

Wirral Working Together

A Council Plan for 2023-2027

All Themes
Performance

Performance Report

Welcome to our Council Plan Performance Report

The Council Plan is the Council's key plan and sets out our main priorities between 2023-27. The Council Plan translates our vision 'working together to promote fairness and opportunity for people and communities' into a deliverable plan to turn this vision into a reality for the people of Wirral.

This performance report provides information related to the effectiveness of the delivery of our Council Plan. It will be updated on a quarterly basis. The plan identifies six delivery themes. This report provides a dashboard to view progress on delivery of the whole plan and a summary dashboard for each key theme.

For each theme a quarterly narrative report provides context on how the plan is being delivered, it highlights key areas of success and identifies areas where we need to do more to keep performance on track. The dashboard also reports on progress using our key performance measures.

You can also view delivery by theme by clicking on the buttons below.

**Efficient, effective and
accessible council**

**Early help for children and
families**

**Promote independence and
healthier lives**

People focused regeneration

Protect our environment

**Safe, resilient and engaged
communities**

This report may not be suitable to view for people with disabilities, users of assistive technology or mobile phone devices. If you need the report in a different format please email wisanalytics@wirral.gov.uk

Create a More Efficient, Effective & Accessible Council

Areas of improvement

The Council is carrying out review work to improve the customer journey and experience through delivery of our customer experience strategy and transformation programmes. For the council services are efficient theme, positive performance can be noted related to equality impact assessments, number of one stop shop face to face appointments and ombudsman enquiries upheld. Performance is also rag rated green related to responding to complaints and councillor and MP enquiries as performance has improved since the same time last year and work is underway to improve timeliness of response rates.

Areas requiring improvement

The outcome area which is currently underperforming is related to council finances. Performance compared to the same period in the previous year illustrates that measures including progress on total in-year savings delivered, variance between council budget and forecast and non-ringfenced reserves as a percentage of net reserve expenditure are underperforming. An action plan for each Directorate has been put in place to mitigate the financial issues. This action plan is designed to address the main issues generating the adverse position and progress will be reported in all future finance monitoring reports and to the relevant committees. However, the majority of the Council's adverse financial position is a consequence of increased demand and costs for social care services and will not be easily resolved.

In addition to finance asset compliance planned preventative maintenance has reduced compared to the previous year figure, work is consistently underway to schedule the work programme. Customer appointment exit survey rating has reduced slightly from 100% to 96% providing an amber rating.

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Home

Green

Equal to or better than previous period or target

Amber

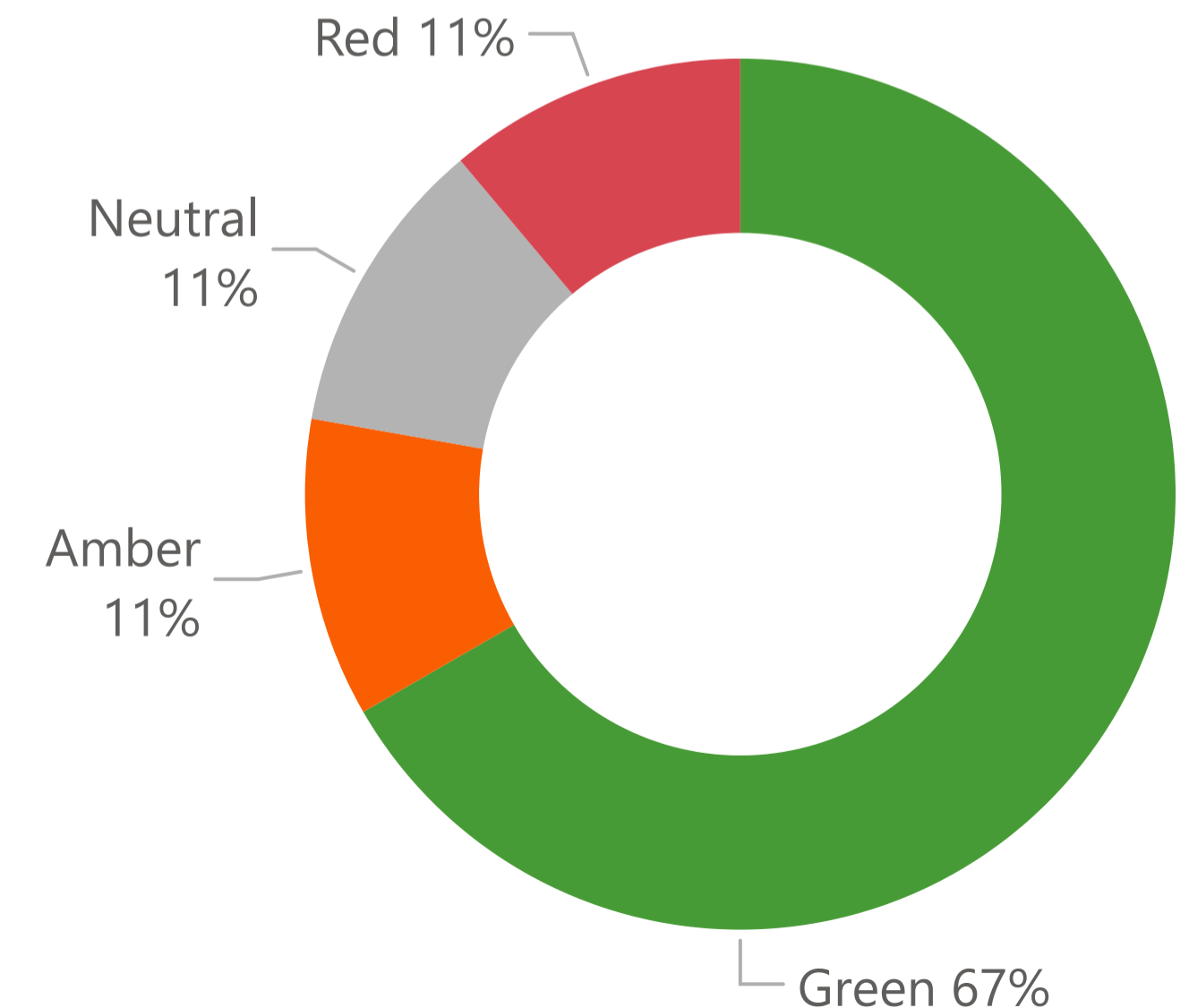
Within 5% or 5 percentage points of previous period or target

Red

Over 5% or 5 percentage points worse than previous period or target

Neutral

Information purposes - neither high or low is better



Create a More Efficient, Effective & Accessible Council. Continued.

Key activities related to this theme

An Independent Assurance Panel (IAP) which has been in place in Wirral Council for two years to oversee improvement in the authority has been stood down. The Panel noted that Wirral Council is in a "much improved" position and has "clearer vision for the organisation". The panel noted improvements included elections every four years, a streamlined committee system for decision making, significantly improved cross party working, reports to members which are clear, concise, and informative, increased trust in officers from councillors, a comprehensive approach to performance management.

