

2025-28 Quarter to December 2025- GOVERNANCE Performance Report - Service Plan



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

1. GOVERNANCE, STRATEGY & PERFORMANCE 2025-26 1. GSP OVERALL PROGRESS 2025-26

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26	Governance, Strategy & Performance Service Plan 2025-26			31-Mar-2026	<p>Service Plans are measured using a combination of Actions and milestones, which are weighted to reflect priorities as identified and approved at respective committees.</p> <p>Service Plans have Priority ratings ranging between 1 & 4. Actions have been weighted to allow more accurate measurement of progress of the Service Plan by placing a higher value on those Actions rated with a higher priority. Weightings are as follows.</p> <p>Priority 1 (High) - Weighting (3) Priority 2 (Medium) - Weighting (2) Priority 3 (Low)- Weighting (1) Priority 4 (Ongoing) Strategic Actions - Weighting (3) Priority 4 (Ongoing) Service Level - Weighting (2)</p>	58%	

1. GOVERNANCE, STRATEGY & PERFORMANCE 2025-26
2. Strategic Outcomes - Overall Progress

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26	STRATEGIC LEVEL OUTCOMES	1		31-Mar-2026	No Strategic Actions 2025-26		

1. GOVERNANCE, STRATEGY & PERFORMANCE 2025-26
3. Service Level Outcomes - Overall Progress

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26	SERVICE LEVEL OUTCOMES	2		31-Mar-2026	PRIORITY 1 and 2 WEIGHTING 2 Progress of the Service Level element of the plan is measured by 3 Actions . All actions have completion dates for the end of March 2026.	58%	

3. SERVICE OUTCOMES
1. IMPROVED GOVERNANCE

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26 IG 1.1	Internal Audit: Work with critical services to ensure business continuity arrangements are up to date	2	Planned Outcome - Business Impact Assessments reviewed for all critical services and business continuity plans are in place for critical services Outcome Measure - To aid appropriate response to unplanned events and circumstances Milestones - Assess which services are deemed critical services (April 2025) / Critical services reviewed and sustainable ongoing cycle (March 2026)	31-Mar-2026	The part-time business continuity corporate resource continues to support service managers with their review and refresh of business continuity planning processes, aided by technical support from ICT around resilience within critical ICT systems. This work is focused on ensuring that updated plans are proportionate and achievable as the council progresses through a period of change. Services proved resilient during the recent extreme weather event and quickly returned to business as usual, and the opportunity will be taken to review current plans and make any necessary changes informed by experiences during that time.	60%	

3. SERVICE OUTCOMES
3. LEGAL SERVICES

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26 LS 1.1	Legal Services: Identify means to increase staffing levels	2	Planned Outcome - Improve resilience of legal advice service Outcome Measure - Better balance in internal vs external costs	31-Mar-2026	Grading discussions clarified and vacant posts to be re-advertised in due course.	40%	

3. SERVICE OUTCOMES
4. HEALTH & WELLBEING

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26 H&WB 1.1	Ensure revised operational implementation of absence management procedures are applied by managers	2	Planned Outcome - Absence is managed effectively and levels of absence are reduced efficiently and timeously Outcome Measure - Reduction in number of days absence per employee	31-Mar-2026	Review meetings have been held in line with policy and appropriate action taken to manage risk.	75%	