



“ We are a dedicated partner and provider of services, focussed on transformation and innovation to drive forward efficient delivery and provide the best possible outcomes for all our residents and communities. ”

Alex Thompson - Executive Director

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
- Revenues and Benefits
- Legal and Assurance
- Registration Services
- Business Management
- ICT and Transformation services
- Procurement

Key Plans and Strategies

- Medium Term Financial Strategy
- ICT Strategy Action Plan
- Internal Audit Plan



Priority Actions and Monitoring Progress

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

One Council One Team

- Achieve a sustainable Medium Term Financial Strategy
- Achieve CIPFA Platinum accreditation in employee development
- Optimise the Oracle Fusion platform to achieve high levels of efficiency
- Lead a comprehensive review of the Council's constitution, governance and decision-making frameworks
- Develop new and inclusive cemetery options for West Bromwich
- Introduce innovative and aligned ICT and Digital strategies
- Implement Searchlight register for financial assessments
- Administer Household Support Fund, Council Tax Support payments and Hardship Payments and work collaboratively to help residents with their finances
- Produce unqualified accounts and an Annual Governance Statement on time

Healthy in Sandwell

- Conduct Direct Payment financial audits and managing the financial affairs for people where appropriate

Living in Sandwell

- Maintain and improve Green Flag status in our cemeteries and crematoria

Our top Key Performance Indicators are:

1. Achieving financial targets
2. Collecting Council Tax and Business Rate 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