


















2021-22 Quarter to March - 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	Planned to seek a committee decision on the outstanding elements by September 2022.	90%	
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 3 reporting submitted to CPOG in March, however April meeting of CPB cancelled due to election period so will be reported with quarter 4 to meeting in May / June. Indicators set out in Delivery Framework documents reported in part, with collection processes around others not having developed as planned, so refinement still work in progress.	100%	
GSP20-22.Strat-4.5a	Modernisation and Improvement –Customer Services Redesign of customer contact/face to face.	23-Dec-2022	Change management plan ready to go out for consultation with staff. Proposed changes to take effect incrementally following the consultation period and agreement.	40%	
GSP20-22.Strat-4.5b	Encourage “digital first” interaction with customers where possible.	23-Dec-2022	Change management plan ready to go out for consultation with staff. Proposed changes to take effect incrementally following the consultation period and agreement.	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	Change management plan ready to go out for consultation with staff. Proposed changes to take effect incrementally following the consultation period and agreement.	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-2021	Limited process due to additional Covid pandemic workload for the Benefits Team.	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	Complaints training completed for Environmental and Commercial and Housing and Property Services receiving the biggest volumes of complaints as frontline services, dates agreed with Social Work. E-learning project plan agreement signed and development planning underway for completion May 2022.	70%	
GSP20-22.Serv-5.3	Approve Council equality outcomes	23-Dec-2022	Outcomes now approved by committee and to be reported against to the Equality and Diversity Corporate Advisory Forum (EDCAF).	100%	
GSP20-22.Serv-5.4a	Work on remote committee meetings to improve quality meetings and access to them.	26-Feb-2021	Installation of hybrid system carried out in April 2022 with first test of system to be undertaken in early May.	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 be presented to Councillors.	100%	
GSP20-22.Serv-5.5	Review where Business Continuity fits with the Council's risk management processes	30-Sep-2021	Business Continuity post advertised and plan established for risk management processes.	70%	
GSP20-22.Serv-5.6	Registrars: digitisation of burial grounds records	23-Dec-2022	Budget has been established and work on the digitisation of burial grounds underway within Environmental Services.	75%	
GSP20-22.Serv-5.7	Increase number of services using sharepoint as their primary document management system	24-Dec-2020	Team diverted to Covid grant related work. No capacity to progress, action will be taken forward into the 2022/23 service plan.	20%	