







2023-24 Quarter to December - 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 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, linkage between Best Value themes and PSIF themes being mapped. Corporate budget work taking priority within the Team.	15%	

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 has not been approved. Project being re-evaluated to consider options and what is and out of scope. However, there has been no progress during Q3 to re-evaluate the project due to workload pressures.	20%	

Action Code	Action Title	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
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	Progress is reliant on the pace of IT's development work in conjunction with their other priorities.	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	Report on options with CMT	90%	
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	Work is ongoing with the full cost recovery for burials and final costs will be going to the meeting of Moray Council on 24 January 24. Included in the costs is 1 FTE Burials Admin post.	50%	

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	Report to go to CMT outlining matters to be considered within SLA.	75%	
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 was to have all priority A documents reviewed by 31 March 2024, however due to other work commitments this has not moved forward in this reporting quarter.	30%	
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	Child Friendly Complaints (CFC) - UNCR Bill was passed on 7 December 2023 and will become law in June 2024 subject to legal challenge. SPSO to launch public consultation soon for CFC. SPSO still proposing soft launch of CFC on 1 April 2024.	50%	

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	Review of LOIP ongoing with discussion at CPOG and CPB on next steps around review. The first of 4 CPP Development Sessions have been arranged in 2024 with an early agenda item to conclude the review of the LOIP. Meantime, 1 of 4 interim refresh of delivery documents received. Significant slippage as unable to report progress until planned work defined for 2023/24	0%	