

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

PRIORITIES	OUTCOMES	MARKERS OF SUCCESS
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Overall Aim: Inequalities are reduced and all potential is maximised

INTERNAL Focus – All Council services are efficient and effective	5. Internal services deliver quality and adapt to meet the needs of customer facing services	9. Smarter commissioning of service resulting in required outputs being delivered to realise quality outcomes
	6. Services are efficient and deliver value for money	10. Internal Services are regularly reviewed and delivered within budget.
		11. Internal Services have staff and processes able to adapt to meet the emerging needs of customers
		12. Online portals that allow self-service, payments and order tracking are in place for ease of use for all.

Outcome 5: Internal services deliver quality and adapt to meet the needs of customer facing services

MoS 9. Smarter commissioning of service resulting in required outputs being delivered to realise quality outcomes

Qtr 1:

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)	
4. What actions will you be taking in next quarter to achieve the marker?	
5. What interdependencies have you identified?	
6. Do you require any support to meet your ambition	

Outcome 5: Internal services deliver quality and adapt to meet the needs of customer facing services

MoS 10. Internal Services are regularly reviewed and delivered within budget

Qtr 1:

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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)	
4. What actions will you be taking in next quarter to achieve the marker?	
5. What interdependencies have you identified?	
6. Do you require any support to meet your ambition	

Outcome 6. Services are efficient and deliver value for money
MoS 11. Internal Services have staff and processes able to adapt to meet the emerging needs of customers

Qtr 1:	
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)	
4. What actions will you be taking in next quarter to achieve the marker?	
5. What interdependencies have you identified?	
6. Do you require any support to meet your ambition	