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Home

Green

Equal to or better than previous period or target

Amber

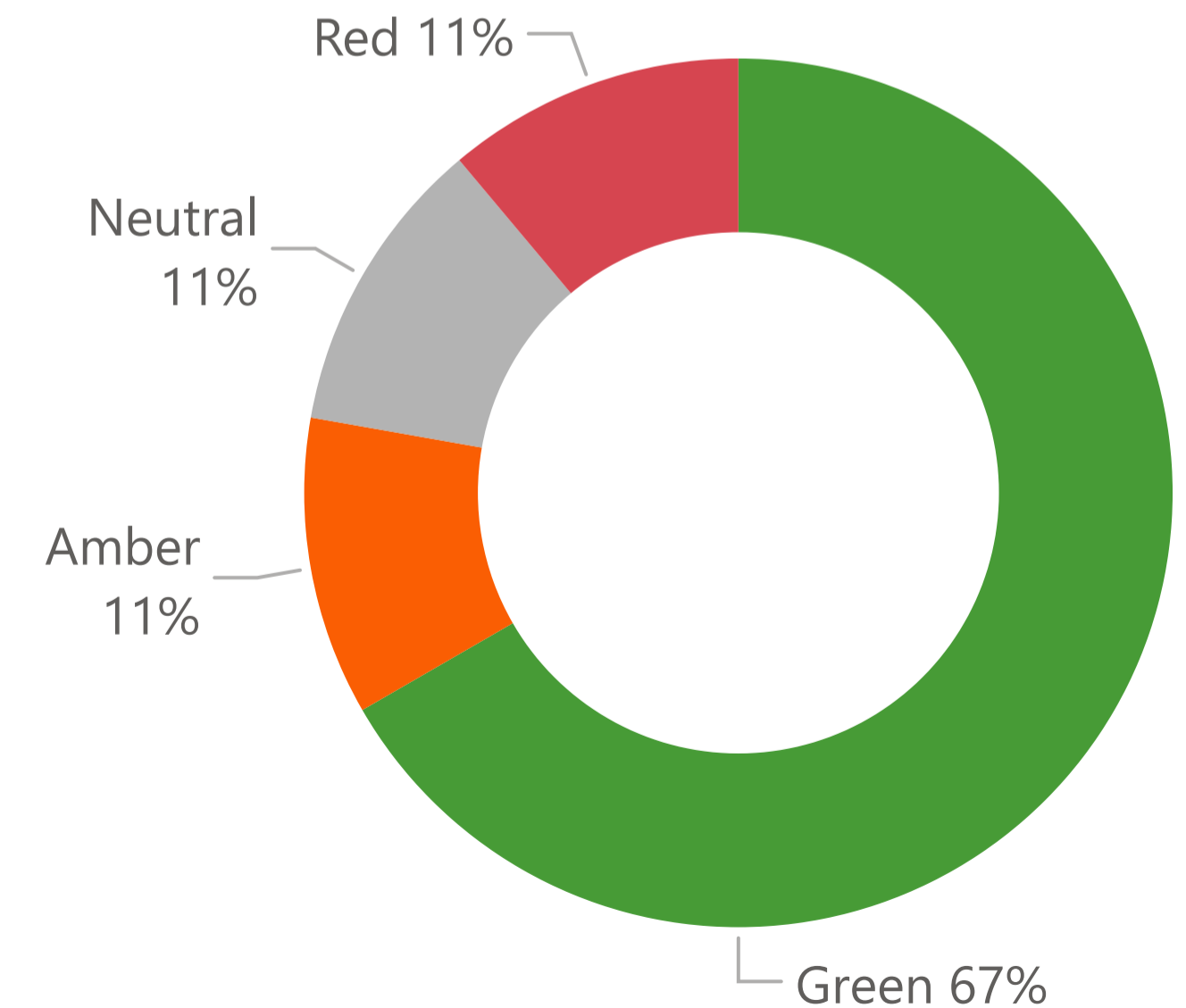
Within 5% or 5 percentage points of previous period or target

