

SERVICE PLAN GSP

Appendix 2

SPMAN-1293228629-874

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|-------------------------------|--|
| 1. Service Definition: | <p>Governance Strategy and Performance.</p> <p>Services to the public: Customer Services (contact centre and access points), Revenues, NDR, Benefits, Money Advice, Licensing, Registrars Service, Elections, FOI and Data Protection</p> <p>Support services: 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> |
| 2. Service Resources: | <p>135 fte Budget Capital: Revenue:</p> |

| 3. What have we identified for improvement in 2023/2024 | What evidence did we use to identify this improvement? Please add benchmark information wherever available and relevant to the improvement. |
|---|--|
| 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. | | 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 | | Customer Services Manager | 3 |
| Ongoing digital transformation and efficiency | 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. | | Benefits and Money Advice Manager | 4 |
| Improved Governance | Benefits/Money Advice: Renew citizens advice bureau SLA | Ensure clarity of purpose and value for money | New SLA signed and in operation. | | Benefits and Money Advice Manager | 4 |
| Ongoing digital transformation and efficiency | 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 recommendation to CMT | | 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 | Registrars: 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. | | Democratic Services Manager | 4 |
| Improved Governance | Democratic Services: 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. | Committee approval of scope. Approve index and breakdown documents with priority order. Agree timetable | | Head of GSP/Democratic Services Manager | 2 |
| Performance Management | Strategy & Performance: Finalise Delivery Frameworks and reporting arrangements following review of Local Outcome Improvement Framework priorities | Board can measure progress against agreed outcomes | Agree suitable indicators | | 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 |
|--|---|-----------------------------------|---|----------------------------|--------------------------------|------------------------|
| Improved Governance | Strategy & Performance: 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 |