

## SERVICE PLAN GSP

SPMAN-1293228629-874

<b>1. Service Definition:</b>	<p><b>Governance Strategy and Performance.</b></p> <p><b>Services to the public:</b> Customer Services (contact centre and access points), Revenues, NDR, Benefits, Money Advice, Licensing, Registrars Service, Elections, FOI and Data Protection</p> <p><b>Support services:</b> Legal (inc Monitoring Officer), Licensing, Committee services. Elected Members support, Mail room, SharePoint, Customer services Support, Strategy and Performance, Audit and Risk, Records Management</p>
<b>2. Service Resources:</b>	<p>135 fte Budget Capital: Revenue:</p>

<b>3. What have we identified for improvement in 2023/2024</b>	<b>What evidence did we use to identify this improvement? Please add benchmark information wherever available and relevant to the improvement.</b>
Implement framework for Continuous Improvement across council services	Identified through Best Value indicators
Transfer of burial grounds administration to the Lands and Parks Service.	Feedback from service users that process to arrange a burial was taking too long

**Current:** SPMAN-1024035114-177

**Master:** SPMAN-851087866-214

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4. Strategic Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 high 3 low and 4 for ongoing, 5 for on hold?)
(CP) A Sustainable Council: that provides valued services to our communities	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.	31.12.23	Strategy and Performance Manager	2

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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating
Ongoing digital transformation and efficiency	Customer Services: Develop digital assistant for Contact Centre	Service efficiency savings  Improved customer self- service.	Market research to establish system capability  Tender for software  Installation and training.	Sept 23  Dec 23  Apr 24	Customer Services Manager	3
Ongoing digital transformation and efficiency	<b>Benefits/Money Advice:</b> Develop Benefits e form.	Service efficiency savings Improved customer self- service.	Finalise form with IT and commence use.  Initial target 20% of total applications successfully completed through new form.  Initial target 20% Reduction in application processing time.	October 23  March 24  March 24	Benefits and Money Advice Manager	4
Improved Governance	<b>Benefits/Money Advice:</b> Renew citizens advice bureau SLA	Ensure clarity of purpose and value for money	New SLA signed and in operation.	March 24	Benefits and Money Advice Manager	4

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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating
Ongoing digital transformation and efficiency	<b>Benefits/Money Advice:</b> Investigate options for centralising financial assessments within Benefits Team	Improved quality and consistency of financial assessments across the Council  Potential efficiencies.	Review completed and recommendation to CMT	March 24	Benefits and Money Advice Manager	4
Ongoing digital transformation and efficiency	<b>Registrars:</b> Transfer of burial grounds administration to the Lands and Parks Service.	Service efficiency by reducing double handling Allow funerals to be arranged more quickly.	Process mapping Review costs of service and fees Consult on fees Calls transferred to Lands and Parks service. Have accessible records online.	Aug 23 Oct 23  Dec 23  Jul 24	Democratic Services Manager	4
Improved Governance	<b>Democratic Services:</b> Continue with 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.	Approve index and breakdown documents with priority order.  Agree timetable for review  Complete review	Aug 23  Aug 23  Sept 24	Head of GSP/Democratic Services Manager	2
Performance Management	<b>Strategy &amp; Performance:</b> Finalise Delivery Frameworks and	Board can measure progress against agreed outcomes	Agree suitable indicators	Dec 23	Strategy and Performance Manager	2

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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating
	reporting arrangements following review of Local Outcome Improvement Framework priorities					
<b>Improved Governance</b>	<b>Strategy &amp; Performance:</b> Introduce Child Friendly Complaints version aligned to SPSO model complaints policy	Compliance with SPSO requirements	System, guidance and training arrangements in place	Aligned to SPSO timescales	Strategy & Performance Manager	2

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