

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
LEAD OFFICER	FINANCE AND DEMOCRACY COMMITTEE	24 JANUARY 2022	21
CORPORATE PLAN ACTION UPDATE			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The purpose of the report is to provide the committee with the latest progress against the corporate actions relevant to the committee that are scheduled for completion at the time of the meeting.

SOURCE OF INFORMATION

Relevant officers responsible for delivery of the Corporate Plan action / outcome.

LINK TO INFORMATION

[The 2020-2024 Corporate Plan](#)
<http://fyldeperformance.inphase.com>
[Corporate Plan 2020/24 Prioritisation Log](#)

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This information is provided to inform the committee about progress against the key strategic objectives the council has set out in the corporate plan.

FURTHER INFORMATION

Contact: Alex Scrivens alex.scrivens@fylde.gov.uk

Actions / Outcomes due for completion by 31st December 2021.

Apply the Commercial Strategy to council assets and future investment to secure best value (Outcome: Annual asset management plan reported to committee)

The completion date has been extended to March 31st, 2022 to allow the cross-party member working group to contribute to the revised strategy.

Provide access to council services through all possible means with particular focus on the most vulnerable (Outcome: Publication of post pandemic engagement channels)

Updates on customer access channels have been published on a regular basis in response to changes in COVID regulations. When regulations are not in place it is possible for the public to access service through multiple channels including 'walk in'. All access channels are promoted with online means of customer accessing the preferred option for most customers – task completed and established practice.





Enable customers to provide feedback on service at the point of delivery and use it to improve the service (Outcome: Review 24/7 feedback process and re-publish)

The established resident survey remains available at any time with recent additions to include more services. Customer facing service areas have been re-introducing or setting up for the first-time processes for the customer to provide feedback after the service experience. This includes sample surveys or questionnaires sent to the customer after the service has been delivered to establish 'how did we do?' - task completed.

Support the Boundary Commission with the review of Fylde for 2023 (Outcome: Review signed off at council)

The work on the Boundary Review is complete, the council and community stakeholders were fully engaged, and the final proposals have been published – task complete.

Appendix 1 Scorecard:

Corporate Plan 2020 -2024: Quarter Three December 2021/22 Finance and Democracy		Due date	Progress Marker
Actions			
Apply the Commercial Strategy to council assets and future investment to secure best value (Outcome: Annual asset management plan reported to committee)		HIGH Q3 2021/22	
Provide access to council services through all possible means with particular focus on the most vulnerable (Outcome: Publication of post pandemic engagement channels)		MED Q3 2021/22	
Enable customers to provide feedback on service at the point of delivery and use it to improve the service (Outcome: Review 24/7 feedback process and re-publish)		MED Q3 2021/22	
Support the Boundary Commission with the review of Fylde for 2023 (Outcome: Review signed off at council)		MED Q3 2021/22	

Key



Completed, benefits reached/delivered



In Progress, on track or slightly behind due date



Not yet started or requires further resource allocation