







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





Performance Report - Service Plan






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

GOVERNANCE, STRATEGY & PERFORMANCE						
STRATEGIC OUTCOMES						
CONTINUOUS IMPROVEMENT						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status
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 but not submitted as yet. Corporate budget work taking priority within the Team.	10%	

GOVERNANCE, STRATEGY & PERFORMANCE
SERVICE OUTCOMES
DIGITAL TRANSFORMATION and EFFICIENCY

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status
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 has not been approved. Project being re-evaluated to consider options and what is and out of scope.	20%	
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	Form reviewed and work continuing to progress steadily	50%	
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	Consulted Institute of Revenues, Rating & Valuation (IRRV) in Scotland on engaging with other local authorities to identify benefit services that have expanded their remit to include financial assessments for care services that will inform the outcomes on integration of processes, structures and resources. Remains a priority for the service.	10%	
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	First phase of project has been completed with the agreement of the new Management Rules for Cemeteries and Burial Grounds on 5 September 2023.	25%	

GOVERNANCE, STRATEGY & PERFORMANCE SERVICE OUTCOMES IMPROVED GOVERNANCE						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status
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	Comparison of workloads near completion, work continuing on schedule to renew SLA.	30%	
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	Framework for rolling review of second tier governance documents has been reviewed. Guidance for Notice of Motion procedure now approved. Aim to have all priority A documents reviewed by 31 March 2024	50%	
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). 1st Child Friendly complaint (CFC) case commenced by Childrens & Families on 4/10/2023. Only one other case has been dealt with nationally to date. CFC will be a leading topic at the SPSO Annual Conference on 16th November 2023.	20%	

GOVERNANCE, STRATEGY & PERFORMANCE SERVICE OUTCOMES PERFORMANCE MANAGEMENT						
Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status
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	Review of LOIP ongoing with discussion at CPOG and CPB on next steps around review. 1 of 4 interim refresh of delivery documents received. Significant slippage as unable to report progress until planned work defined for 2023/24	5%	