2021-22 Quarter to June Governance, Strategy and Performance
Performance Report - Service Plan

Strategic Level Objectives					
Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP20-22.Strat-4.1	Governance Review	30-Apr-2021	The Governance review will be substantially completed as at 15 September 2021. The only outstanding action is for further clarification of the role of the Audit and Scrutiny Committee. (A new action review of second tier governance documents will be put into the next version of the plan)	95%	▶
GSP20-22.Strat-4.2a	Improve the quality and clarity of service performance reporting	23-Dec-2020	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	✓
GSP20-22.Strat-4.2b	Improve the quality and clarity of service performance reporting	24-Dec-2020	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	✓
GSP20-22.Strat-4.2c	Improve the quality and clarity of service performance reporting	30-Jul-2021	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	✓
GSP20-22.Strat-4.2d	Improve the quality and clarity of service performance reporting	24-Dec-2021	Agreed that resource would be kept under review.	100%	✓
GSP20-22.Strat-4.3a	Roll out of Performance Management Framework	30-Apr-2021	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	✓

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GSP20-22.Strat-4.3b	Roll out of Performance Management Framework	30-Apr-2021	One full calendar year of revised performance reporting has now been achieved. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	
GSP20-22.Strat-4.3c	Roll out of Performance Management Framework	30-Jun-2021	LGBF reporting now back on time through Service performance reports and a composite report through Audit and Scrutiny committee.	100%	
GSP20-22.Strat-4.4a	Continue working with Community Planning Partners to determine clear outcomes and milestones and performance reporting	30-Sep-2021	Delivery Framework agreed by CPB in April 2021 with planned outcomes and measures defined. Work with partners to improve the quality of reporting continues.	100%	
GSP20-22.Strat-4.4b	Progress planned work to develop delivery framework to support the revised LOIP, including measures of progress	30-Sep-2021	Delivery Framework agreed by CPB in April 2021 with planned outcomes and measures defined. Work with partners to improve the quality of reporting continues.	100%	
GSP20-22.Strat-4.4c	Continue work to implement robust performance management	30-Sep-2021	2020/21 Annual Report submitted in June 2021, 2021/22 Quarter 1 Monitoring submitted in September 2021.	70%	
GSP20-22.Strat-4.4d	Establish indicators for LOIP and a mechanism for reporting these to the Board under Performance Management Framework	30-Sep-2021	CPOG agreed in September 2021 for Pentana to be used for future quarterly performance reporting against actions and PIs. Each CPOG meeting will apply a focus to a single priority whereby the Priority Lead will submit an extended report on their particular priority. Meantime, RIOs to work with partnership leads to develop underlying milestones and populate PIs for submission of Pentana Quarter 2 monitoring in November 2021.	35%	
GSP20-22.Strat-4.5a	Modernisation and Improvement –Customer Services Redesign of customer contact/face to face.	24-Dec-2021	Access points remain closed with an increase in calls and emails to the contact centre. A change management plan and consultation with service sections is underway.	25%	
GSP20-22.Strat-4.5b	Encourage "digital first" interaction with customers where possible.	24-Dec-2021	Access points remain closed with an increase in calls and emails to the contact centre. A change management plan and consultation with service sections is underway.	25%	
GSP20-22.Strat-4.5c	Use Forres access point as a model to review customer service provision in other access points.	24-Dec-2021	Access points remain closed with an increase in calls and emails to the contact centre. A change management plan and consultation with service sections is underway.	25%	

Service Level Objectives

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP20-22.Serv-5.1a	Complete benefit e-form	30-Apr-2021	Initial development of e-forms has now begun, however limited progress made during 2020-21 due to ICT resources being prioritised to deal with Covid-19. The due date for this action has been revised to April 2022.	10%	🔴
GSP20-22.Serv-5.1b	Complete Council Tax e-form for updates	30-Apr-2021	Initial discussions held with ICT and a skeleton e-form specification has been submitted. Further progress is now dependent on ICT resources which have been diverted during the Covid-19 response. The due date for this action has been revised to April 2022.	5%	🔴
GSP20-22.Serv-5.2a	Review complaint handling procedures	30-Jul-2021	Revised 'Model Complaints Handling Procedure' report went to the Education, Communities and Organisational Development committee 31 March where it was approved. (item 11 of agenda) The purpose of the Local Authority MCHP is to provide a standardised approach to dealing with customer complaints across the local authority sector in Scotland. The procedural elements tie in very closely with those of the NHS complaints handling procedure (CHP). In particular, the aim is to implement a standardised and consistent process for customers to follow which makes it simpler to complain, ensures staff and customer confidence in complaints handling and encourages local authorities to make best use of lessons from complaints.	100%	✅
GSP20-22.Serv-5.2b	Training for staff in new system	30-Jul-2021	Database updated with new resolution function. Complaints leaflet and website updated. Staff training yet to take place.	40%	🔴
GSP20-22.Serv-5.3	Approve Council equality outcomes	23-Dec-2022	Outcomes have been drafted and will be tested at a leadership forum.	25%	▶️
GSP20-22.Serv-5.4a	Work on remote committee meetings to improve quality meetings and access to them.	26-Feb-2021	Meetings are still being held online. Capacity for hybrid meetings is being put in place for October 2022.	100%	✅
GSP20-22.Serv-5.4b	Involve users in developing system and carry out satisfaction survey to gauge success.	26-Feb-2021	Survey completed and carried out. Results are to be presented to Councillors.	100%	✅
GSP20-22.Serv-5.5	Review where Business Continuity fits with the Council's risk management processes	30-Sep-2021	Steps have been taken to include business continuity within the Internal Audit management function. Staffing issue still have to be resolved.	50%	▶️
GSP20-22.Serv-5.6	Registrars: digitisation of burial grounds records	23-Dec-2022	Initial discussions had taken place around using an existing software system within Environmental Services. However a new project mandate will be required and resource identified. Limited capacity due to covid response and election preparations.	15%	▶️
GSP20-22.Serv-5.7	Increase number of services using sharepoint as their primary document management system	24-Dec-2020	Customer Development Manager now in place and resources of team are under active consideration. The team remain focused on Covid phone contact response with a "care and maintenance" role for existing sharepoint builds. Business cases / project mandates will need to be established for bringing new services onto sharepoint with identification of resources.	20%	🔴