligned to corporate priorities with local key performance indicators

Values and Behaviours

Our values and behaviours underpin everything we do

Better Outcomes for Residents



Consultation

- Over 50 meetings and 1-2-1 discussions held with partners, local groups and residents to develop the Corporate Plan
- During August 2024, an online survey was promoted specifically to gather input on missing areas and to focus in on priority areas:
 - 592 completed survey responses were received
 - A further 1200 visitors viewed the survey but did not complete it
 - 500 hard copy surveys were also distributed with around 100 returned
- The annual residents survey carried out in late 2024 also looked at what respondents thought of our services, plans and priorities for spending
- The findings of the consultation and engagement have been summarised in a separate report (appended to the Cabinet Report)
- Lastly, the priorities have been reviewed and assessed against the budget decision and planning that has taken place to create the update MTFS with key officers and members



Ranking



11. For each of the five priorities, please rank how important they are to deliver in the next five years, with your top choice being first.

Item	Total Score ¹	Overall Rank
Place shaping - All communities feel safe, cared for and can be proud of their area, including our vibrant town centre.	2155	1
Prosperity - Growth in the local economy, skills and jobs, investment in areas that support financial stability and balanced budgets, obtaining best value.		2
Community Wellbeing - Residents live long, healthy, prosperous lives in communities that are resilient and independent.	1703	3
Council - Creating a caring, co-operative, innovative and data driven council that is structured to deliver effective services.	1530	4
Environment - We have a roadmap to achieving net-zero, environmentally friendly and sustainable assets and enhancing biodiversity in the borough.	1240	5
core is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted		585
	skipped	7



Priority for 2025/26

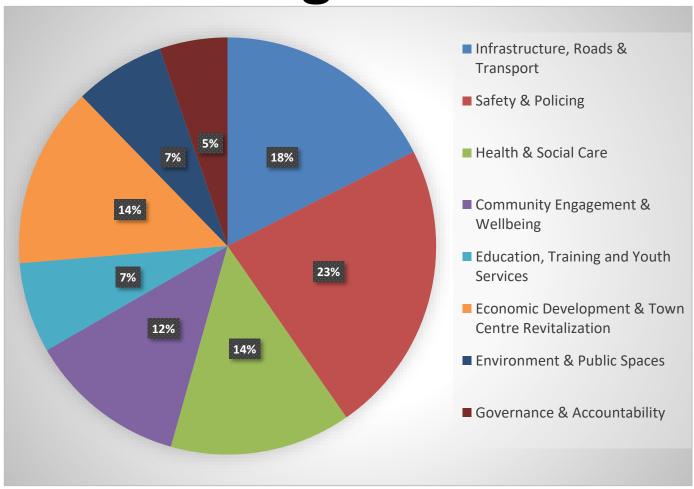


An	nswer Choices	Response Percent	Response Total
1	Council - Creating a caring, co- operative, innovative and data driven council that is structured to deliver effective services.	5.64%	29
2	Prosperity - Growth in the local economy, skills and jobs, investment in areas that support financial stability and balanced budgets, obtaining best value.	38.52%	198
3	Place shaping - All communities feel safe, cared for and can be proud of their area, including our vibrant town centre.	36.38%	187
4	Environment - We have a roadmap to achieving net-zero, environmentally friendly and sustainable assets and enhancing biodiversity in the borough.	4.67%	24
5	Community Wellbeing - Residents live long, healthy, prosperous lives in communities that are resilient and independent.	14.79%	76
		answered	514
		skipped	78



Missing Priorities

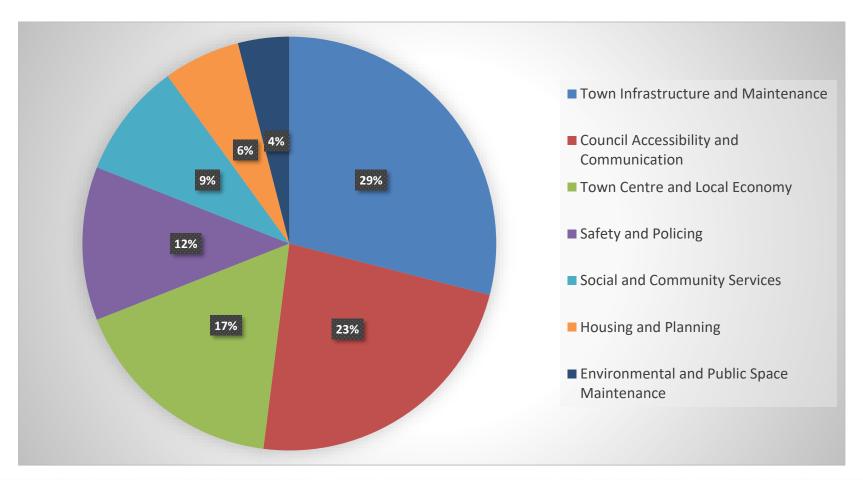






Most impact







Key challenges

- Understanding of TBC services and communication of our plans
- Reconnection and visibility of the Council
- Our role as convenor with other partners
- Alignment of resources to budgets
- Structured and equipped to deliver
- Community cohesion



Tamworth Corporate Plan





Strategic doars
Prosperity & Place: We want
growth in the local economy
by creating jobs and a
Tamworth we are all proud of,
ensuring financial stability for
all. We will:
Environment: We want to

Strategic Goals

achieve net-zero carbon emissions, protect the environment and enhance

Ъ Cໍ່ອົກmunity Wellbeing: We want residents to lead safe, healthy and happy lives in communities that are cohesive, where diversity is celebrated. We will:

local biodiversity. We will:

Council: We're focused on being a caring, accessible and effective council that is financially resilient. We will:

