

2025-28 Quarter to March 2026 – GOVERNANCE

Performance Report - Service Plan



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


1. GOVERNANCE, STRATEGY & PERFORMANCE 2025-26 1. GSP OVERALL PROGRESS 2025-26

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26	Governance, Strategy & Performance Service Plan 2025-26			31-June-2026	<p>Service Plans are measured using a combination of Actions and milestones, which are weighted to reflect priorities as identified and approved at respective committees.</p> <p>Service Plans have Priority ratings ranging between 1 & 4. Actions have been weighted to allow more accurate measurement of progress of the Service Plan by placing a higher value on those Actions rated with a higher priority. Weightings are as follows.</p> <p>Priority 1 (High) - Weighting (3) Priority 2 (Medium) - Weighting (2) Priority 3 (Low)- Weighting (1) Priority 4 (Ongoing) Strategic Actions - Weighting (3) Priority 4 (Ongoing) Service Level - Weighting (2)</p>	77%	


1. GOVERNANCE, STRATEGY & PERFORMANCE 2025-26
2. Strategic Outcomes - Overall Progress

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26	STRATEGIC LEVEL OUTCOMES				No Strategic Actions 2025-26		


1. GOVERNANCE, STRATEGY & PERFORMANCE 2025-26
3. Service Level Outcomes - Overall Progress

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26	SERVICE LEVEL OUTCOMES	2		31-June-2026	PRIORITY 1 and 2 WEIGHTING 2 Progress of the Service Level element of the plan is measured by 3 Actions . All actions have completion dates for the end of March 2026.	77%	

3. SERVICE OUTCOMES
1. IMPROVED GOVERNANCE

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26 IG 1.1	Internal Audit: Work with critical services to ensure business continuity arrangements are up to date	2	Planned Outcome - Business Impact Assessments reviewed for all critical services and business continuity plans are in place for critical services Outcome Measure - To aid appropriate response to unplanned events and circumstances Milestones - Assess which services are deemed critical services (April 2025) / Critical services reviewed and sustainable ongoing cycle (March 2026)	30-Jun-2026 (revised)	Corporate Leadership Team reminder has been sent to critical services with outstanding plans. Revised completion in Best Value Action plan noted as June 2026. Work will continue to be monitored through Best Value Action Plan.	80%	

3. SERVICE OUTCOMES
3. LEGAL SERVICES

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26 LS 1.1	Legal Services: Identify means to increase staffing levels	2	Planned Outcome - Improve resilience of legal advice service Outcome Measure - Better balance in internal vs external costs	31-Mar-2026	Grading discussions completed and vacant posts have now been advertised. Next steps will be dependent on uptake of advertised posts. Action will continue to be monitored and reported against in the 2026/27 Service Plan. Outsourcing and monitoring of spend will also continue to be monitored.	50%	

3. SERVICE OUTCOMES
4. HEALTH & WELLBEING

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
GSP 2025-26 H&WB 1.1	Ensure revised operational implementation of absence management procedures are applied by managers	2	Planned Outcome - Absence is managed effectively and levels of absence are reduced efficiently and timeously Outcome Measure - Reduction in number of days absence per employee	31-Mar-2026	Review meetings have been held in line with policy and appropriate action taken to manage risk. Absence will continue to be actively managed in line with policy. Numbers are relatively low across the service.	100%	