2020-21 Quarter to March Governance, Strategy and Performance
Performance Report - Service Plan

Strategic Level Objectives					
Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP20-22.Strat-4.1	Governance Review	30-Apr-2021	At Full Council (20 January 2021) agreed to continue with the temporary committee structure due to the ongoing Covid restrictions as initially agreed on 17th June 2020 . This will be reviewed at the Full Council meeting on 30 June 2021. The next step to the Governance Review will be to consolidate and refresh the councils Second Tier Governance document and specifically to: - upgrade guidance on the relationship between Councillors and officers - formally adopt a Virtual Meetings Protocol - clarify the working arrangements of the Group Leader Forum - clarify the process for agreeing councilor senior responsibility allowance	80%	▶
GSP20-22.Strat-4.2a	Improve the quality and clarity of service performance reporting	23-Dec-2020	Three cycles of reporting completed, with further refinement carried out for each cycle to reflect the Council's Performance Management Framework. Most services now have PIs aligned to Service Plan priorities over service headings. Refinement of the performance indicators which are reported to committee will continue into 2021/22.	75%	⬢
GSP20-22.Strat-4.2b	Improve the quality and clarity of service performance reporting	24-Dec-2020	Three cycles of reporting completed, with further refinement carried out for each cycle to reflect the Council's Performance Management Framework. Most services now have PIs aligned to Service Plan priorities over service headings. Refinement of the performance indicators which are reported to committee will continue into 2021/22.	75%	⬢
GSP20-22.Strat-4.2c	Improve the quality and clarity of service performance reporting	30-Jul-2021	Further improvement in streamlining reporting format made for 2020/21 Quarter 4 cycle to incorporate Annual Performance Review template data relating to case studies and customer results. RAG	85%	▶

			charts introduced to provide visual summary reference. Refinement of the performance indicators which are reported to committee will continue into 2021/22.		
GSP20-22.Strat-4.2d	Improve the quality and clarity of service performance reporting	24-Dec-2021	3mb reviewing resource prepared in March 2021. Further specification of resource required.	75%	▶
GSP20-22.Strat-4.3a	Roll out of Performance Management Framework	30-Apr-2021	Annual performance report for 2019/20 was published in March 2021. Target date of June 2021 committee for the Corporate Plan report for 20/21	50%	▶
GSP20-22.Strat-4.3b	Roll out of Performance Management Framework	30-Apr-2021	Three cycles of reporting completed, with further refinement carried out for each cycle to reflect the Council's Performance Management Framework. Key corporate indicators defined, that will be captured in Annual Report. Any further refinement will be undertaken for 2021/22 reporting.	85%	▶
GSP20-22.Strat-4.3c	Roll out of Performance Management Framework	30-Jun-2021	Effective use in place with LGBF PIs incorporated in half yearly reporting supporting either Service Plan or Service Performance priorities. A series of LGBF online workshops is scheduled from May 2021 target sector policy, strategic and performance leads, exploring the short and long-term impacts of the pandemic, share practice in responding and to consider future challenges / opportunities / new ways of working. Details to be circulated to CMT / SMT	60%	▶
GSP20-22.Strat-4.4a	Continue working with Community Planning Partners to determine clear outcomes and milestones and performance reporting	30-Sep-2021	Final draft Delivery Framework Documents to be considered by CPOG in April. Partners' workload focused on pandemic responses to be captured in 2020/21 Annual Report. Agreement of Delivery Framework Documents will enable routine reporting against planned priorities and outcomes during 2021/22	50%	▶
GSP20-22.Strat-4.4b	Progress planned work to develop delivery framework to support the revised LOIP, including measures of progress	30-Sep-2021	Final draft Delivery Framework Documents to be considered by CPOG in April. Partners' workload focused on pandemic responses to be captured in 2020/21 Annual Report. Agreement of Delivery Framework Documents will enable routine reporting against planned priorities and outcomes during 2021/22	50%	▶
GSP20-22.Strat-4.4c	Continue work to implement robust performance management	30-Sep-2021	Prioritisation of workload relating to pandemic responses have impacted on delivery timescales for framework documents. Final drafts being considered by CPOG and thereafter CPB. Agreement will enable routine reporting against planned priorities and outcomes.	30%	▶
GSP20-22.Strat-4.4d	Establish indicators for LOIP and a mechanism for reporting these to the Board under Performance Management Framework	30-Sep-2021	Prioritisation of workload relating to pandemic responses have impacted on delivery timescales for framework documents. Final drafts being considered by CPOG and thereafter CPB. Agreement will enable routine reporting against planned priorities and outcomes.	30%	▶
GSP20-22.Strat-4.5a	Modernisation and Improvement –Customer Services Redesign of customer contact/face to face.	24-Dec-2021	Forres access point model was put in place prior to Covid pandemic response. Access points have remained closed since March 2020 and staff redeployed meantime on email and call handling duties. While limited progress has been made during 2020-21 the Customer	20%	⚠

