




# 2024-25 Quarter to September - 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						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2024-25 STRA 1.1	Strategy and Performance: Re-establish a framework for Continuous Improvement across council services with a timetable guidance	Planned Outcome - Drive continuous improvement across services. Demonstrate best value Outcome measures - Develop / re-activate self-assessment framework. Agree timetable / programme for review. Report outcome through service performance report (6 monthly going forward)	31-Oct-2024	Met with Improvement Service PSIF to inform approach. Limited scope to deviate from IS process which will involve time and resource, CMT brief to be prepared to present options and agree way forward.	30%	
GSP 2024-25 STRA 1.2	Strategy and Performance: Establish Corporate reporting regime to drive performance improvement	Planned Outcome - Timely reporting that identifies issues and contribute to improvement. Outcome measures - Performance reports for benchmarking, Corporate Plan and LOIP are met.	31-Dec-2024	Quarter 1 reporting complete with Corporate Plan progress update presented to CMT. Complaints Annual Report and SPSO Annual Report submitted to Committee as planned.	30%	



Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2024-25 STRA 1.3	Strategy and Performance: Investigate "one plan" position for Moray (to potentially Act as Corporate Plan and LOIP)	Planned Outcome - Council and community partners decide if there is merit in having a shared strategic plan  Outcome measures - Council and CPB decision	31-Dec-2024	Confirmed that 2 of the 32 Scottish Local Authorities have "one plan". Community Planning Partnership Development session still exploring	20%	
GSP 2024-25 STRA 1.4	Strategy and Performance: Implement governance and committee issues identified in Collaborative Leadership issues.	Actions identified in external advisor report, June 2024 have been incorporated into the Best Value Action Plan.	31-Mar-2025	Two further Governance documents have been approved: Guidance on External Bodies and Member officer relations.	100%	
GSP 2024-25 STRA 1.5	Internal Audit: Clarify the remit of the Audit and Scrutiny Committee with further training for members	Planned Outcome - Councillors are clear on role of the committee  Outcome measures - Survey of members confirms roles are clear	31-Oct-2024	Further training has taken place and questionnaire issued. Further actions may be identified which will feed into Best Value action Plan.	100%	

**GOVERNANCE, STRATEGY & PERFORMANCE**  
**SERVICE OUTCOMES**  
**DIGITAL TRANSFORMATION and EFFICIENCY**

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2024-25 DT&E 1.1	Customer Services: Identify and develop opportunities for the use of Artificial Intelligence for Customer Contact channels (AI)	Planned Outcome - Service efficiency, Improved Customer self-service  Outcome Measures - Identify opportunities and deliver business case	31-Mar-2025	Limited progress to date, although discussions have taken place with providers to understand areas of opportunities.	5%	
GSP 2024-25 DT&E 1.2	Customer Services: Introduce an updated or new Customer Relationship Management (CRM) solution	Planned Outcome - Improved customer experience, service efficiencies, increased customer self service  Outcome Measures - Reduced call and email waiting times and number of abandoned calls	31-Mar-2025	Project business case presented and reviewed at CMT/SMT. Additional points have been raised and work is on going to update the business case for re-submission. Access to a test environment has been provided and work to evaluate the potential new solution is progressing in advance of getting approval.	20%	
GSP 2024-25 DT&E 1.3	Customer Services: Review out of hours phone service along with housing	Planned Outcome - Calls are rationalised and a less time intensive move from housing out of hours service  Outcome Measures - Successful move onto a new system	30-Apr-2025	Business case completed and submitted for approval	15%	

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2024-25 DT&E 1.4	Benefits / Money Advice: Develop Benefits e-form	Planned Outcome - Service efficiency savings. Improved customer service Outcome Measures - % of total applications successfully completed through e-form. Reduction in application processing time.	31-Dec-2024	Development of the e-form is at the final stages prior to internal testing from a user perspective.	90%	
GSP 2024-25 DT&E 1.5	Benefits / Money Advice: Establish whether there is a viable case for further centralisation of means testing	Planned Outcome - Determine whether a staffing efficiency and maximisation of council resources is achievable Outcome Measures - Completion of business case	31-Dec-2024	Questions raised with Social Care to determine whether there is a potential business case. Awaiting feedback.	10%	
GSP 2024-25 DT&E 1.6	Registrars: Transfer of burial grounds administration to Lands and Parks Service	Planned Outcome - Service efficiency savings. Improved customer service Outcome Measures - Review costs of service and fees / Consult on fees. Transfer calls to Lands and Parks. Records accessible online	31-Dec-2024	The Burials Admin Post has now transferred to the Lands and Parks Service but is continuing to be line managed by the Senior Registrar until 31/03/25.	50%	

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

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2024-25 IG 1.1	Democratic Services: Continue review programme of second tier governance documents	Planned Outcome - Clarify the respective roles of Councillors and Officers Outcome Measure - All priority A documents to be reviewed	31-Mar-2025	Two further documents reviewed and approved at August 23 Corporate Committee. External Bodies guidance and Member Officer relations added to the updated 2nd Tier Governance Documents on CMIS.	60%	
GSP 2024-25 IG 1.2	Internal Audit: Work with services to ensure business continuity arrangements are up to date	Planned Outcome - Business Impact Assessments reviewed for all critical services and business continuity plans updated as appropriate Outcome Measure - To aid appropriate response to unplanned events and circumstances	31-Mar-2025	In support of good governance, services are required to ensure they have proportionate and appropriate risk management and business continuity arrangements in place, and a part-time corporate resource supports them to do so. This work is an ongoing process and has regard to new risks and issues that have the potential to impact or disrupt service delivery. Services are engaged, however progress relatively slow to date.	30%	

GOVERNANCE, STRATEGY & PERFORMANCE  
 SERVICE OUTCOMES  
 PERFORMANCE MANAGEMENT

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2024-25 PM 1.1	Strategy and Performance: Finalise Delivery Frameworks and reporting arrangements following review of LOIP	2	Planned Outcome - Board can measure progress against agreed outcomes Outcome Measures - Agree suitable indicators	31-Dec-2024	Community Planning Partnership Development Session 3 scheduled for October. Outcomes will inform future framework and reporting arrangements.	20%	