We effectively target our resources so that individuals and communities experience the desired benefits and results

Commissioning Strategies	Outcomes Outcomes are the results or benefits for individuals, families, groups, communities, organisations or systems. Outcomes reflect priorities and resources are allocated to achieve stated outcomes.	Measures Measures are how we will monitor and report progress in achieving the outcome.
How we do our business **Enablers to the business** **Partnership engagement and support** These three commissioning strategies have been grouped together as they provide the corporate framework within which the Council works, supports other commissioning strategies and carries out its business.	Effective financial and management accounting arrangements	Unqualified annual external audit opinion on the financial statements (Annual Measure)
		Accountancy service reconfigured to meet the future needs of the council
		Successful implementation of Aggresso
		Planning for the next spending review including maintenance of a 4 year financial model
	General reserves maintained within parameters set by the financial strategy	General reserves are 2.5% to 3.5% of the annual budget requirement net of dedicated schools grant
	Maintenance of an adequate governance, risk internal control, regime	Unqualified annual external audit opinion on the Council's Value for Money (Annual Measure)
		Audit plan, including monitoring through the Audit Committee (This includes Executive Directors assurance statement within their combined assurance report) (Annual Measure)
		Annual governance statement by the Audit Committee (Review of Council's governance, risk and control framework and assurance arrangements) (Effective or ineffective) (Annual Measure)
	Maximise the organisational strength, capacity, resilience and wellbeing to deliver the Council's strategic objectives through people	Reinforce the Council's commitment to be a good employer through improved employee feedback through the development of staff survey
		Employee turnover
		Sickness absence
	Get better value from our use of land and buildings by assessing performance	Progression towards £1 million savings by March 2019
		Progression towards the annual capital receipts target
	Staff are made aware of their information governance responsibilities	Percentage of staff who have successfully undertaken information governance training within a 12 month period (Annual measure)
		Percentage of information governance framework polices reviewed and updated within a 12 month period (Annual measure)
	Improve and support staff understanding of information risks and the impact of data breaches	Reported data breaches (Annual measure)
		Reported data breaches which are the result of human error (Annual Measure)
		Reported data breaches resulting from a reoccurrence of process failure (Annual Measure)
	Develop the enterprise approach to information governance/assurance to ensure external compliance requirements are met	Successful submission of the Department of Health information Governance toolkit (annual requirement) Categories of performance are Compliant/Not compliant/Improvement required
		Successful IMT submission of the Cabinet Office public services network code of connection (annual requirement) Categories of performance are Compliant/Not compliant/Improvement required
	New support services partnership contracts perform effectively and efficiently to allow the Council to achieve its commissioning outcomes	Achievement of key performance indicators for the Council Business Plan within the SERCO contract
		Achievement of key performance indicators for the Council Business Plan within the VINCI Mouchel contract (Property Services)
		Management of the customer interface and customer experience through service compliments, complaints, ombudsman complaints and Customer Service Centre key performance indicators

This page is intentionally left blank