


















2021-22 Quarter to December - Governance, Strategy and 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	Clarification of the role of the Audit and Scrutiny Committee was agreed at the full council on 30 November. A new action review of second tier governance documents will be put into the next version of the plan.	100%	
GSP20-22.Strat-4.2a	Improve the outcome focus and identification of key performance measures in service plans per PMF	23-Dec-2020	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	
GSP20-22.Strat-4.2b	Work with service managers to review service performance indicators to ensure provision of effective measurement of corporate and service priorities.	24-Dec-2020	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	
GSP20-22.Strat-4.2c	Establish new format for service performance reports and report to committee	30-Jul-2021	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	
GSP20-22.Strat-4.2d	Review and ensure capacity to support the performance framework	24-Dec-2021	Agreed that resource would be kept under review. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	
GSP20-22.Strat-4.3a	Establish annual Corporate Plan reporting.	30-Apr-2021	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP20-22.Strat-4.3b	Identify streamlined set of key corporate indicators that reflect strategic priorities and corporate plan.	30-Apr-2021	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will be considered for future service reporting.	100%	
GSP20-22.Strat-4.3c	Support service managers to make effective use of performance indicators and benchmarking data to inform priorities and influence continuous improvement	30-Jun-2021	LGBF reporting now back on time through Service performance reports and a composite report through Audit and Scrutiny committee.	100%	
GSP20-22.Strat-4.4a	Continue working with Community Planning Partners to determine clear outcomes and milestones and performance reporting	30-Sep-2021	Delivery Framework agreed by CPB in April 2021 with planned outcomes and measures defined. Work with partners to improve the quality of reporting continues.	100%	
GSP20-22.Strat-4.4b	Progress planned work to develop delivery framework to support the revised LOIP, including measures of progress	30-Sep-2021	Delivery Framework agreed by CPB in April 2021 with planned outcomes and measures defined. Work with partners to improve the quality of reporting continues.	100%	
GSP20-22.Strat-4.4c	Continue work to implement robust performance management	30-Sep-2021	2020/21 Annual Report submitted in June 2021, 2021/22 Quarter 1 Monitoring submitted in September 2021. New arrangements now in place and will be consolidated.	100%	
GSP20-22.Strat-4.4d	Establish indicators for LOIP and a mechanism for reporting these to the Board under Performance Management Framework	30-Sep-2022	Quarter 2 reporting submitted to CPOG and the CPB in November. Reports formatted in a Pentana style but yet to be uploaded to achieve formatting consistency. Initial discussion have taken place with Children and Young People officers to refine priorities and measures, remaining areas will be progressed for year-end reporting. Quarter 3 performance reporting timescales to CPOG mid-January, CPB early February challenging but aiming to achieve. <i>(Due date for action revised to September 2022)</i>	50%	
GSP20-22.Strat-4.5a	Modernisation and Improvement –Customer Services Redesign of customer contact/face to face.	23-Dec-2022	Principles agreed at Corporate committee on 12 October 2021 for redesign of front facing customer services. Change management plan and staffing requirements now being developed based on information hubs in libraries. <i>(Due date for action revised to December 2022)</i>	40%	
GSP20-22.Strat-4.5b	Encourage “digital first” interaction with customers where possible.	23-Dec-2022	Principles agreed at Corporate committee on 12 October 2021 for redesign of front facing customer services. Change management plan and staffing requirements now being developed based on information hubs in libraries. <i>(Due date for action revised to December 2022)</i>	40%	
GSP20-22.Strat-4.5c	Use Forres access point as a model to review customer service provision in other access points.	23-Dec-2022	Principles agreed at Corporate committee on 12 October 2021 for redesign of front facing customer services. Change management plan and staffing requirements now being developed based on information hubs in libraries. <i>(Due date for action revised to December 2022)</i>	40%	

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-2022	Lead officer revised to Benefits and Money Advice manager.	10%	
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	Database updated with new resolution function. Complaints leaflet and website updated. Staff training yet to take place. A list of staff from departments who require training has been update and training will be undertaken throughout quarter 4.	40%	
GSP20-22.Serv-5.3	Approve Council equality outcomes	23-Dec-2021	Outcomes now approved by committee. Equality outcome actions and performance reporting will be discussed at the Equality and Diversity Corporate Advisory Forum (EDCAF) on 17th February.	100%	
GSP20-22.Serv-5.4a	Work on remote committee meetings to improve quality meetings and access to them.	26-Feb-2021	Hybrid system due to be installed in Feb 2022. Live trial of system expected March 2022.	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.	100%	
GSP20-22.Serv-5.5	Review where Business Continuity fits with the Council's risk management processes	30-Sep-2021	Staffing resource to transfer from housing has been identified. Consultation and Details to be finalised.	50%	
GSP20-22.Serv-5.6	Registrars: digitisation of burial grounds records	23-Dec-2022	New proposal to transfer responsibility to Lands and Parks service subject to a budget pressure form.	15%	
GSP20-22.Serv-5.7	Increase number of services using sharepoint as their primary document management system	24-Dec-2021	Team diverted to Covid grant related work. No capacity to progress.	20%	