

Appendix 7: Corporate portfolio projects and the benefits / outcomes delivered in 2024/25

Directorate	Project Title	Project Description	Intended Benefits / Outcomes	Actual Benefits / Outcomes
Children's Services	Inspecting Local Authority Children's Services (ILAC) Improvement Project	<p>This project was implemented following the ILAC inspection in March 2023 to address 6 key areas identified by Ofsted as needing to improve.</p> <ul style="list-style-type: none"> Planning for children Private Fostering Arrangements Management Footprint Voice of the Child Care Leaver Support Workforce Stability 	<ul style="list-style-type: none"> Planning for children is consistent across the service with evidence of IRO footprint on case records driving plans for children Children in private fostering arrangements are appropriately identified and supported Management footprint and casework supervision is evident on case records driving SMART plans and positive outcomes for children Sustained improvements in support and outcomes for Care Leavers including KIT; Health; access to suitable accommodation and employment Permanent recruitment of all roles across all service areas to provide stability of the workforce and reduce the number of changes of social workers for children. 	<ul style="list-style-type: none"> Audit outcomes: 18% good, 60% Requires Improvement (RI) and 22% inadequate IRO footprint on cases average over a 6mth period was 453, with a total of 147 IRPs raised. Monthly private fostering review panel in place Wider understanding of private fostering across the partnership Evidence of management footprint including Service Managers when concerns escalate Children and Young People's voices are heard and responded to; they influence and contribute to their own plans and strategic planning Senior leadership team and 3 / 5 heads of service now permanent
Environmental and Community Services	Town Fund Initiatives	The aim of the project was to implement a range of initiatives across the Town to improve the physical environment and provision of outdoor recreational facilities using £1m funded by The Towns Fund	<ul style="list-style-type: none"> Delivery of 17 improvement / refurbishment schemes 	<ul style="list-style-type: none"> 16 schemes fully delivered. One scheme was assessed as not viable and removed from the programme.
Legal and Governance Services	Website Review	The aim of the project was to improve and enhance the Council's Web presence, improve the intranet and online interaction with our customers and citizens.	<ul style="list-style-type: none"> Channel shift of residents, businesses and visitors to interacting with us online rather than using more expensive methods of communication like phone and face to face. 	<ul style="list-style-type: none"> Website page views increased from 2,382,980 in the year prior to the new website being launched to 3,351,584 Time reduction of 1.4 FTE per week

			<ul style="list-style-type: none">• Time reduction of 1.5 FTE per week for the Digital team to administer the website• Increase in positive Resident feedback to 85%• Average page load speed reduced to less than 2 seconds.• Improvement score for website accessibility to 95%	<ul style="list-style-type: none">• Resident feedback positivity rating rose to 92%• Average page load speed reduced to 1.4 seconds• Improvement score for website accessibility to 97%
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