



## **Report title: Corporate Services and Neighbourhoods (Corporate Support) Directorate Plans 2023-24: Quarter 1 Performance Update**

Report to: Corporate Overview and Scrutiny Committee

Date of meeting: 31<sup>st</sup> July 2023

Cabinet Portfolio Holder: Cabinet Member for Communities and Co-operation, Cabinet Member for Climate Change and Environment, Cabinet Member for Equity, Safety and Reform, Cabinet Member for Finance and Corporate

Report of: Director of Corporate Services, Director of Neighbourhoods

Public or private: Public

Key Decision: Non-key

Published on the Forward Plan: Not applicable

### **1. Report summary**

- 1.1 To report progress at the end of Quarter 1 (1<sup>st</sup> April – 30<sup>th</sup> June 2023) towards achievement of the targets contained in the Corporate Services Directorate Plan 2023-24 and Neighbourhoods (Corporate Support) Directorate Plan 2023-24.

### **2. Recommendations**

- 2.1 Members are asked to review the information contained within the report and the appendices.

### **3. Reason for recommendation**

- 3.1 In accordance with the Council's performance management framework, progress toward targets contained within Directorate Plans are to be reported to relevant Overview & Scrutiny Committees at the end of each quarter.
- 3.2 The Quarter 1 progress reports for the Corporate Services Directorate and Neighbourhoods Directorate are attached at Appendix 1 and 2 respectively. Actions within each appendix have been colour coded in accordance with the following criteria:
- 3.3 **Red:** Action not fully completed or not on track to be completed by the target date

**Amber:** Action not fully completed or not on track to be completed by the target date due to circumstances outside of the directorate's control

**Green:** Action completed by the target date

**Purple:** Action is not yet due for completion but is currently on track

The appendix includes a commentary against actions that are showing red, amber or purple.

#### 4. Alternatives considered

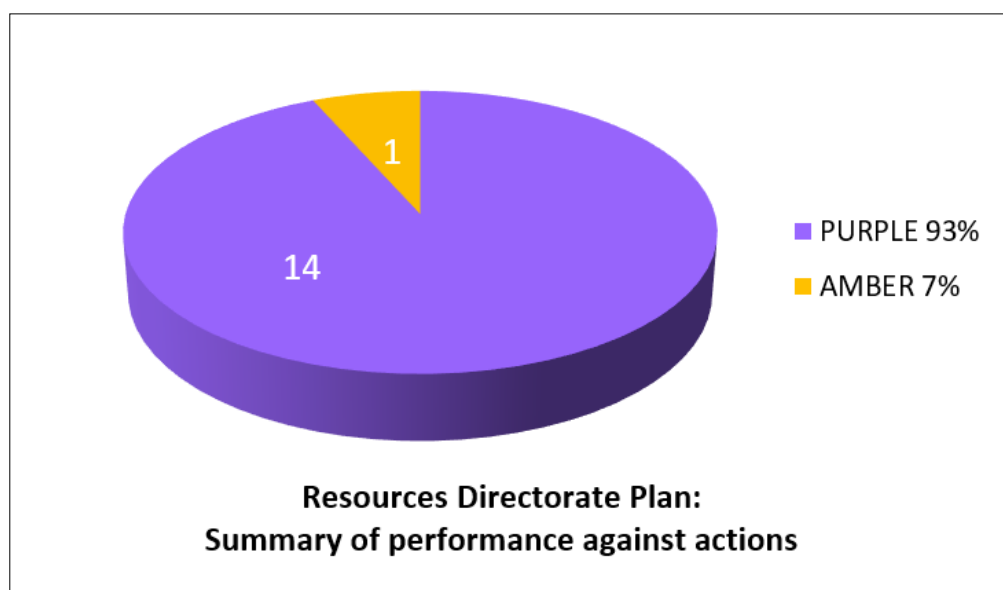
4.1 Not applicable

#### 5. Key information

##### 5.1 Corporate Services Directorate Plan 2023-24 Progress

###### Performance Overview

5.2 93% (11) actions are ongoing. One further action has not been fully completed by the target date. The chart below shows the overall performance of the Directorate in meeting its plan targets at the end of Quarter 1.



