

CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE

3RD MAY 2023

CORPORATE SERVICES DEPARTMENT DIVISIONAL DELIVERY PLANS

- Revenues and Financial Compliance Service Delivery Plan 2023-24
- Financial Services Delivery Plan 2023-24

Purpose:

These Divisional Delivery Plans sets the strategic actions and measures that the services within Revenues and Financial Compliance Division and Financial Services Division will take forward in order for the Council to make progress against its Well-being Objectives, thematic priorities and service priorities.

THE SCRUTINY COMMITTEE IS ASKED TO:-

Review and assess the information contained in the Report and provide any recommendations, comments, or advice to the Cabinet Member and / or Director prior to the report's consideration by Cabinet.

Reason(s)

To show how the division, for which this Scrutiny has a remit, supports the Corporate Strategy and Well-being Objectives.

CABINET MEMBER PORTFOLIO HOLDER

Cllr Darren Price	Leader
Cllr Philip Hughes	Cabinet Member for Organisation and Workforce
Cllr Alun Lenny	Cabinet Member for Resources
Cllr Aled Vaughan Owen	Cabinet Member for Climate Change, Decarbonisation and Sustainability
Cllr Edward Thomas	Cabinet Member for Transport, Waste and Infrastructure Services
Cllr Linda Evans	Deputy Leader and Cabinet Member for Homes
Cllr Ann Davies	Cabinet Member for Rural Affairs and Planning Policy
Cllr Gareth John	Cabinet Member for Regeneration, Leisure, Culture and Tourism
Cllr Glynog Davies	Cabinet Member for Education and Welsh Language
Cllr Jane Tremlett	Cabinet Member for Health and Social Services

Directorate	Designations:	E Mail Addresses:
Corporate Services	Chris Moore – Director of Corporate Services	cmoore@carmarthenshire.gov.uk
Name of Head of Service:		
Helen Pugh	Head of Revenues & Financial compliance.	hlpugh@carmarthenshire.gov.uk
Randal Hemingway	Head of Financial Services	rhemingway@carmarthenshire.gov.uk
Report Author:		
Tracey Thomas	Principal Business Dev. Officer	trthomas@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

CORPORATE PERFORMANCE AND RESOURCES SCRUTINY COMMITTEE

3RD MAY 2023

Corporate Services Department Divisional Delivery Plans:

- Revenues and Financial Compliance
- Financial Services

These Divisional Delivery Plans set the strategic actions and measures that the services within this Division will take forward in order for the Council to make progress against its Well-being Objectives, thematic priorities and service priorities. Action and measures for the delivery of the Cabinet Vision Statement Commitments are also included.

The plans also note the support required by the divisional services from the Core Business Enablers in order to make progress against their own actions or actions and measures to be delivered by those Business Enabler services in their own right.

The actions and measures will set the direction of travel and provide a framework for individual staff objectives. They provide an open and transparent way of showing staff, customers, elected members, and stakeholders what is to be achieved and how we plan to do this.

Corporate Strategy 2022-27

On the 27 January 2023 a member development session on the Corporate Strategy was held to seek views on the new Strategy. Feedback from the session was considered and included in the final Strategy which was subsequently approved by Council on the 1 March 2023.

The Corporate Strategy 2022-27, Well-being Objectives are:

1. Enabling our children and young people to have the best possible start in life (Start Well).
2. Enabling our residents to live and age well (Live and age well).
3. Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Communities)
4. To further modernise and develop as a resilient and efficient Council (Our Council)

Note - The Divisional Delivery Plan template sets out these Well-being Objectives and the thematic priorities and service priorities within the objectives. There may be some blank spaces under some of the Corporate Strategy headings in the delivery plans as Services may not be contributing to some parts. This is acceptable as other Services will be better placed to contribute.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Helen Pugh	Head of Revenues and Financial Compliance
Randal Hemingway	Head of Financial Services

Policy, Crime & Disorder and Equalities YES	Legal YES	Finance YES	ICT YES	Risk Management Issues YES	Staffing Implications YES	Physical Assets YES
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1. Policy, Crime & Disorder and Equalities

The content of these Delivery Plans will be monitored Quarterly throughout the year.

All Actions and Measures will be put into our Performance and Improvement Monitoring System (PIMS). This means that all information can be analysed and sorted as required by:

- Cabinet portfolio
- Cabinet Vision Statement
- Scrutiny Portfolio
- Department and Service Head or Manager
- Corporate Strategy by Well-being Objective, Thematic Priority or Service Priority

Senior management will hold dedicated quarterly Performance Monitoring meetings throughout the year to monitor progress on the Corporate Strategy and Delivery Plans using a range of information and data including performance data, risk management, finance, audit etc.

Monitoring reports on Actions and Measures will be available for each Scrutiny Committee based on their remit should they wish to consider.

2. Legal

The **Well-being Future Generations Act (2015)** requires that functions of the council should maximise their contributions to the Well-being Objectives set by the Council.

The **Local Government and Elections (Wales) Act 2021** focuses on the extent to which we are meeting our '*performance requirements*'. That is-

1. exercising our functions effectively.
2. using our resources economically, efficiently and effectively.
3. governance is effective for securing the above.

As noted in the Act:

Scrutiny committees are a key part of offering constructive challenge to how a council is performing and how it organises itself in the delivery of sustainable services.

3 Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated adequately to achieve our Well-being Objectives.

The Local Government and Elections (Wales) Act 2021 focuses on the extent to which we are using our resources economically, efficiently, and effectively.

4. ICT

The Digital Transformation Strategy sets out the Council's strategic digital priorities and aspirations, and outlines what we plan to do to achieve our vision for a Digital Carmarthenshire.

5. Risk Management Issues

Key risks are identified in the plans.

6. Staffing Implications

- See staffing figures within the plans
- A Commitment to Workforce Planning is outlined in each delivery divisional plan.

7. Physical Assets

As outlined in each delivery divisional plan.

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED YES	Supportive of the approach being taken	
Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report:		
Title of Document	File Ref No.	Locations that the papers are available for public inspection
Cabinet Vision Statement		Cabinet Vision Statement 2022 - 2027 (July 2022) (gov.wales)
Carmarthenshire Transformation Strategy		Carmarthenshire Transformation Strategy (gov.wales)
Corporate Strategy 2022/27		https://www.carmarthenshire.gov.wales/media/1231822/corporate-strategy-2022-27.pdf