Red

Over 5% or 5 percentage points worse than previous period or target

Neutral

Information purposes - neither high or low is better



Legend - RAG rating

Green

Equal to or better than previous period or target

Red

Over 5% or 5 percentage points worse than previous period or target

Amber

Within 5% or 5 percentage points of previous period or target

Neutral

Information purposes - neither high or low is better

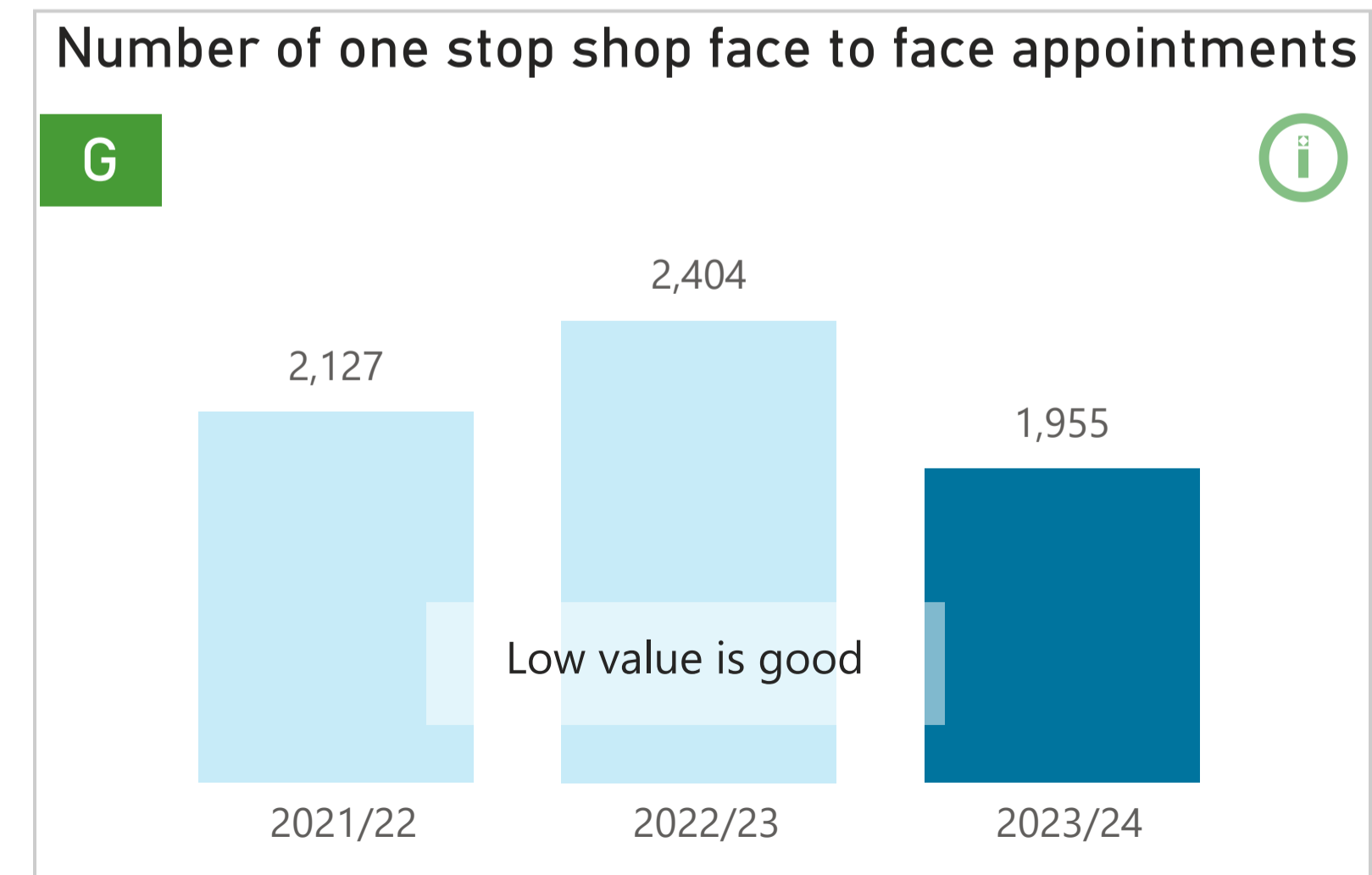
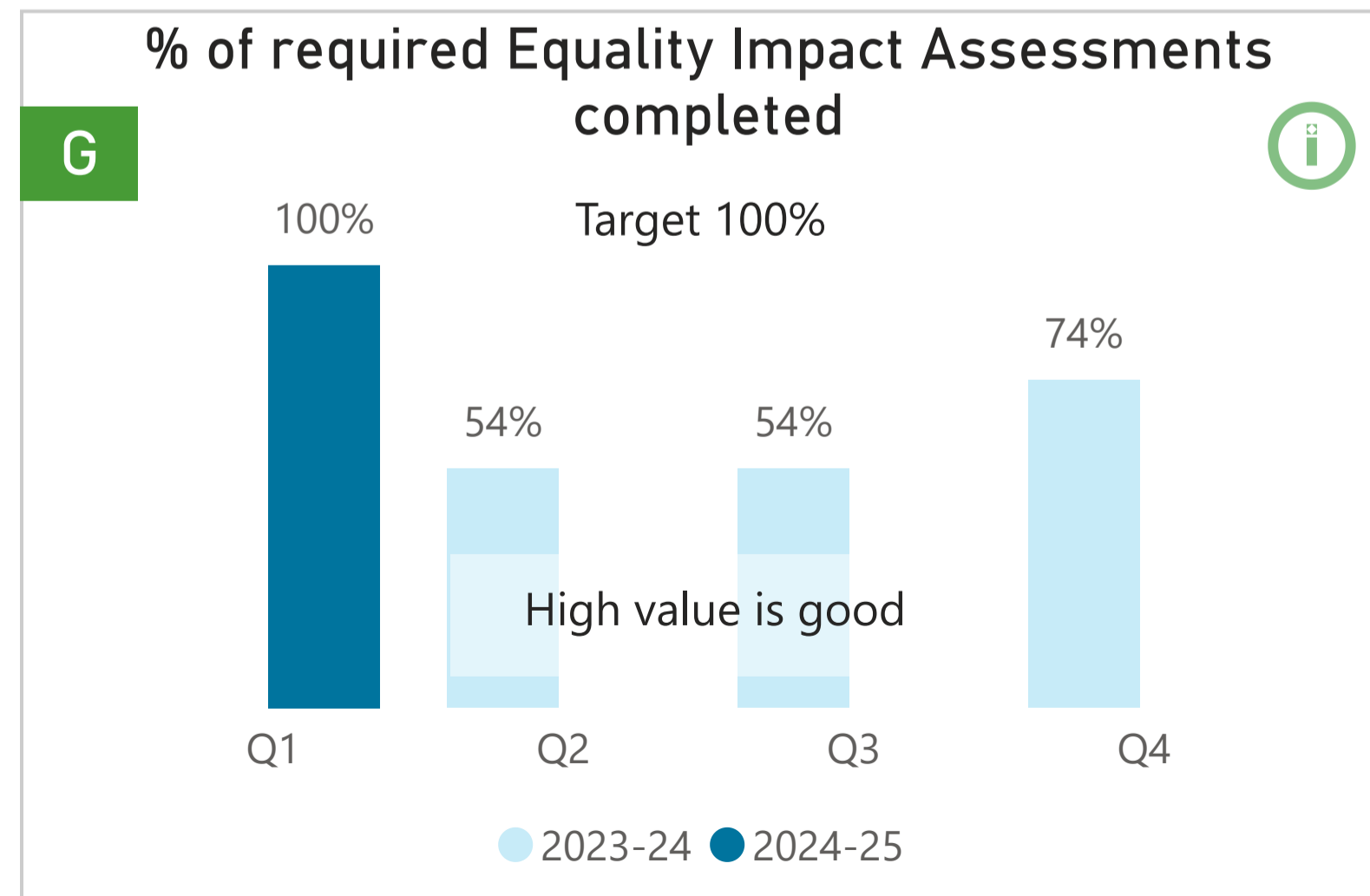
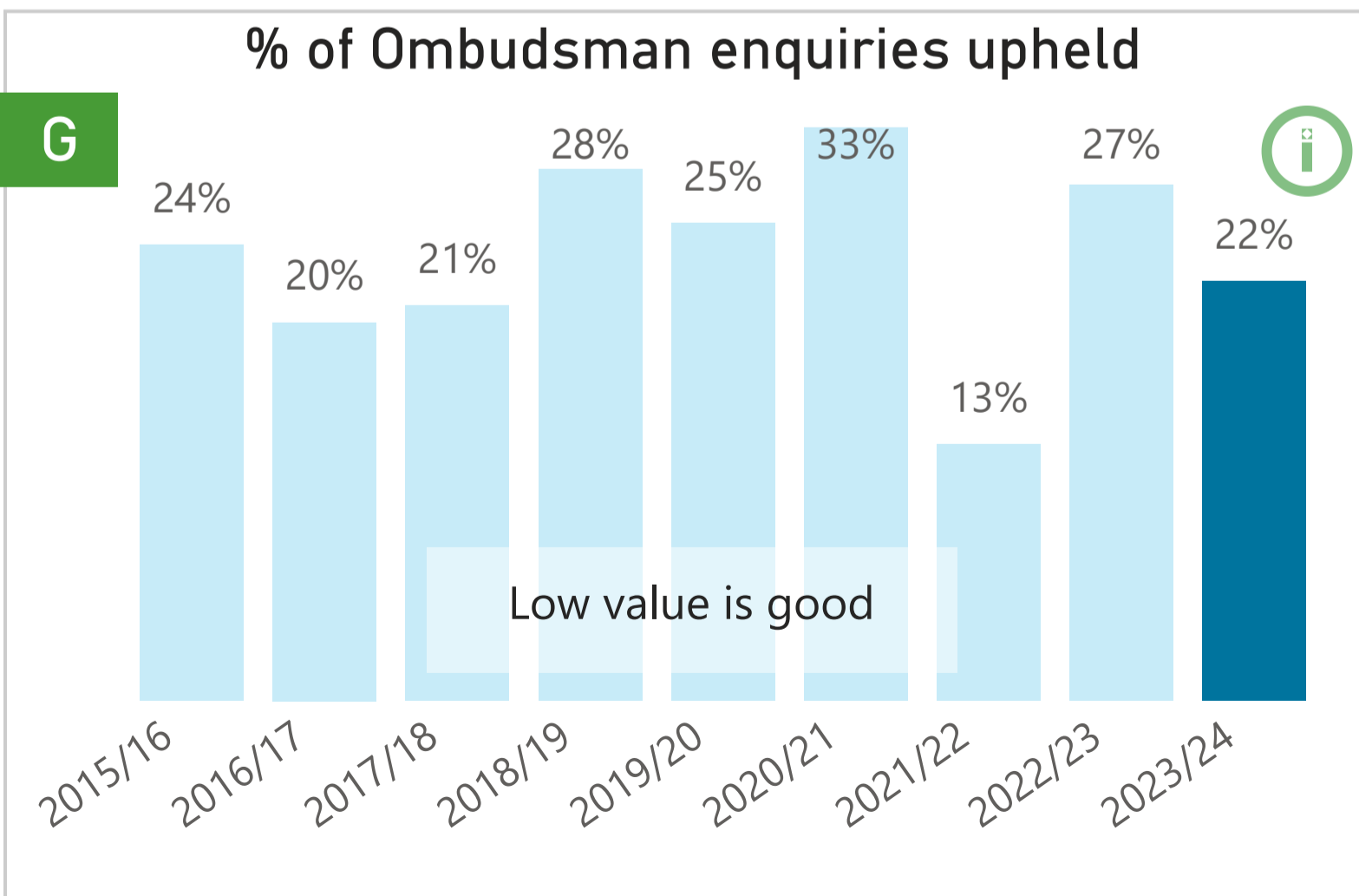
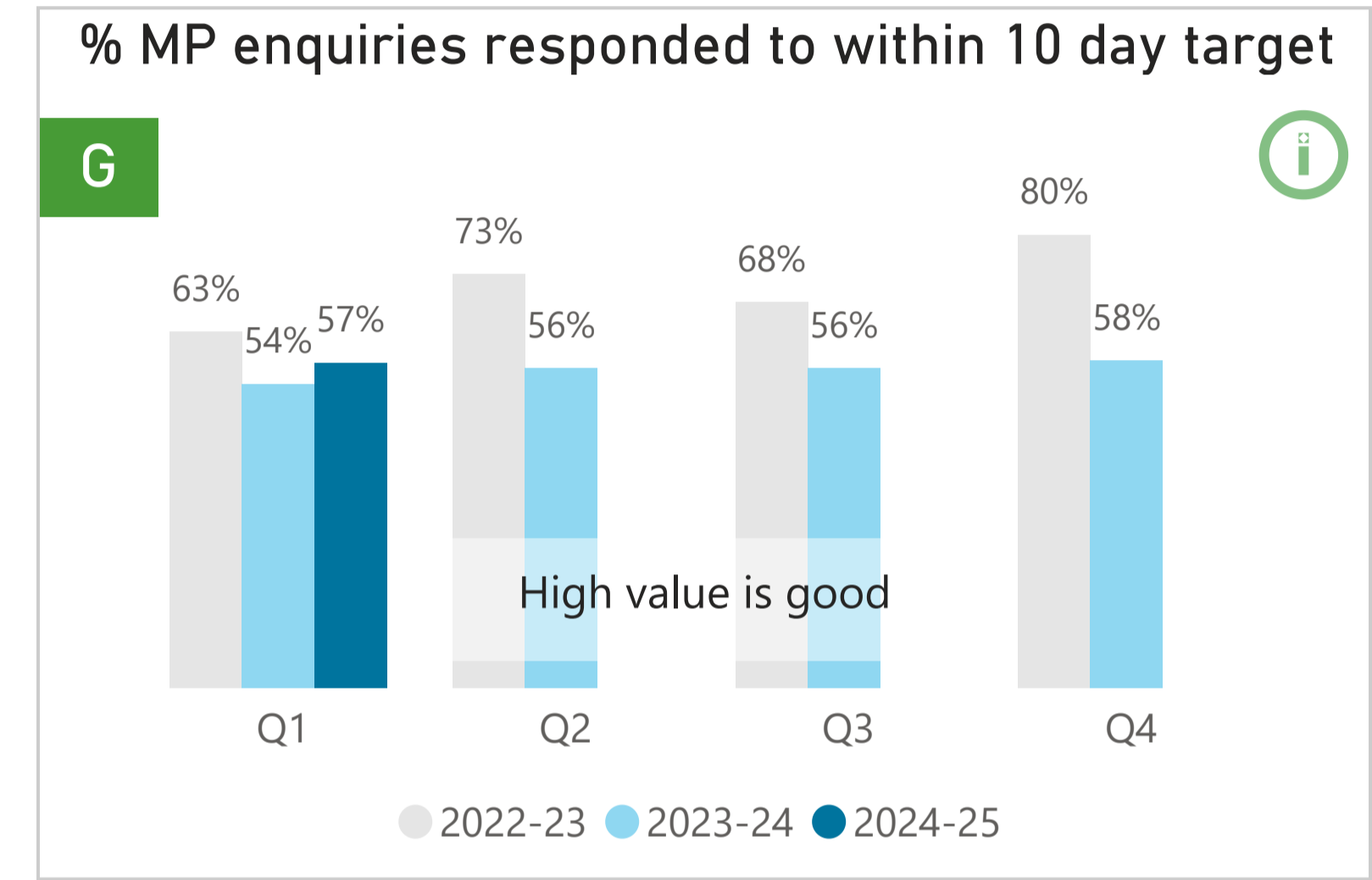
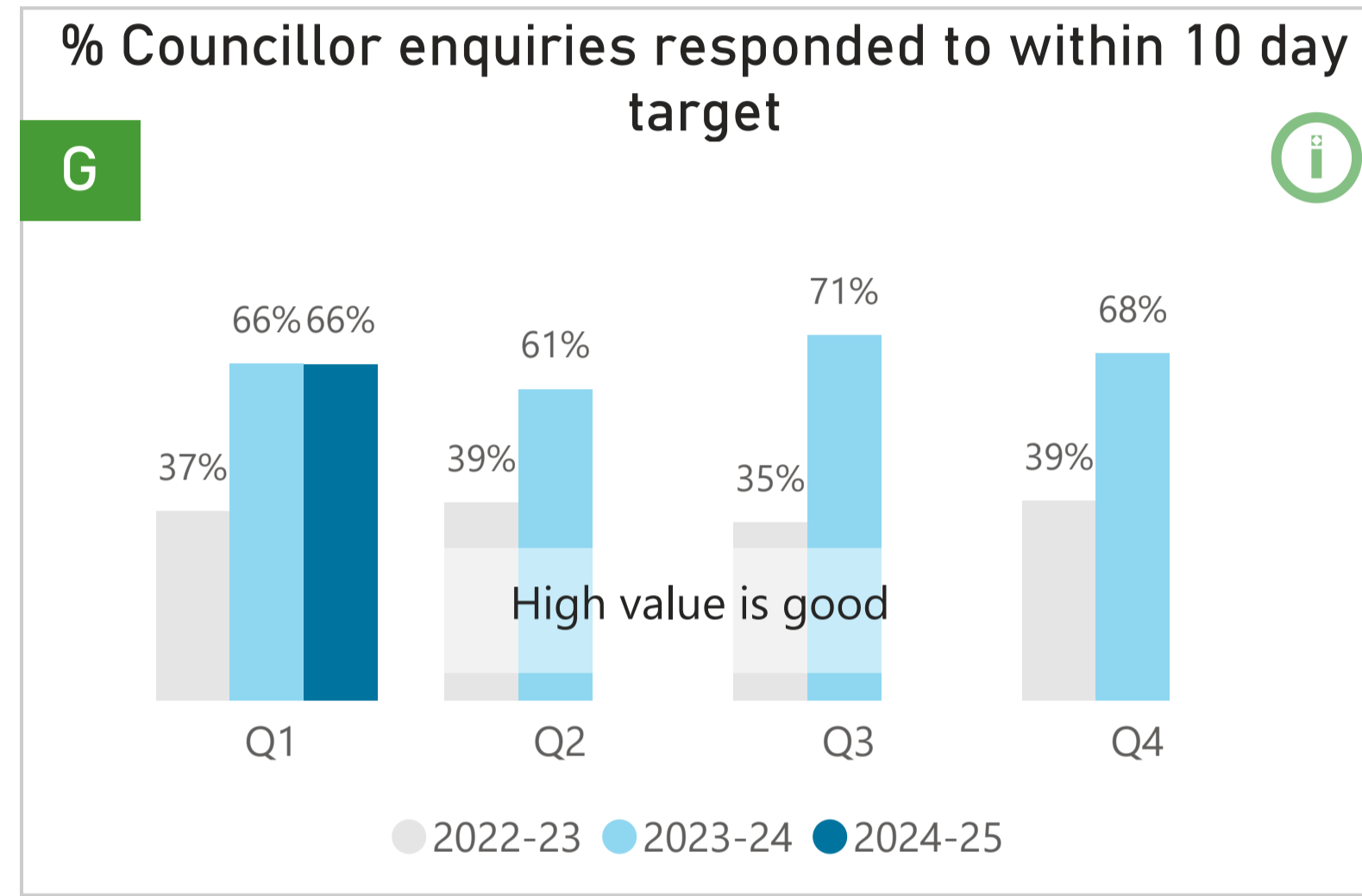
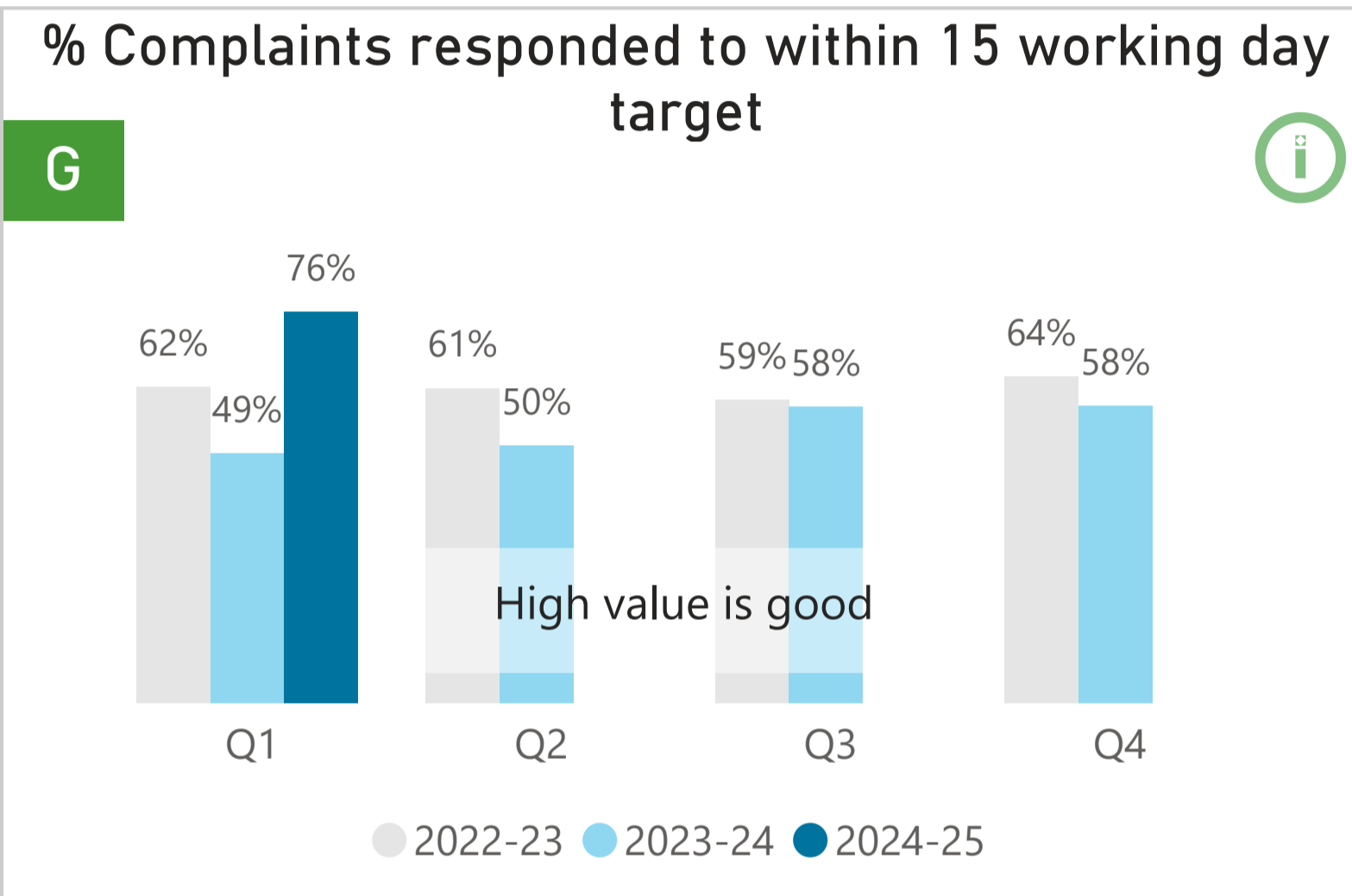
Delivery Theme	Measures	Neutral	Green	Amber	Red
Create A More Efficient, Effective & Accessible Council	18	2	12	2	2

