

# Governance, Strategy and Performance

## Service Description



### Customer Services

First point of contact for customers including: provision of information • booking appointments • handling payments scan/index incoming material for other services • mail room • print room

### Welfare, Benefits and Money Advice

Administration and payment of Council Tax Reductions (CTR) • Housing Benefit • Community Care Grants • Crisis Payments • Discretionary Housing Payments • free school meal entitlement • provide debt management and income maximization services and financial support for the Citizens Advice Bureau

### Legal Services

Provides a broad range of legal transactions, advice and representation to help the Council achieve its goals • administers a broad range of licenses from taxis, pubs, and short term lets

### Archives

### Internal Audit

Providing the audit function for the Council, Moray Integration Joint Board, Grampian Valuation Joint Board, Moray Growth Deal, Levelling Up Fund, fraud investigation and counter fraud/corruption arrangements • In addition, support is also provided to assist services in developing effective risk management and business continuity arrangements

### Democratic Services

Administer the meetings of the Council, Committees, working parties, community partnership and related bodies • registration of births, deaths, and marriages • administer the Local, Scottish and UK Government elections in Moray

### Strategy and Performance

Leads the preparation and review of corporate strategic plans and the Community Planning Process • collect and analyse data relating to service performance/provide reports on performance • assist services in continuous improvement

### Key Facts

- 183,000 customer contacts, 66% by phone and 34% by email
- £1.7M in pandemic payments
- Over 1000 licenses per year, including taxi, premises and personal
- 5000 households receive a Council Tax reduction
- 3000 households receive housing benefit
- 1500 children receive school clothing grants
- 1400 children receive free school meals
- Money Advice Moray found £2.4M gains for the public
- Statutory Discretionary Award awarded total £1.3m
- 40 Citizenship Ceremonies, 2,123 birth, marriage and death registrations carried out

### Priorities

- Support the new council administration
- Support services to have appropriate risk management and business continuity arrangements in place
- Implementation of short term lets licensing later this year
- Enabling hybrid meetings for committee meetings
- Review of out of hours emergency contact
- Compliance with the Public Sector Internal Audit Standards
- Digital transformation
- Implement framework for Continuous Improvement across council services

### Issues / Risks

- Service resilience with smaller teams and hybrid home/office working
- Making further efficiencies through digital services
- Recovering from the backlog due to additional Covid-19 workload
- Cost of Living crisis and Welfare Reform
- Suitability of Archives Accommodation