5.3 The action that aren't isn't complete and the due date has passed (Amber) relates to:

- To develop an IG & complaints communication strategy which will include improved reporting data (83% complete)

###### Quarter 1 Summary

5.4 The finalisation and implementation of the three year people strategy is continuing and is 56% complete. Engagement on the strategy is ongoing with

sessions held with Leadership Team and with Elected Members. The strategy is on the agenda for JCNG in August and Informal Cabinet and Overview and Scrutiny Committee in September with decision at Employment and Equalities Committee.

- 5.5 The council-wide review of CCTV provision and develop a self-assessment process which assesses compliance with the CCTV code of practice is ongoing. Work continues with Neighbourhoods in understanding locations and options. Once the review is completed, this will move then to designing a process to manage further requests. All new requests will then be validated via IG team to ensure compliance is in place. Meeting with Audit is due in July.
- 5.6 The review and development of a schools income strategy for IG is 60% complete. Market research has been completed with compiled data for alternative providers on services offered from an IG perspective. Strategic planning is underway and proposal in development which will offer 3 alternative routes of business for this aspect of work. Conversations initiated with Transformation team to understand and consider any prior work that PWC identified and considerations being given to market placement.
- 5.7 The implementation of the use of text messaging for Council Tax Recovery is progressing well. A refresh of testing has taken place with final sign off now with IG Team (need to implement a process whereby the resident withdraws consent) following which live roll out will commence.

**5.8 Neighbourhoods (Corporate Support) Directorate Plan 2023-24 Progress**

Performance Overview

- 5.9 100% (9) actions are ongoing and due to be completed by the target dates. The chart below shows the overall performance of the Directorate in meeting its plan targets at the end of Quarter 1.



## Quarter 1 Summary

- 5.10 The action to deliver improved and innovative service delivery across Council through roll out of Office 365 is 53% complete. The implementation of the Microsoft infrastructure has been completed and deployed with the delivery partner. Three of the nine identified projects within the Office 365 programme of work have been completed. Work is currently being undertaken on the migration of exchange mailboxes to the cloud. The service are continuing in regards to reviewing the impact and further opportunities for use of artificial intelligence to support the completion of this action.
- 5.11 The facilitation of the refresh of the Rochdale Safer Communities Partnership Community Safety Plan is continuing. The service are looking to obtain adequate statistical data from statutory partners to undertake a statutory Strategic Needs Assessment. GMP have provided some statistical data but more is required to get a better understanding of wider crime issues and demand on system. Public Health are also supporting the RSCP with the undertaking of a strategic needs assessment for serious violence. Data and analysis from this work is to be fed into this strategic needs assessment. A draft Community Safety Plan is being produced with relevant priorities developed by the understanding and sharing of data from partner agencies.
- 5.12 The action to expand and embed additional services available for residents via “Our Rochdale” is ongoing. Engagement has begun with Adult Social Care to scope collaborative service delivery on tasks that fall within ‘Our Rochdale’. A workshop has taken place in June to scope out opportunities; in attendance were colleagues from Adult Social Care and the Contact Centre. Next steps are to focus engagement with Children’s Service and then in future with charities, voluntary and community services in order to strengthen the offer and understand and improve collaborative service delivery.

## **6. Finance**

- 6.1 There are no finance issues associated with this report

## **7. Legal**

- 7.1 There are no legal issues associated with this report

## **8. Human resource**

- 8.1 There are no human resource issues associated with this report

## **9. Sustainability impact**

- 9.1 There are no sustainability impact issues associated with this report

## **10. Other considerations (corporate priorities, risks)**

- 10.1 None

**Background Papers:**

Appendix 1 – Corporate Services Directorate Plan 2023-24 Q1

Appendix 2 – Neighbourhoods (Corporate Support) Directorate Plan 2023-24 Q1

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