





2023-24 Quarter to March - Governance, Strategy and Performance



Performance Report - Service Plan




Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

GOVERNANCE, STRATEGY & PERFORMANCE						
STRATEGIC OUTCOMES						
CONTINUOUS IMPROVEMENT						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP STRATEGI C 1.1	Implement framework for Continuous Improvement across council services	Drive continuous improvement across services Demonstrate best value Develop/re-activate self- assessment framework Agree timetable/programme for review Report outcome through service performance reports	31-Mar-2024	Process around best value activity / self-assessment oversight to be embedded in existing routine reporting arrangements but limited progress made, action will be carried forward to 2024/25.	15%	

GOVERNANCE, STRATEGY & PERFORMANCE SERVICE OUTCOMES DIGITAL TRANSFORMATION and EFFICIENCY						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2023-24 DTE 1.1	Customer Services: Develop digital assistant for Contact Centre	Service efficiency savings Improved customer self- service. Market research to establish system capability Tender for software	31-Mar-2024	Further investigation into potential options and the use of Artificial Intelligence (AI) to provide a solution. Due to the complexity and resourcing for any solution this has not been progressed. This should be continued into 2024/25 and be incorporated into a new action of Increase Digital Solutions.	20%	
GSP 2023-24 DTE 1.2	Benefits / Money Advice: Develop Benefits e-form	Service efficiency savings Improved customer self- service. % of total applications successfully completed through new form. Reduction in application processing time.	31-Mar-2024	Progress is reliant on the pace of IT's development work in conjunction with their other priorities. Work will continue as planned throughout 2024/25 and it is hoped that the development will be completed by August 2024.	75%	
GSP 2023-24 DTE 1.3	Benefits / Money Advice: Investigate options for centralising financial assessments within Benefits Team	Improved quality and consistency of financial assessments across the Council Potential efficiencies. Review completed and recommendations to CMT	31-Mar-2024	Scoping exercise which included surveying other Scottish local authorities has been completed. Next step is to move forward with discussions and planning with stakeholders. Likely to be the subject of a future transformation project.	100%	
GSP 2023-24 DTE 1.4	Registrars: Transfer of burial grounds administration to Lands and Parks Service	Service efficiency by reducing double handling Allow funerals to be arranged more quickly. Calls transferred to Lands and Parks service. Have accessible records online.	31-Mar-2024	Full Cost recovery of burials from 1 April 2024 was agreed at Full Council on 27 March 2024 including the cost of a burials admin clerk with the member of staff moving permanently to Lands and Parks Service by 1 April 2025 following a transfer period from Registrars.	100%	

GOVERNANCE, STRATEGY & PERFORMANCE SERVICE OUTCOMES IMPROVED GOVERNANCE						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2023-24 IG 1.1	Benefits / Money Advice: Renew citizens advice bureau SLA	Ensure clarity of purpose and value for money New SLA signed and in operation.	31-Mar-2024	Review of CAB and in-house money advice performance and scoping of terms of SLA completed. As the scope of the new SLA will include the provision of independent housing advice being delivered by CAB, it has been necessary to involve Housing Services in further development. It is expected that a draft SLA will be reported to members in June 2024.	75%	
GSP 2023-24 IG 1.2	Democratic Services: Continue review programme of second tier governance documents	Help clarify the respective roles of Councillors and Officers. Reduce conflict by clarifying the Council's position on areas of potential tension. Committee approval of scope. Approve index and breakdown documents with priority order. Agree timetable	31-Mar-2024	Standing Orders were approved at Full Council on 27 March 2024. Work is progressing on the next tranche of 2nd tier governance documents and should be presented to Full Council in May 2024 for agreement. Review of the documents is an ongoing process.	60%	

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2023-24 IG 1.3	Strategy & Performance: Introduce Child Friendly Complaints version aligned to SPSO model complaints policy	Compliance with SPSO requirements System, guidance and training arrangements in place	31-Mar-2024	Child Friendly Complaints (CFC) - UNCR Bill was passed on 7 December 2023 and will become law in June 2024 at the earliest subject to legal challenge. SPSO to launch public consultation soon for CFC. Awaiting outcome of consultation and Council will follow guidance from SPSO as and when provided.	50%	

**GOVERNANCE, STRATEGY & PERFORMANCE SERVICE OUTCOMES
PERFORMANCE MANAGEMENT**

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2023-24 PF 1.1	Strategy & Performance: Finalise Delivery Frameworks and reporting arrangements following review of LOIP	Board can measure progress against agreed outcomes Agree suitable indicators	31-Mar-2024	Review of LOIP ongoing with discussion at CPOG and CPB around next steps. The first of 4 CPP Development Sessions completed. Due to challenges in resourcing, second session postponed. Significant slippage, progress for 2023/24 will take the form of Lead Officer summaries. Action to be carried forward.	0%	