



“We are a dedicated support partner and a direct provider of services. Our focus is on transformation and innovation that drives efficient services and achieves the best possible outcomes for all our residents and communities.”

**Alex Thompson - Executive Director Finance and Transformation**

## Achieving Our Ambitions

We provide services to all residents and business through accessible frontline services. We also support council services across the whole organisation by providing financial and regulatory frameworks and systems that are safe, robust and effective. Our key focus is to ensure that we have a **sustainable financial strategy and frameworks** in place to enable achievement of the council's priorities. We provide **clear and transparent decision making and effective governance**.

We aspire to **provide high quality inclusive services** for all of our customers. We will continue to provide support to our residents so they have the **resilience to achieve real change** in financial circumstances.

## Our Services:

- Finance
- Governance
- Transformation and ICT

## Key Plans and Strategies

- Forward Plan
- Medium Term Financial Strategy
- Contract Procedure Rules
- Procurement Strategy
- Digital, Data and Technology (DDaT) Strategy
- Digital Strategy
- Internal Audit Plan 26/27
- Transformation Programme
- Risk Management Strategy



## Priority Actions and Monitoring Progress

We support delivery of the **One Council One Team** strategic theme from the Council Plan. To achieve the desired outcomes outlined in the Council Plan 2024 - 2027, we will:

### One Council One Team

- Develop a professional, core competency skills framework
- Develop an annual Forward Plan for Cabinet
- Achieve and deliver a sustainable Medium Term Financial Strategy
- Publish a draft and final Statement of Accounts
- Establish and implement the Procurement Strategy
- Improve debt recovery to reduce the value of outstanding council tax, business rates and sundry debt
- Drive delivery of the transformation programme for 2026/2027
- Deliver and embed the Digital, Data and Technology Strategy
- Adopt the Artificial Intelligence Strategy
- Complete internal audit reviews as set out in the Internal Audit Plan
- Participate in the Cabinet Office's National Fraud Initiative and produce an Annual Report on all Counter Fraud activities
- Explore opportunities for new technologies and improve timeliness for response to Freedom of Information and Subject Access Requests
- Establish systems to capture feedback from both internal customers and residents
- Comply with the following external accreditations: Lexcel, CIPFA Financial Management Code, Platinum CIPFA, Cyber Assessment Framework, Public Services Network, Cyber Essentials, and Green Flags

### Our top Key Performance Indicators are:

1. Achieving financial targets
2. Collecting Council Tax and Business Rates on time
3. Processing of benefit claims within timescale

We monitor performance on a quarterly basis through our Corporate Performance Report. You can view our progress here:

[www.sandwell.gov.uk/performance](http://www.sandwell.gov.uk/performance)