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
			Development Manager post has been approved by committee and will be advertised during April 2021.		
GSP20-22.Strat-4.5b	Encourage "digital first" interaction with customers where possible.	24-Dec-2021	Forres access point model was put in place prior to Covid pandemic response. Access points have remained closed since March 2020 and staff redeployed meantime on email and call handling duties. While limited progress has been made during 2020-21 the Customer Development Manager post has been approved by committee and will be advertised during April 2021.	20%	⚠️
GSP20-22.Strat-4.5c	Use Forres access point as a model to review customer service provision in other access points.	24-Dec-2021	Forres access point model was put in place prior to Covid pandemic response. Access points have remained closed since March 2020 and staff redeployed meantime on email and call handling duties. While limited progress has been made during 2020-21 the Customer Development Manager post has been approved by committee and will be advertised during April 2021.	20%	⚠️

Service Level Objectives

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP20-22.Serv-5.1a	Complete benefit e-form	30-Apr-2021	Initial development of e-forms has now begun, however limited progress made during 2020-21 due to ICT resources being prioritised to deal with Covid-19. The due date for this action is being revised to April 2022.	10%	⚠️
GSP20-22.Serv-5.1b	Complete Council Tax e-form for updates	30-Apr-2021	Initial discussions held with ICT and a skeleton e-form specification has been submitted. Further progress is now dependent on ICT resources which have been diverted during the Covid-19 response. The due date for this action is being revised to April 2022.	5%	⚠️
GSP20-22.Serv-5.2a	Review complaint handling procedures	30-Jul-2021	A revised 'Model Complaints Handling Procedure' report went to the Education, Communities and Organisational Development committee on the 31 March where it was approved. (item 11 of agenda) The purpose of the Local Authority MCHP is to provide a standardised approach to dealing with customer complaints across the local authority sector in Scotland. The procedural elements tie in very closely with those of the NHS complaints handling procedure (CHP), so where social work or care complaints cut across services, they can still be handled in (much) the same way as other complaints. In particular, the aim is to implement a standardised and consistent process for customers to follow which makes it simpler to complain, ensures staff and customer confidence in complaints handling and encourages local authorities to make best use of lessons from complaints.	100%	✅
GSP20-22.Serv-5.2b	Training for staff in new system	30-Jul-2021	Approval of the revised Model Complaints Handling Procedures (MCHP) was approved at the Education, Communities and Organisational Development committee on 31 March 2021. (item 11 of agenda)	20%	▶️

			Following the approval of the revised MCHP the following will be progressed: - IT requirement to amend the complaint recording database to add a resolution function. Added to the test environment, the functionality and reporting meet requirements and will be replicated in the live environment. - Staff training will be introduced to cover the changes to the MCHP - Complaints leaflet and complaints website will be updated		
GSP20-22.Serv-5.3	Approve Council equality outcomes	30-Apr-2021	Work has not advanced as expected and the committee target date has been missed. Equalities outcomes require to be sent to the EHRC in April 2021 and this will now be challenging.	50%	🔺
GSP20-22.Serv-5.4a	Work on remote committee meetings to improve quality meetings and access to them.	26-Feb-2021	System refinements in place. Hybrid meetings option is not being pursued until lockdown restriction ease.	75%	🔴
GSP20-22.Serv-5.4b	Involve users in developing system and carry out satisfaction survey to gauge success.	26-Feb-2021	Survey completed and carried out. Results are to assimilated and presented to Councillors.	75%	🔴
GSP20-22.Serv-5.5	Review where Business Continuity fits with the Council's risk management processes	30-Sep-2021	Progress has been made in establishing a home for business continuity within Risk Management. Discussions are underway about identification of resource transfer from Housing and Property Services. Aim for updated Risk Register to go to committee in June 2021.	30%	▶
GSP20-22.Serv-5.6	Registrars: digitisation of burial grounds records	23-Dec-2022	Initial discussions had taken place around using an existing software system within Environmental Services. However a new project mandate will be required and resource identified. Limited capacity due to covid response and election preparations.	15%	▶
GSP20-22.Serv-5.7	Increase number of services using sharepoint as their primary document management system	24-Dec-2020	Customer Development Manager post approved by committee and will be advertised during April 21. The team remain focused on Covid phone contact response with a "care and maintenance" role for existing sharepoint builds. Business cases / project mandates will need to be established for bringing new services onto sharepoint with identification of resources.	0%	🔴