- 1. Working with businesses to help them grow and create jobs
 - Identify and address skills shortages

Priorities

- Make the town centre more vibrant and accessible
- Regenerate and create spaces for people to use and enjoy
- 5. Promote tourism and nightlife by using our cultural and historic sites
- 6. Keep Tamworth's local areas clean
- 7. Tackle fly tipping, littering and environmental offenses
- 8. Cut down on using carbon in our operations
- 9. Collaborate with partners to protect the environment
- 10. Provide eco-friendly housing options
- 11. Work with our partners to support children and vulnerable individuals' wellbeing
- 12. Ensure our active health and wellbeing offer supports the improvement in residents physical and mental health
- 13. Improve our offer to provide suitable homes and make good quality, eco-friendly and affordable housing available
- 14. Work with our partners to reduce homelessness and rough sleeping
- 15. Work with our partners to reduce crime and help our residents feel safe
- 16. Be visible, accessible, approachable and accountable to the communities
- 17. Learn and work with communities to provide broader social benefits
- 18. Maintain balanced budgets in our financial strategies



Values & Behaviours

Work as one team collaborating and working productively with others to achieve

TEAM TAMWORTH

Our Values and Behaviours

Own it! Accountability & **Professionalism**

- Make decisions based

Put residents and communities at the heart of all our

focussed

Embrace change

and have confidence to try new and innovative

approaches, improving **Heads Up**

Speak up **Integrity &**

A caring Council

Compassion &

Openness

- •Encourage open



activities Be customer

Medium-Term Financial Strategy (MTFS)

Sets out how we will financially support the Priorities Approved by Full Council

Corporate Priorities

Outcomes agreed by Cabinet as priority focus areas

Corporate Plan (CP)

Sets our strategic direction with Vision & Priorities for the next five years Approved by Cabinet

Annual Delivery Plan (ADP)

Outlines key actions and priorities to meet priorities and deliver the CP Approved by Cabinet

Service Plans

Outline in detail how service areas will deliver actions for the next year. Developed and monitored by Corporate Management Team

Employee Performance Development Reviews

Ensure employees understand how their actions contribute to the Council's priorities and are held to account

Corporate Plan Key Performance Indicators

A set of measures that indicate the progress of the Corporate Plan and annual Delivery Plan

Service Key Performance Indicators

A set of measures that demonstrate how well teams are performing (Balanced Scorecard KPIs) Reviewed by members at Scrutiny and Cabinet

Reviewed by AD's / HoS and discussed with relevant portfolio holders

Reviewed by ADs/HoS, line managers with staff



Performance Framework

Delivery Plan

Template to be shared with Cabinet as appendix to the Corporate Plan

CMT will develop the activities and the actions the council needs to take over the coming year

This will be in place by end of February 2025

Key Performance Indicators

KPI's will enable us to understand the effectiveness of our services

Includes successes and areas for improvement

Benchmarking against other Local Authorities

Identify and implement best practice and

Service Plans

Will be completed by all service areas and singed off by Exec Directors

This will underpin the Delivery Plan and describe areas of work

Service level indicators will be incorporated

These will be monitored at directorate level

Enabling an effective performance culture

These will be developed over the coming months and implemented by April 2025



Approach to Delivery

New Performance Framework will work towards achieving the five-year-long Corporate Plan priorities:

Pag

- ត្ត1) Annual Delivery Plan activities
- Corporate KPI's. This will form the body of the new Quarterly Performance Report.



The annual Delivery Plan will focus on **key activities (2025-26)** identified senior responsible officers & timeframes



Corporate KPI's effectiveness of our
services including
successes & areas for
improvement.



Compare ourselves to other local authorities (CIPFA Benchmarking group)



Review **best practice**, innovations and embed continuous improvement into our practices



The new quarterly performance report will result in increased clarity and transparency.





Newly created CMT Performance Board to enable senior officer oversight with performance driven conversations – meeting on a monthly basis



Open and transparent about our progress and how well we are performing



Opportunity to discuss risks and associated mitigations



Portfolio Holders to continue holding regular conversations with lead Senior Responsible Officers

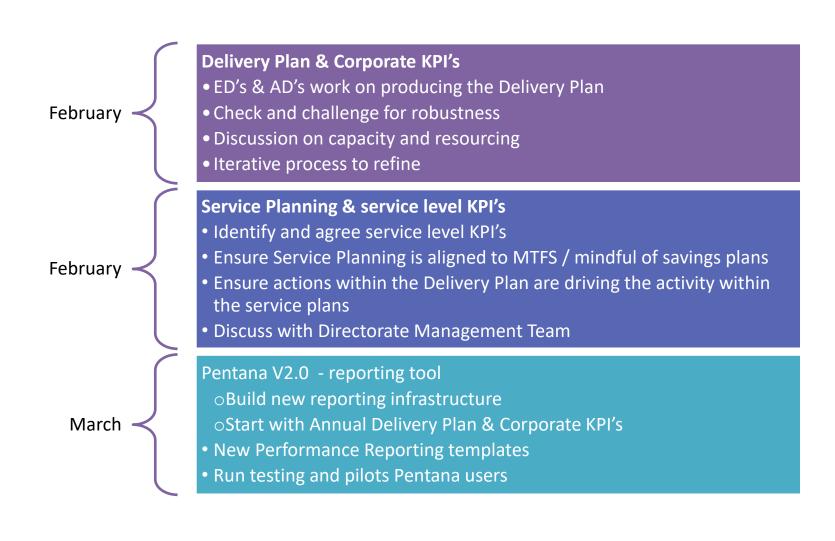


New quarterly performance report to be discussed at Cabinet – it is proposed that Corporate Scrutiny review quarterly performance reports





Annual Delivery Plan and Service Planning





Any questions, comments or observations?