Outcome	Measures	Neutral	Green	Amber	Red
Council services are efficient, accessible and inclusive	11		10	1	
Council finances stabilised	3	1			2
Services are cost-effective and deliver value for money	2	1	1		
Assets and property support our vision and priorities	2		1	1	

Create A More Efficient, Effective & Accessible Council.

Council services are efficient, accessible and inclusive

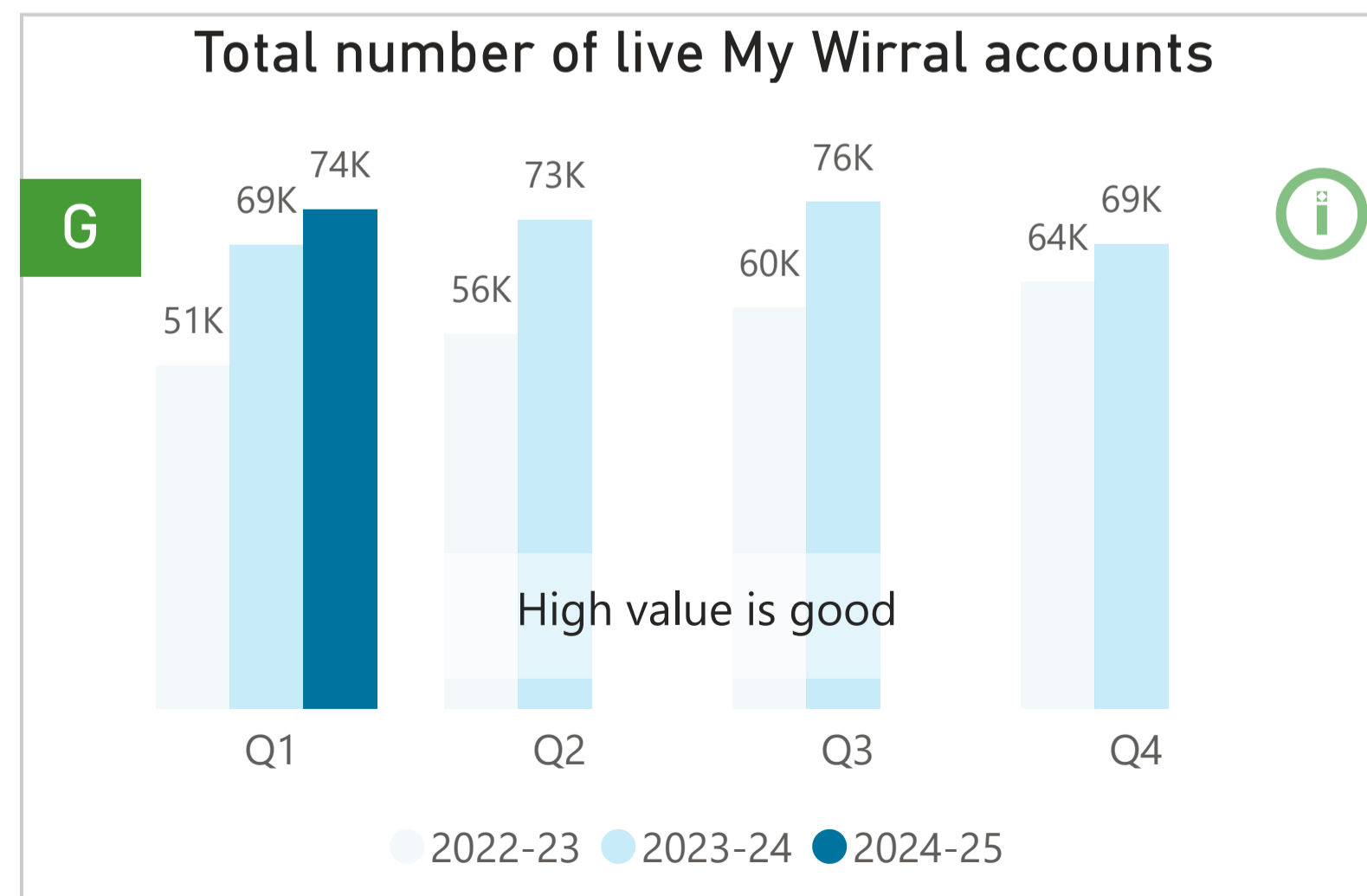
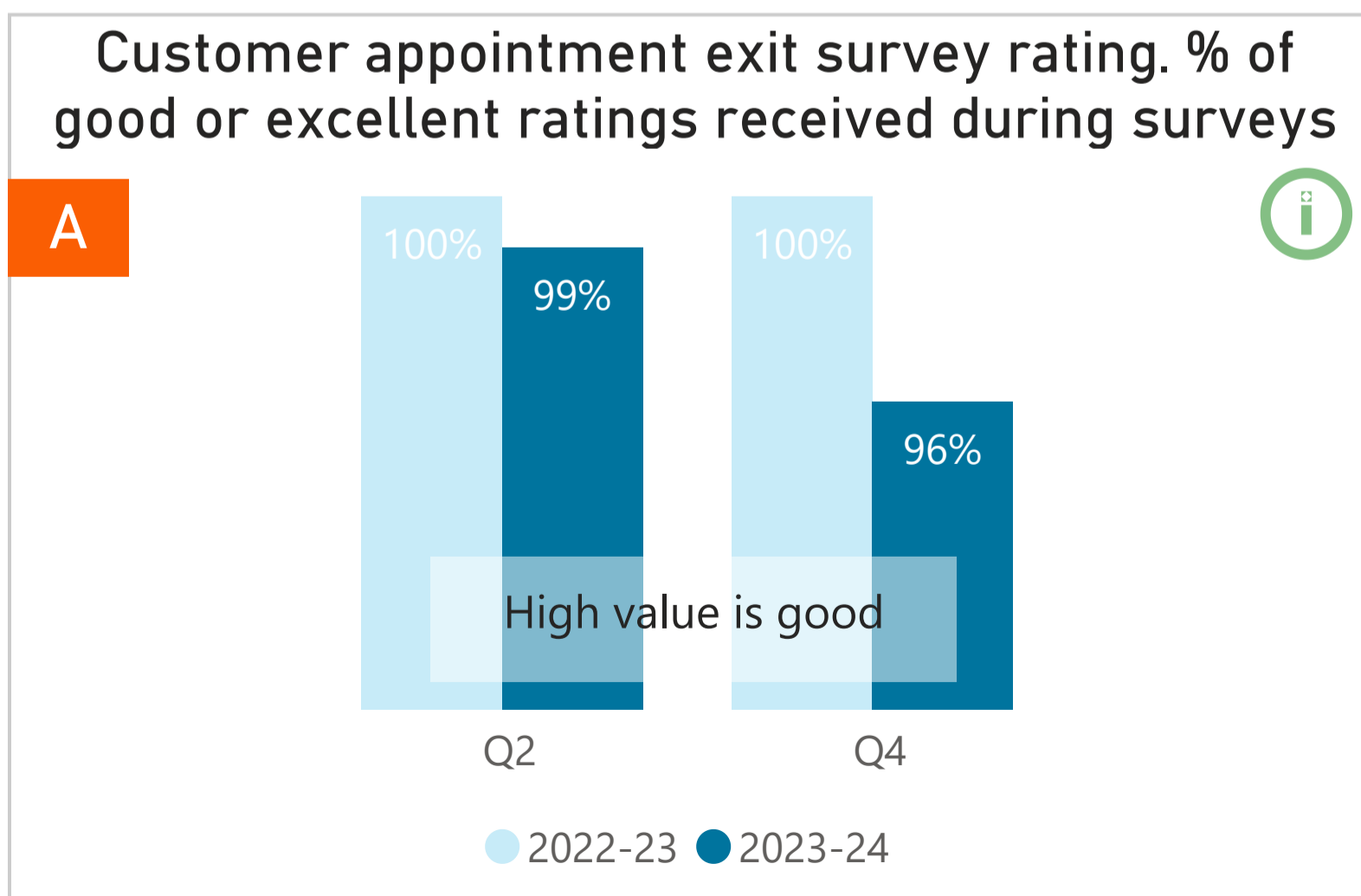
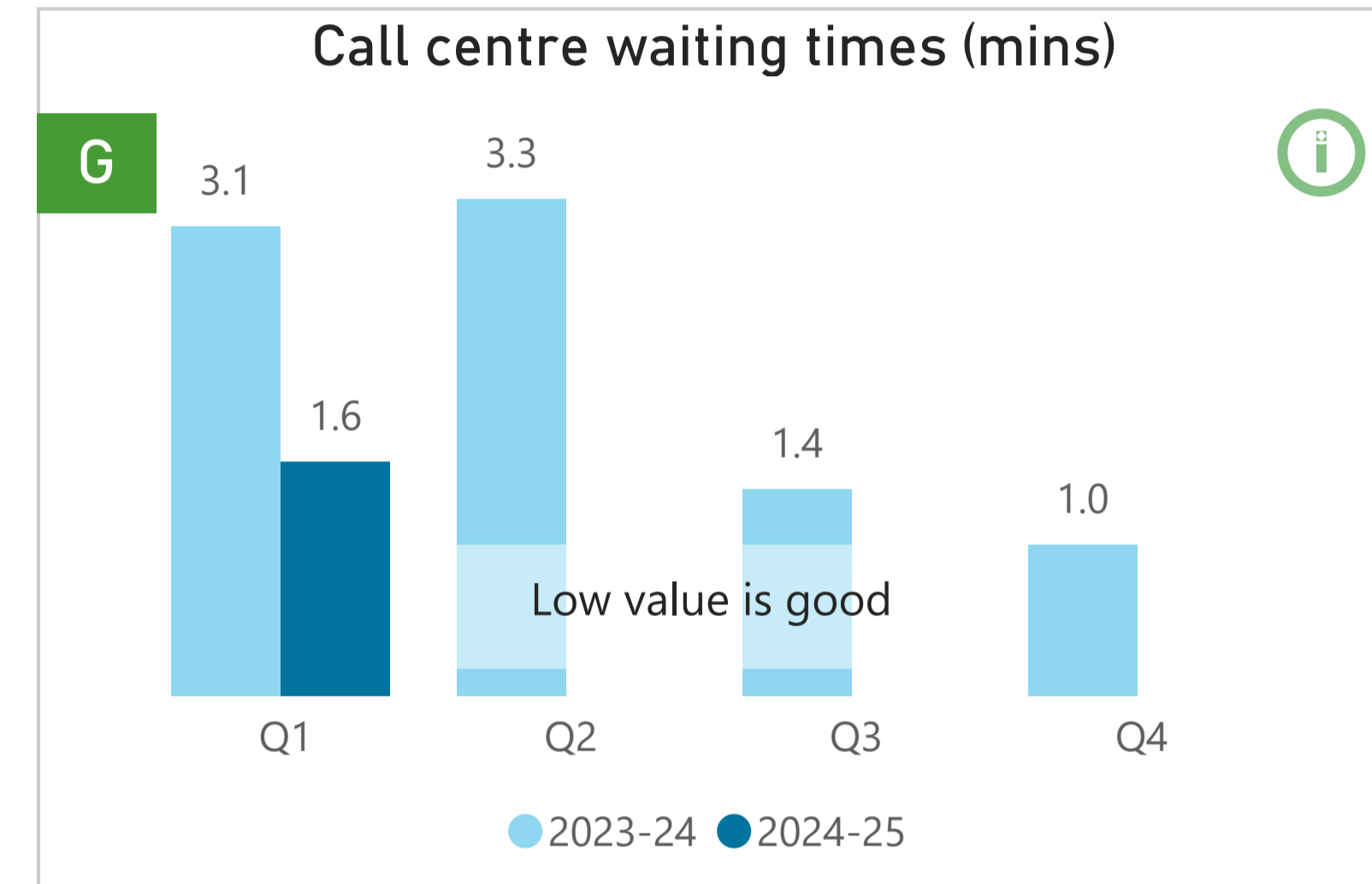
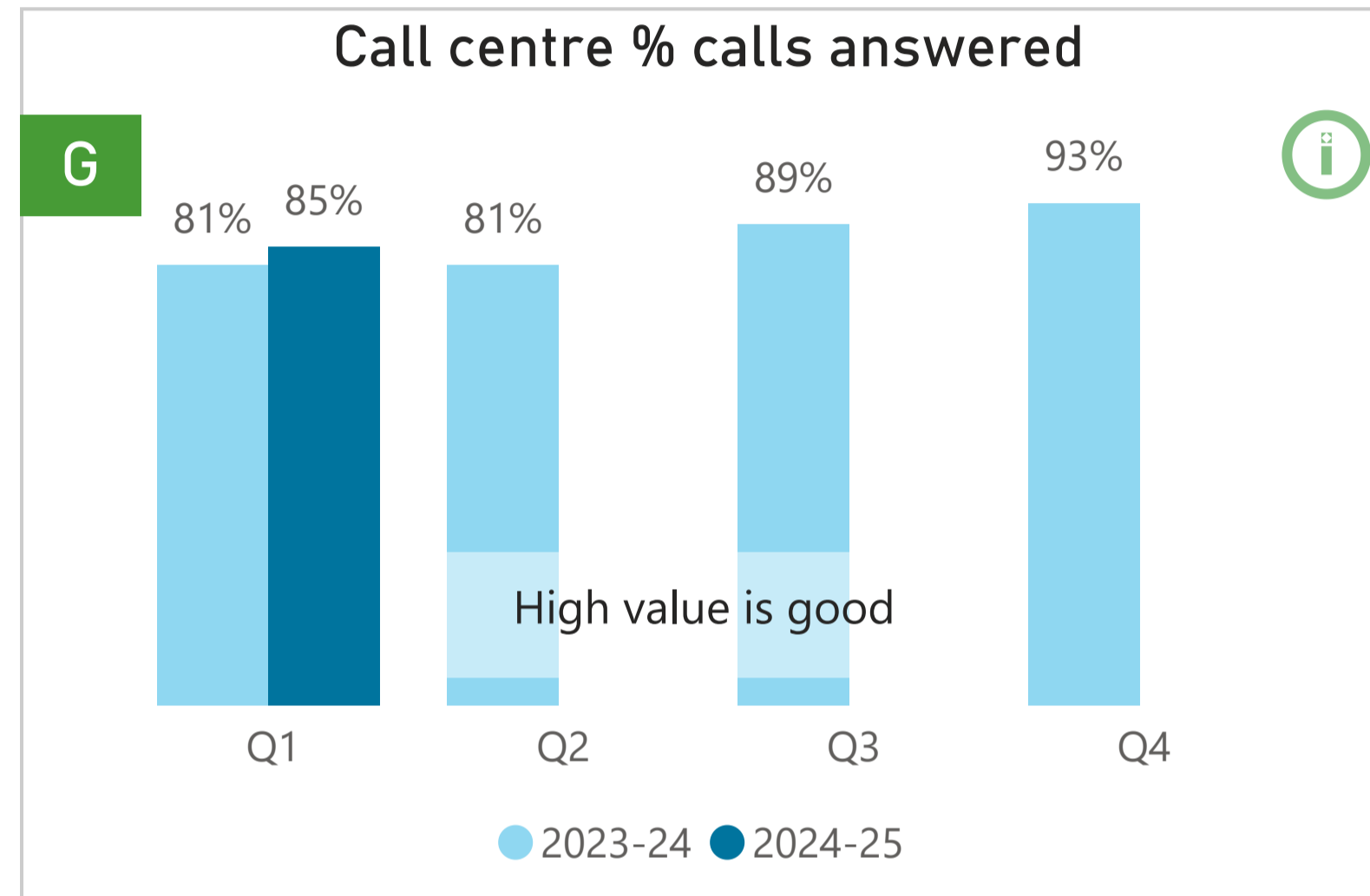
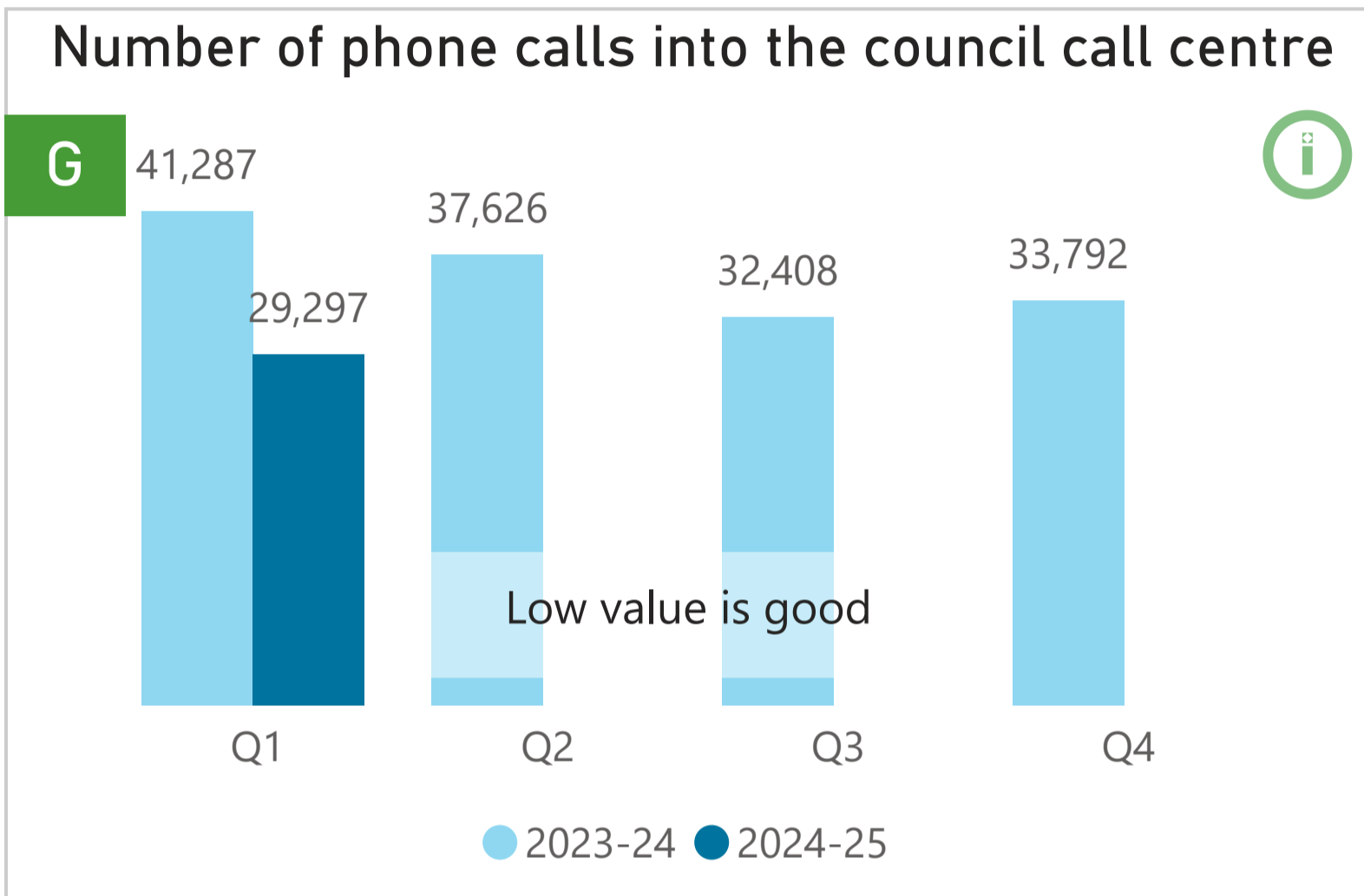
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Create A More Efficient, Effective & Accessible Council.

