







# 2022-23 Quarter to June - Governance, Strategy and Performance











## Performance Report – Service Plan






Strategic Outcomes					
Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP22-23.Strat-1.1	Final element of the Governance Review, role of the Audit and Scrutiny committee to be agreed.	30-Sep-2022	Report drafted and due to Moray Council on 30th September 2022	40%	
GSP22-23.Strat-1.2	Refresh the role of council leaders	30-Sep-2022	Approval was given at the Moray Council committee on 10 <sup>th</sup> August 2022 in refreshing the role of the Council leaders	100%	
GSP22-23.Strat-2.1	Improve the quality and clarity of service performance reporting	31-Mar-2023	2022-23 Service Plans and PIs undergoing annual review subject to slight slippage due to competing priorities but will be provided to DCE / HoS in August. First round of reporting through new administration, comments will be review to reflect additional improvements.	10%	
GSP22-23.Strat-2.2	Roll out of Performance Management Framework	31-Mar-2023	Quarterly report embedded and calendar of reporting to reflect Framework requirements in place. Some work remains to incorporate strategies and ensure their reporting per the framework.	10%	
GSP22-23.Strat-2.3	Refine key corporate indicators that reflect strategic priorities and corporate plan	31-Mar-2023	Corporate Plan currently under review and at an early stage but aim to have in draft in autumn 2022.	15%	
GSP22-23.Strat-3.1	Continue working with Community Planning Partners to determine clear outcome and milestones and performance reporting	31-Dec-2022	LOIP currently under review, agreement by CPOG to retain existing reporting arrangements until review complete.	20%	
GSP22-23.Strat-3.2	Continue work to implement robust performance management	31-Dec-2022	Quarterly report embedded and calendar of reporting to reflect Framework requirements in place. Some work remains to incorporate strategies and ensure their reporting per the framework.	10%	
GSP22-23.Strat-3.3	Review indicators for LOIP and a mechanism for reporting these to the Board under Performance Management Framework	30-Apr-2023	Quarterly report embedded and calendar of reporting to reflect Framework requirements in place. Some work remains to incorporate strategies and ensure their reporting per the framework.	10%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP22-23.Strat-4.1	Modernisation and Improvement – Customer Services Redesign of customer contact / face to face.	31-Dec-2022	Customer Services change management plan consultation period has been completed and work to implement the plan has now commenced. The recruitment for reception and senior customer service advisors has started. Training programme being refreshed for reassigned and new staff. New Interchange pages being developed to help support Customer Services and Library staff.	30%	
GSP22-23.Strat-4.2	Encourage “digital first” interaction with customers where possible.	31-Dec-2022	A number of opportunities to provide increased online functionality have been identified. Investigations to the future trends of digital first transactions has started and a customer survey is being produced. The outcomes of which will allow us to target and encourage the use of current and future digital solutions.	5%	
GSP22-23.Strat-4.3	Expand library information hub model from Forres to other locations.	31-Dec-2022	Customer Services change management plan consultation period has been completed and work to implement the plan has now commenced. Training programme being updated refreshed for reassigned and new staff. New Interchange pages being developed to help support Customer Services and Library staff. Working closely with library staff to expand the information hub model. Recruitment started for a project co-ordinator post.	15%	
GSP22-23.Strat-5.1	Review the Council’s Customer Charter when new model has been rolled out.	31-Dec-2022	Work in this area has not started.	0%	
GSP22-23.Strat-6.1	Review Money Advice Service to establish sustainable funding model for service beyond March 2023	31-Mar-2023	As noted at Moray Council 29th June 2022, the UK Shared Prosperity Funding will replace the EU funding next year and has potential to secure the staffing resources. The SPF is 100% funding (EU funding was 80%) so there will potentially be no cost to the council. The high level submission to the Scottish Government has been made. Following SG approval redesign of the existing EU service to meet the aims of the SPF will be taken forward. Redesign of council funded provision to ensure that it can provide a “universal” service to the rest of the people in moray that won’t fall within the parameters of the SPF is being worked on.	10%	

