Appendix 5
Excerpt of Minutes Thriving Council Committee 30 July 2026

20 THRIVING COUNCIL THEMATIC BUSINESS PLAN PROGRESS REPORT

Members heard again from the Section 151 Officer, who presented the Quarter One Thriving Council Thematic Business Plan Progress Report for 2026/27.

Members were advised that the report provided an update on performance, delivery of key priorities, and strategic risks associated with the Thriving Council theme of the Corporate Plan. It was noted that the new reporting format brought together performance measures, deliverables and risks into a single report and incorporated trend data to assist Members in assessing performance over time.

The Committee heard that overall performance remained positive, with most key performance indicators achieving target. Strengths were reported across financial services, digital services, information governance, and technology. Reference was made to customer satisfaction and complaints performance, which had been affected by the introduction of the food waste collection service, although complaint response times remained within target.

Members were also advised that several key projects had been completed and were recommended for removal from future reporting, including the food waste collection project, depot electrification feasibility study, Community Asset Transfer Policy and Workforce Plan.

During the debate, Members welcomed the report and the strong overall performance position reflected within the indicators. Whilst noting the small number of indicators reporting below target, it was acknowledged that these were linked to operational pressures previously discussed elsewhere on the agenda.

A Member sought assurance regarding the monitoring of workforce wellbeing and organisational resilience considering preparations for Local Government Reorganisation (LGR). In response, the Chief Executive outlined the measures in place to support staff, including engagement activities, staff focus groups, leadership development, workforce planning, and regular monitoring through the thematic business plan framework. Assurance was provided that the impact of LGR on staff would continue to be closely monitored and reported.

Members welcomed the new reporting format and the inclusion of trend data, which was considered to provide greater clarity when assessing performance.

With no further comments, and having been proposed, seconded, and voted upon, it was

RESOLVED that

a) the aligned deliverables, performance measures and strategic risks associated with the Thriving Council aim of the Corporate Plan had been assessed; and

b) the Quarter One Thriving Council Thematic Business Plan Progress Report be approved.