Council services are efficient, accessible and inclusive

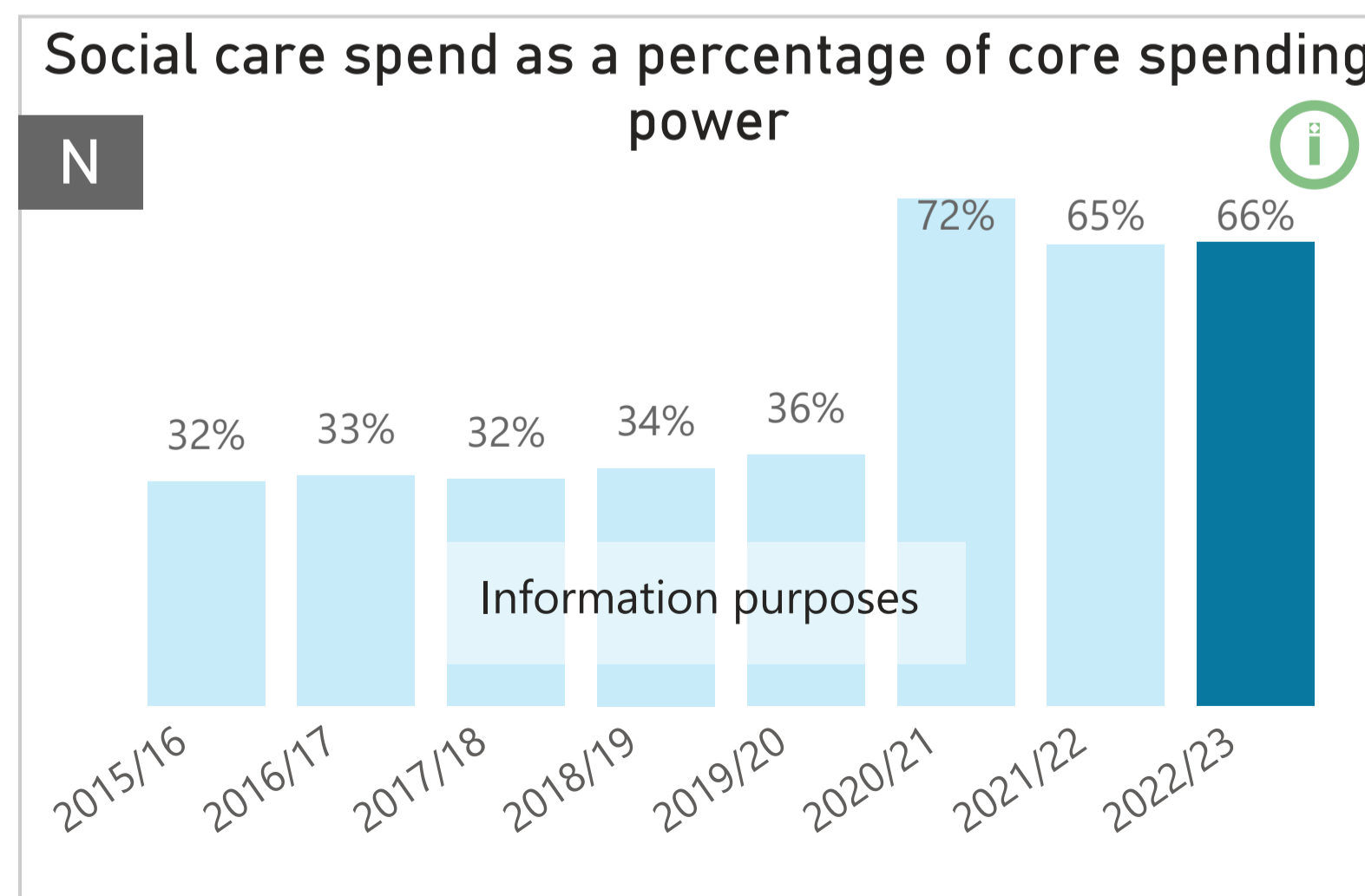
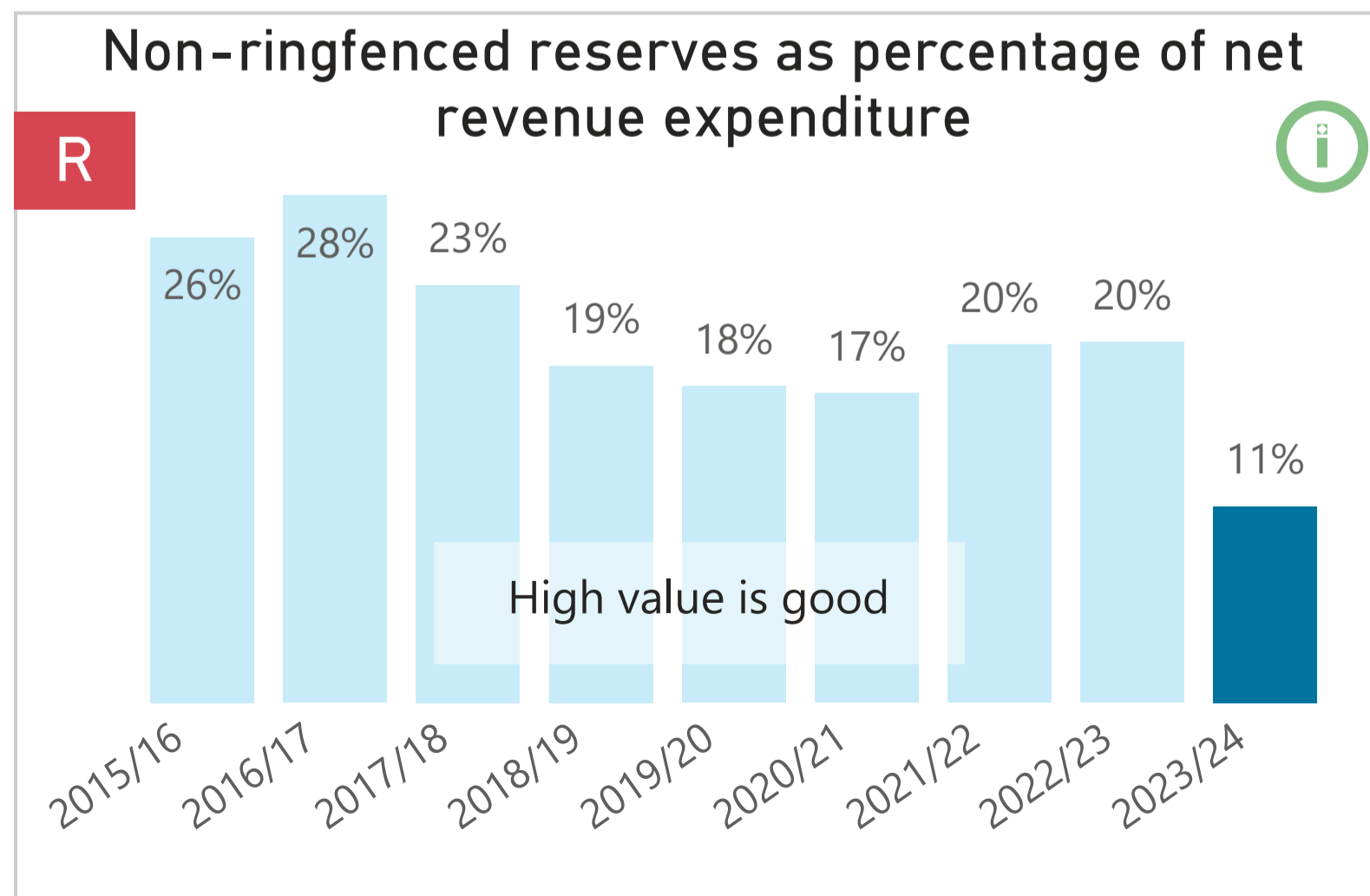
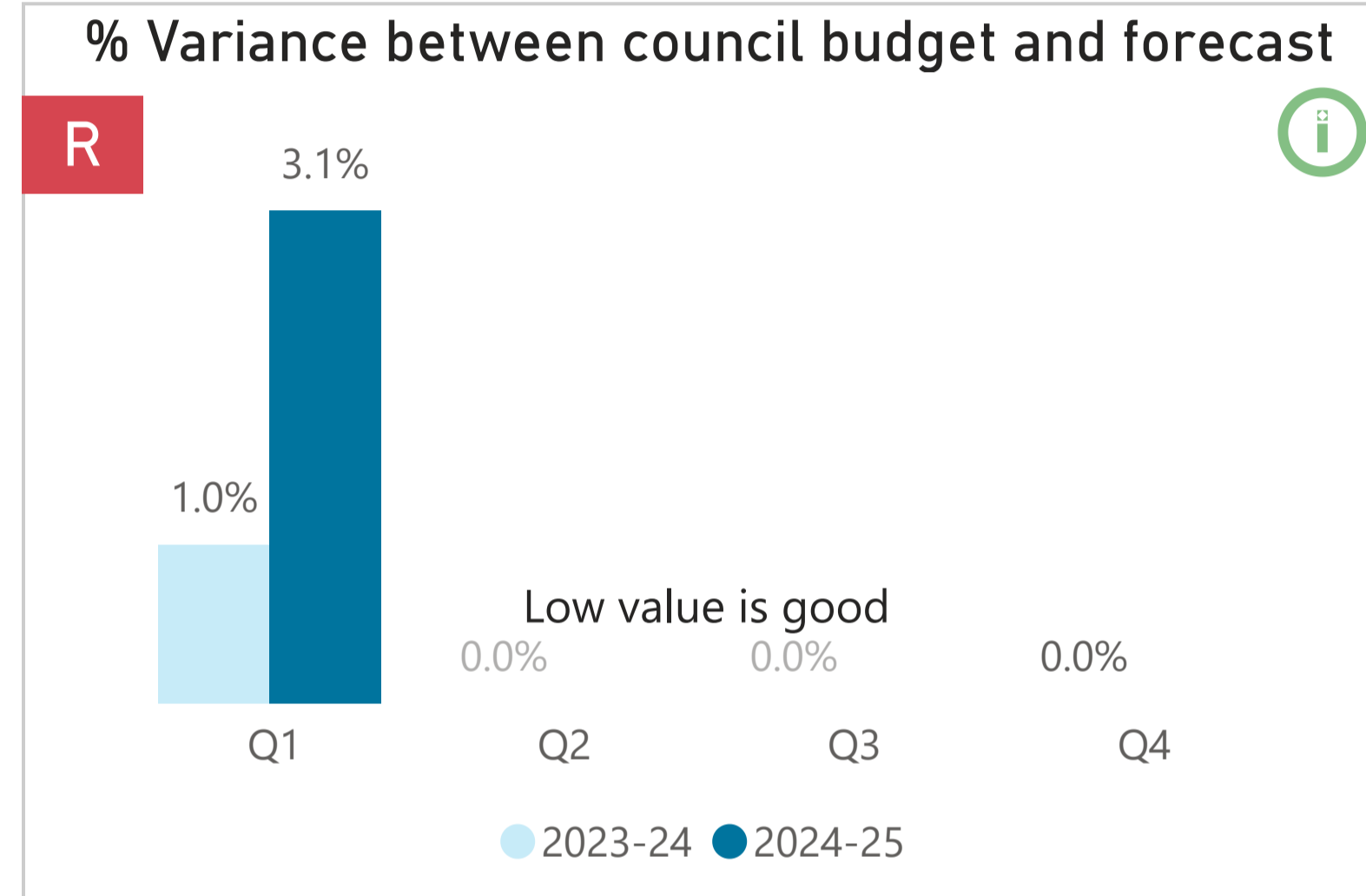
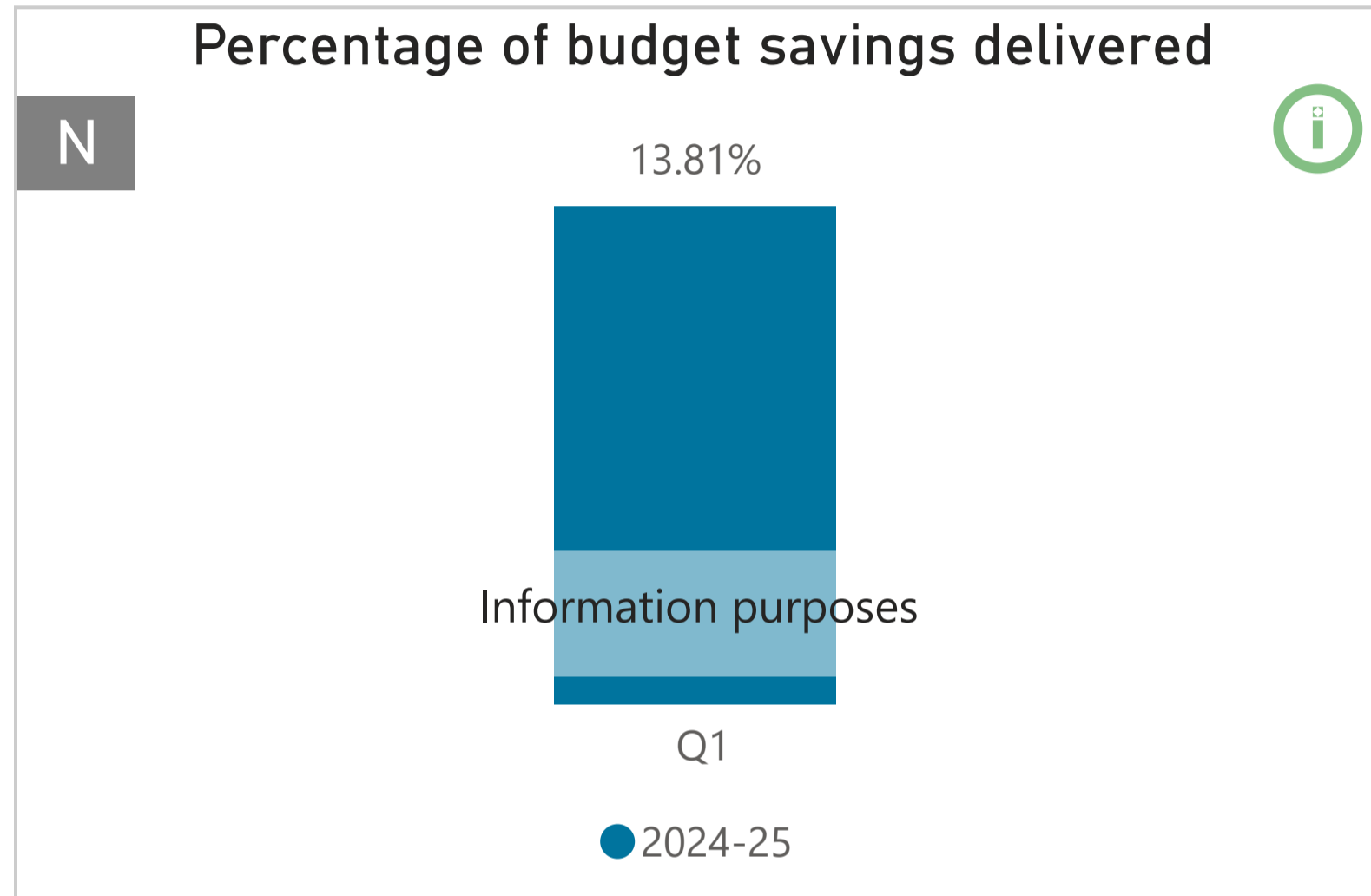
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Create A More Efficient, Effective & Accessible Council.

Council finances stabilised / Services are cost effective and deliver value for money

For more information on each metric, please click on its information symbol, which looks like this: 



External auditors judgement on the Council accounts and value for money arrangements

Year	Audit result
2018/19	Unqualified opinion
2019/20	Unqualified opinion
2020/21	Unqualified opinion
2021/22	Unqualified opinion
2022/23	Unqualified opinion

Unqualified opinion is good

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Create A More Efficient, Effective & Accessible Council.

Assets and property support our vision and priorities

For more information on each metric, please click on its information symbol, which looks like this: 

