

GOVERNANCE - SERVICE PLAN 2025-28 (2026-27 version)

1. Service Definition:	Governance Strategy and Performance Services to the public: Licensing, Registrars Service, Elections Support services: Legal (inc Monitoring Officer), Licensing, Committee services. Elected Members support, Audit and Risk, Records Management
2. Service Resources:	Budget Revenue: £1.967m

3. What have we identified for improvement in 2026/27	What evidence did we use to identify this improvement? Please add benchmark information wherever available and relevant to the improvement.
Introduce a local Code of Corporate Governance for the Council	Benchmarking best practice with other local authorities
Update the Council's records management policies	Identified through the Council's Annual Information Governance Report and subject to action required by National Records of Scotland

4. Local Outcomes Improvement Plan (LOIP) / Corporate Plan (CP) Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 high 3 low)
No Strategic Actions						

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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating (1 high 3 low)
Improved Governance	Internal Audit: Work with services to ensure business continuity arrangements are up to date	Business Impact Assessments reviewed for all critical services and business continuity plans updated as appropriate	To aid appropriate response to unplanned events and circumstances	30 June 2026	Head of GSP	2
Legal Services	Legal Services: Identify means to increase staffing levels	Improve resilience of legal advice service	Better balance in internal vs external costs	31 March 2027	Legal Service Manager	2
Health & Wellbeing	Ensure the Health and Work Policy and Procedures providing a supportive and comprehensive framework within which to manage health and wellbeing and any absence that occurs are applied by managers	Improve attendance at work and manage sickness absence through additional targeted support to assist in maximising attendance thus reducing costs and improve practice and adherence to policy	Reduction in number of days absence per employee	31 March 2027	Head of Service	2

ADD ANY NEW SERVICE LEVEL ACTIONS BELOW

5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating (1 high 3 low)
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(CP) Legislative/Regulatory	Establish a Local Code of Corporate Governance	Establish Code as a primary Council governance document which informs the Annual Governance Statement	Research model codes from elsewhere and agree best model for Moray Committee agreement of Code and review of arrange	December 2026 May 2027	Chief Governance Officer	1
(CP) Legislative/Regulatory	Agree a Council Risk Appetite Statement and review the Council's Risk Register in light of this	The new approved Risk Appetite Statement will inform the Corporate Risk Register as well as report, programmes, plans and policies	Risk Appetite Statement approved by committee Draft and consult on proposed changes to the Corporate Risk Register Corporate Risk register reviewed in light of the Risk Appetite Statement	May 2026 Aug 2026 November 2026	Audit and Risk Manager	1
(CP) Legislative/Regulatory	Review the Council's Committee structure in light of the management restructure to ensure effective reporting	Provide clarity over the overlaps with MIJB Efficiencies in reporting over newly aligned services	Survey all Heads of Service and Committee Chairs Revised SOA through committee	December 2026 March 27	Democratic Services Manager	1
Registrars Service	Address pressures from increased volume of business. Seek efficiencies in ways of working through contact centre and digital improvements	Increased efficiency and improved customer service	To be determined following specification of improvements. - Will include improved service availability - reduced cost per transaction	March 2027	Democratic Services Manager	2

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Information Governance	Records management: review and update records management policies	Policies support revised council information storage landscape, including use of teams and sharepont.	Prioritisation of policies for review 50% of policies reviewed within calendar year	June 2026 March 2027	Legal Services Manager / information Governance Manager	1
	Work alongside ICT to roll out Sharepoint online to services who currently use shared drives	More efficiency through digitisation	Initial step: migration of services who currently use sharepoint to sharepoint online All services migrated to sharepoint online EDRMS	December 2026 June 2027	Legal Services Manager / Information Governance Manager	2