

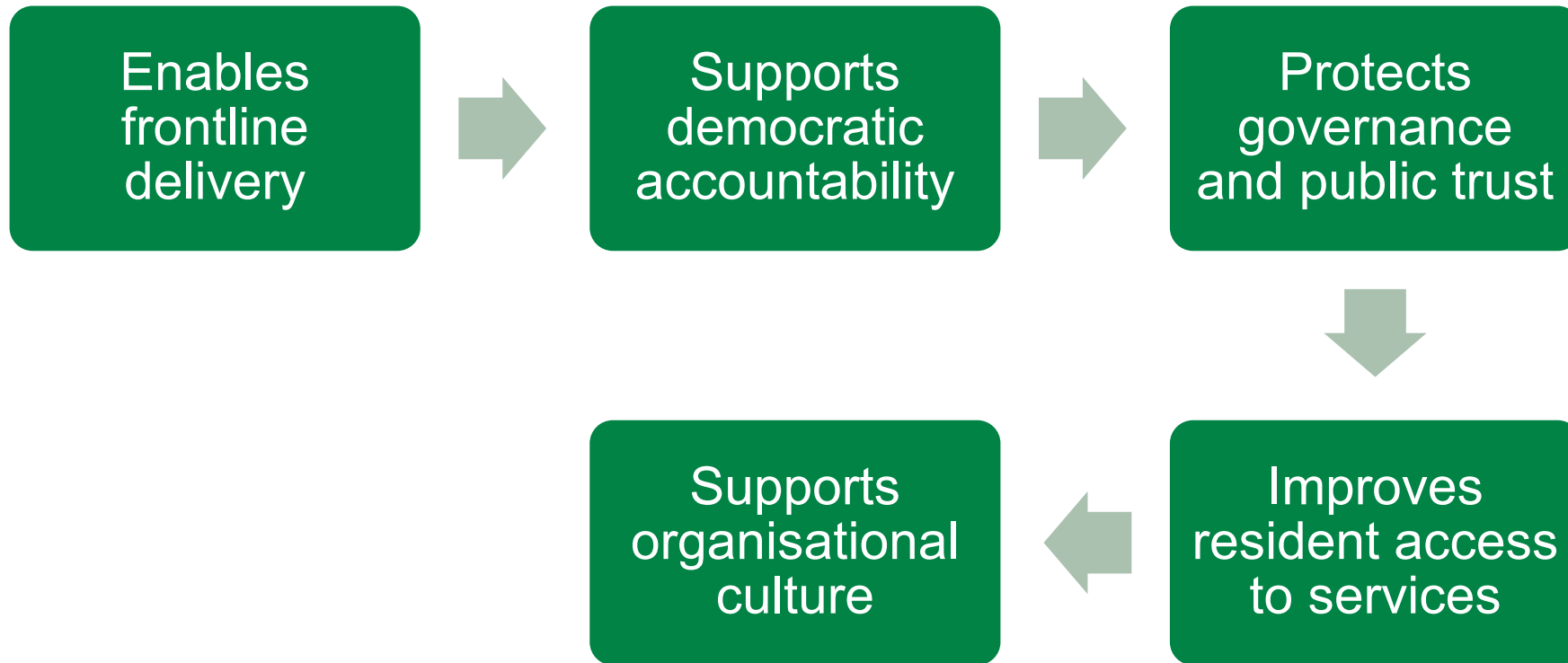
Corporate Services Performance Overview

People Select Committee



Why Corporate Services Matters

Key enabling services



Scale and Complexity

The numbers

147,315 registered electors

69,000+ My Council accounts

92% customer satisfaction with online self service

1.6 million social media impressions (April 2026)

WCAG Web Accessibility score 99.6%

48,449 postal votes issued

Modernising

Supporting change

New Corporate
Compliance &
Governance
system

Performance
Clinics embedded
across key
services

Children's Front
Door
transformation

Improved digital
accessibility

Greater use of
intelligence-led
approaches

Strengthening our
One Council
approach

Democracy, Transparency and Trust

Good Governance

- Supporting open and accessible decision making
- Elections delivered successfully
- Cross-service collaboration behind modern governance
- Supporting members, scrutiny and accountability
- Livestreaming implementation across Council meetings



Our Workforce and Culture

Our People



Modernising recruitment and employer brand



Leadership development across the organisation



Workforce wellbeing and colleague engagement



137 STARS nominations recognising colleague contribution

We do that!

Creativity and Recruitment

- Created in-house
- Using our own colleagues, skills and expertise
- Supporting recruitment in a challenging labour market
- Reflecting a more modern organisational culture

<https://vimeo.com/1141147313>

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Pressures and Challenges

Managing Demand and Change



Enabling

Supporting the whole Council

- Not simply back-office functions
- Supports frontline delivery across the Council
- Organisation continues to adapt and modernise
- Supporting organisational improvement

