


2023-24 Quarter to June - Governance, Strategy and Performance

Performance Report – Service Plan






GOVERNANCE, STRATEGY & PERFORMANCE STRATEGIC OUTCOMES CONTINUOUS IMPROVEMENT						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP STRATEGI C 1.1	Implement framework for Continuous Improvement across council services	Drive continuous improvement across services Demonstrate best value Develop/re-activate self- assessment framework Agree timetable/programme for review Report outcome through service performance reports	31-Mar-2024	Proposal on how this process will be embedded is drafted for CMT consideration, early stages.	10%	

GOVERNANCE, STRATEGY & PERFORMANCE SERVICE OUTCOMES DIGITAL TRANSFORMATION and EFFICIENCY						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2023-24 DTE 1.1	Customer Services: Develop digital assistant for Contact Centre	Service efficiency savings. Improved customer self- service. Market research to establish system capability. Tender for software	31-Mar-2024	Business Case developed and waiting final approval. Prepared report to access Improvement and Modernisation Funding. Procurement support has been requested and will be allocated once approval given to proceed.	15%	
GSP 2023-24 DTE 1.2	Benefits / Money Advice: Develop Benefits e-form	Service efficiency savings Improved customer self- service. % of total applications successfully completed through new form. Reduction in application processing time.	31-Mar-2024	Service received first draft of partial form from ICT on 28th August, currently being reviewed.	10%	
GSP 2023-24 DTE 1.3	Benefits / Money Advice: Investigate options for centralising financial assessments within Benefits Team	Improved quality and consistency of financial assessments across the Council Potential efficiencies. Review completed and recommendations to CMT	31-Mar-2024	No progress to date due to competing workload priorities. Remains a priority for the service.	0%	

GSP 2023-24 DTE 1.4	Registrars: Transfer of burial grounds administration to Lands and Parks Service	Service efficiency by reducing double handling Allow funerals to be arranged more quickly. Calls transferred to Lands and Parks service. Have accessible records online.	31-Mar-2024	This work is being carried out as part of a bigger project working with colleagues in Lands and Parks.	20%	
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GOVERNANCE, STRATEGY & PERFORMANCE SERVICE OUTCOMES IMPROVED GOVERNANCE

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2023-24 IG 1.1	Benefits / Money Advice: Renew citizens advice bureau SLA	Ensure clarity of purpose and value for money New SLA signed and in operation.	31-Mar-2024	Commenced comparison of workloads.	5%	
GSP 2023-24 IG 1.2	Democratic Services: Continue review programme of second tier governance documents	Help clarify the respective roles of Councillors and Officers. Reduce conflict by clarifying the Council's position on areas of potential tension. Committee approval of scope. Approve index and breakdown documents with priority order. Agree timetable	31-Mar-2024	Report going to Moray Council on 23 August proposing the timetable for review of documents. Documents will be presented to Moray Council for agreement as they are reviewed.	10%	
GSP 2023-24 IG 1.3	Strategy & Performance: Introduce Child Friendly Complaints version aligned to SPSO model complaints policy	Compliance with SPSO requirements System, guidance and training arrangements in place	31-Mar-2024	SPSO did a soft launch of the three month pilot on 1st June 2023 (reported to CMT). Children and Families participating in the pilot, however no relevant cases have presented an opportunity to date. Training won't be considered by SPSO until the pilot concludes and all participant feedback is considered.	10%	

GOVERNANCE, STRATEGY & PERFORMANCE SERVICE OUTCOMES PERFORMANCE MANAGEMENT

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2023-24 PF 1.1	Strategy & Performance: Finalise Delivery Frameworks and reporting arrangements following review of LOIP	Board can measure progress against agreed outcomes Agree suitable indicators	31-Mar-2024	As review of the LOIP is ongoing, as an interim solution, priority leads were asked to update Delivery Frameworks for 2023/24 reporting period, to date 1 of 4 have been returned	5%	