Service Level Outcomes					
Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP22-23.Serv-1.1	Training for staff in new Customer Complaints policy and process	30-Apr-2023	70% of those carrying out investigations completed. Further training sessions arranged - training shared nationally for use by other councils. ODL module now available for mandatory completion by all staff.	70%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP22-23.Serv-1.2	Re-establish EDCAF to refine and develop Equality Outcomes	30-Apr-2023	The Equality and Diversity Corporate Advisory Forum (EDCAF) reconvened in February 2022. 16 officers from across Moray Council joined the meeting at which the equality outcomes were established and lead services for each of the outcomes were established and will continue to be refined. Reporting on equality outcomes is done through the Council's performance management system (Pentana).	40%	
GSP22-23.Serv-1.3	Reflect revised structure in Pentana and further develop system design and functionality for users	31-Mar-2023	Although there has been some discussion, this significant area of work has not progressed as hoped in the last 6 months due to competing priorities and resources, plan to schedule RIO time over the next 6 months to move forward.	15%	
GSP22-23.Serv-1.4	Review content and design of Your Moray	31-Mar-2023	This has not progressed as yet. A revisit of existing data in order to update content will be the initial work in autumn before reviewing the design.	5%	
GSP22-23.Serv-2.1	Complete benefit e-form	30-Apr-2023	This action has not started yet, initial meeting set for early September to start process.	0%	
GSP22-23.Serv-3.1	Mid-point review of Local Outcome Improvement Plan	31-Mar-2023	A short life working group has been taking the review forward. As Census 22 data is not available until March 2023, the same geographically profiling from 2017 cannot be updated, however national datasets that are available have been used to revisit the key themes to establish what if anything has changed. This work has been circulated to the group.	20%	
GSP22-23.Serv-4.1	Revisit Corporate Plan priorities drawn out from LOIP review	31-Mar-2023	See GSP22-23.Serv-3.1. This work will inform both LOIP and Corporate Plan. The focus has initially been on the Corporate Plan with Services asked to complete a template on what has been achieved aligned to the current Corporate Plan and what might be priorities going forward. In addition, the revisit was covered as a Leadership Forum Theme with outputs informing priorities. A mini-public engagement event is planned for September with further engagement work following.	20%	
GSP22-23.Serv-5.1	Enable hybrid committee meeting to improve quality meetings and access to them	30-Sep-2022	Hybrid system now installed and in use for all council meetings.	100%	
GSP22-23.Serv-5.2	Update Virtual meetings protocol and train Chairs in new way of working	31-Aug-2022	Updated virtual meetings protocol approved at meeting of Council held on 29 June 2022. Chairs being trained 'on the job' with support of Committee Services Officers	90%	
GSP22-23.Serv-5.3	Involve users in developing system and carry out satisfaction survey to gauge success	31-Mar-2023	As the system only went live on 18 May it is too early to look to undertake a satisfaction survey. Work will be ongoing in familiarising users as the new system beds in with a view to surveying users later in the year/early next year.	0%	
GSP22-23.Serv-6.1	Registrars: transfer of administration of burial grounds records to the Lands and Parks service	31-Dec-2022	Two temporary staff employed with effect from 25 April. Work has now begun on creating an updated index of all of the burial grounds records books and process mapping of the burial grounds admin function in relation to the burial grounds records.	20%	

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GSP22-23.Serv-7.1	Integrate Business Continuity under management of Internal Audit management processes	31-May-2022	Business Continuity and Risk Management Officer in post.	100%	
GSP22-23.Serv-8.1	Progress the transition of Information Governance team from Education Resources and Communities to Governance, Strategy and Performance	31-May-2022	Job gradings under review and consultation underway. Expected completion September 2022	50%	
GSP22-23.Serv-9.1	Increase number of services using digital document management system (Sharepoint)	31-Mar-2024	New SharePoint site under development for Educational Resources a basic library structure is being developed to meet the initial demands of the services. As Microsoft develop the SharePoint solution future developments to expand its use to Education and Social Work needs to be considered and prioritised as part of the Improvement and Modernisation programme.	5%	
GSP22-23.Serv-10.1	Service improves the ERDP experience and holds accurate records, including continuous professional development (CPD) – from mandatory training through to service and job specific learning	31-Mar-2023	Annual cycle of CPD underway	50%	