INTERNAL Focus – All Council services are efficient and effective QUARTER ONE REPORTING

| PRIORITIES | OUTCOMES | MARKERS OF SUCCESS | | |
|---|--|--|--|--|
| Overall Aim: Inequalities are reduced and all potential is maximised | | | | |
| | 5. Internal services deliver quality | 9. Smarter commissioning of service resulting in required outputs being delivered to | | |
| | and adapt to meet the needs of | realise quality outcomes | | |
| NTERNAL Focus – All | customer facing services | 10. Internal Services are regularly reviewed and delivered within budget. | | |
| Council services are efficient | 6. Services are efficient and deliver | 11. Internal Services have staff and processes able to adapt to meet the emerging needs | | |
| and effective | | of customers | | |
| | value for money | 12. Online portals that allow self-service, payments and order tracking are in place for | | |
| | | ease of use for all. | | |
| | utania E. Intanal anciesa dell'acce | with and adopt to worst the product of containing and since | | |
| | • | uality and adapt to meet the needs of customer facing services | | |
| | marter commissioning of service resu | ulting in required outputs being delivered to realise quality outcomes | | |
| Qtr 1: | a using to massure markers for | | | |
| What baseline will you be using to measure markers for 2021/22? | | | | |
| 2021/22: | | | | |
| What progress has been made this quarter in achieving the marker? (quantitative) | | | | |
| | | | | |
| , | | | | |
| 3. What are your key achievements for this quarter? (qualitative) | | | | |
| | | | | |
| 4. What actions will you be | taking in next quarter to achieve the | | | |
| marker? | | | | |
| E Miller Charles and a second access | la constitución de | | | |
| 5. What interdependencies have you identified? | | | | |
| 6. Do you require any support to meet your ambition | | | | |
| o. Do you require any suppl | ore to meet your amortion | | | |
| 0 | utcome 5: Internal services deliver au | lality and adapt to meet the needs of customer facing services | | |
| _ | · | re regularly reviewed and delivered within budget | | |
| Qtr 1: | | <u> </u> | | |

| 1. | What baseline will you be using to measure markers for 2021/22? | |
|--------|--|--|
| 2. | What progress has been made this quarter in achieving the marker? (quantitative) | |
| 3. | What are your key achievements for this quarter? (qualitative) | |
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