

## **WSSC Reset Plan (2021/22 – 2024/25)**

### **Areas of responsibility for Performance and Finance Scrutiny Committee**

#### **Keeping people safe from vulnerable situations**

We know that there will be times in people's lives when they require extra support and help. We will be there in those moments to ensure that appropriate and timely support is provided to manage risk and prevent any further escalation of need. We will focus our activity in the following areas:

- Information sharing – we will build on and retain the improved data and information sharing arrangements seen during the Covid-19 pandemic, to identify and provide support to people as early as possible

#### **A sustainable and prosperous economy**

A sustainable and prosperous economy in West Sussex is key to the future wellbeing of the county and it has never been more important for us to focus on this given the ongoing economic impact of Covid-19. Ensuring that businesses are supported to recover and grow, that local people have access to well-paid employment, and that the conditions are right for enterprise and innovation will have a positive impact on the long term health of residents and on the potential of young people. We will focus our activity in the following areas:

- We will deliver the Council's Economy Reset Plan, focussing on the economic challenges faced by different places in the county; on supporting new and existing businesses, and those sectors hit hard by COVID-19; on employment and skills activities to support and create jobs; and on digital technology to boost the economy. Climate change and the environment will underpin the economy reset approach.

- Social value framework – we will ensure our procurement processes that enabled £600m of WSCC to be spent each year are accessible to local suppliers, maximise the use of local providers in our supply chains and secure added economic, social and environmental benefits. For example, jobs and opportunities for local people and access education, training and support.
- Digital infrastructure – we will work with the Department for Culture, Media and Sport and the telecoms market to accelerate and extend investment in the county to build digital infrastructure and access networks in line with the government’s target
- West Sussex growth deals – we will continue to deliver on existing deals with Districts and Borough Councils, which aim to support town centre growth, unlock housing and employment sites and attract investment. We will seek to refresh deals that are due to expire after their 5-year term.

**Outcomes, key performance indicators and targets**

<b>Outcome</b>	<b>KPI(s)</b>	<b>Baseline</b>	<b>2021/22 target</b>	<b>2022/23 target</b>	<b>2023/24 target</b>	<b>2024/25 target</b>
Resetting and rebooting the local economy	1. Enterprises supported to start, revive, innovate and grow	950	1,500	To be decided in 21/22	To be decided in 22/23	To be decided in 23/24
Achieving social value in West Sussex	2. New tenders over the value of £500,000 include ‘social value’ criteria as part of the evaluation, in line with the Council’s social value framework	To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed
Sustainable growth by developing	3. Percentage of premises able to access gigabit-capable connectivity by 2025	12%	To be confirmed	To be confirmed	To be confirmed	72%

modern infrastructure	(working towards government target of 85% by the end of 2025)					
Working in partnership	4. Number of growth deals in place with district and boroughs	6	6	6	6	6

### **Making the best use of resources**

Running throughout this plan is a theme of making the best use of the resources at our disposal. When deciding how to deploy our resources, or working with partners to deliver our collective ambitions, we will use the priorities expressed in this plan to inform our decisions, using data and information that is available on our residents' needs to deliver the right things efficiently. WSCC, like our partners, is committed to achieving best value for residents. This means we have to work better, be more efficient and get the best from what we have to manage increasing demand in a different way. We will focus our activity in the following areas:

- Good governance review – we will act on the findings of the review to remove silos and work across team boundaries and deliver the best for our residents, ensuring governance and the way we make decisions is fit for purpose.
- People framework – our staff will have the confidence and support to deliver change and continuous improvement; all staff will be treated with dignity and respect; all staff will have consistent and high quality performance and development conversations; and we will attract, recruit and retain the staff we need to deliver public services for the residents of West Sussex. We will underpin staff development with themes of equality, diversity and inclusion.
- We will maximise the use of our assets by disposing of surplus assets and looking creatively and how we might use our assets to support economic growth (e.g. sharing space in our buildings with start-ups). For retained assets, we will reduce our overall energy consumption to meet our ambition of being a net carbon zero organisation by 2030.
- We will continue to benchmark the unit costs of our services and maximise every pound spent
- We will look to combine or share approaches and services to achieve greater efficiency

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Working together as one Council	5. Elected member induction – percentage of elected members having completed mandatory training in election year	N/A	Within six months of the 2021 elections	N/A	N/A	N/A
	6. New Code of Governance published, assisting the public, staff and elected members to navigate the Council’s decision-making process	N/A	By 2021 elections	N/A	N/A	N/A
Getting the best from our people	7. Leadership and management - percentage positive response to the question: "I am part of a supportive team where we regularly reflect on our successes and challenges enabling us to improve continuously"	73%	75%	78%	80%	85%
	8. Wellbeing, values and ways of working - Percentage positive response to the question: "I am treated with dignity and respect by my work colleagues"	86%	86%	87%	88%	90%
Maximising our income and the productivity of our assets	9. Square metres of operational property (e.g. offices, libraries, fire stations etc) that are in use (CC)	285,000 m <sup>2</sup>	270,750 m <sup>2</sup>	257,000 m <sup>2</sup>	245,000 m <sup>2</sup>	233,000 m <sup>2</sup>

Value for money	10. The aggregated unit cost of our services compared to our statistical neighbours	To be confirmed	TBC	TBC	TBC	TBC
	11. Percentage of digital services available from WSCC to support self-service	62% (Pre-Covid)	60%	70%	75%	80%
Working in partnership	12. For key decisions on contracts over £500,000 include an appraised option for partnership working to assess opportunities for efficiency	To be confirmed	20%	40%	80%	100%

Note – KPIs marked (CC) are measures relating to tackling climate change