2021-22 Quarter to September 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) Intention to report to full council on 10 November with proposals for the audit and scrutiny committee.	95%	🛑
GSP20-22.Strat-4.2a	Improve the outcome focus and identification of key performance measures in service plans per PMF	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	Work with service managers to review service performance indicators to ensure provision of effective measurement of corporate and service priorities.	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	Establish new format for service performance reports and report to committee	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	Review and ensure capacity to support the performance framework	24-Dec-2021	Agreed that resource would be kept under review. Actions to seek continuous improvement of reporting under the Performance Management Framework will considered for future service reporting.	100%	✅
GSP20-22.Strat-4.3a	Establish annual Corporate Plan reporting.	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-4.3b	Identify streamlined set of key corporate indicators that reflect strategic priorities and corporate plan.	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-4.3c	Support service managers to make effective use of performance indicators and benchmarking data to inform priorities and influence continuous improvement	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. New arrangements now in place and will be consolidated.	100%	✅
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. Pentana templates circulated to Priority Leads for quarter 2 updates. Development of underlying milestones and refinement of delivery framework indicators to progress for quarter 3 / year end reporting.	40%	🛑
GSP20-22.Strat-4.5a	Modernisation and Improvement –Customer Services Redesign of customer contact/face to face.	24-Dec-2021	Report to Corporate committee on 12 October 2021 to agree principles for redesign of front facing customer services. Change management plan now being further developed based on information hubs in libraries.	25%	▶
GSP20-22.Strat-4.5b	Encourage "digital first" interaction with customers where possible.	24-Dec-2021	Report to Corporate committee on 12 October 2021 to agree principles for redesign of front facing customer services. Change management plan now being further developed based on information hubs in libraries.	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	Report to Corporate committee on 12 October 2021 to agree principles for redesign of front facing customer services. Change management plan now being further developed based on information hubs in libraries.	25%	▶

Service Level Objectives

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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%	🛑

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
GSP20-22.Serv-5.2a	Review complaint handling procedures	30-Jul-2021	A revised 'Model Complaints Handling Procedure' report went to the Education, Communities and Organisational Development committee on the 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), so where social work or care complaints cut across services, they can still be handled in (much) the same way as other complaints. 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. Complaints Officer included training priorities on agenda at Complaints Admin meeting (20th October). The new Education Complaints Officer has received training on the new system.	40%	🛑
GSP20-22.Serv-5.3	Approve Council equality outcomes	23-Dec-2022	Outcomes have been drafted and tested at a leadership forum. Committee report due December 2021 to approve outcomes.	75%	▶️
GSP20-22.Serv-5.4a	Work on remote committee meetings to improve quality meetings and access to them.	26-Feb-2021	Full Council on 12 October agreed to keep online meetings until December 2021 with review in January 2022.	75%	🛑
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 resource needs to be identified and is going through the budget pressures process.	50%	🛑
GSP20-22.Serv-5.6	Registrars: digitisation of burial grounds records	23-Dec-2022	Registrars' capacity is under pressure due to increased volumes and this task has not progressed. Discussions are taking place with Lands and Parks as to whether this function could return to them.	15%	▶️
GSP20-22.Serv-5.7	Increase number of services using sharepoint as their primary document management system	24-Dec-2020	Work further delayed due to team taking test and protect calls. Staffing resources need to be identified to make progress.	20%	🛑