

Resource and legal considerations:

The CIPPF demonstrates existing processes and their interrelationship. There are no additional resource implications arising from its use.

Citizen impact:

Improved service performance impacts positively on residents, users and other stakeholders, and improves customer satisfaction.

Environment impact:

None arising from this report

Vision impact:

Improved services and customer satisfaction are the ultimate aim on delivering on the council's vision to be an excellent council.

Equality Implications:

None arising from this report

Consultation:

The CIPPF has been discussed with colleagues across the council, senior managers and EMT.

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