

## LOCAL CODE OF CORPORATE GOVERNANCE ACTION PLAN 2023-24– PROGRESS UPDATE

Dimension	Action	Responsibility	Timescale	Comments
<b>Dimension 1: community focus</b>	Improve communications, including communicating the Comhairle's priorities.	Chief Executive	Ongoing	<p>The updated Corporate Strategy has been approved and published by the Comhairle. Performance reporting to committee has been updated with Chief Officer bi-annual Reports. As the new website is developed, improvements to the reporting of performance will be considered.</p> <p>Public consultation on both the Budget and the Corporate Strategy was undertaken in 2023/24. Work will be undertaken in 2024/25 on the LOIP, in addition to ongoing consultation on Budget priorities and service change.</p> <p>Public Service Reform/Single Island Authority discussions are continuing with the Scottish Government and local partners.</p>
<b>Dimension 2: service delivery arrangements</b>	Deliver service redesign and ensure customer service standards are maintained.	Chief Executive/All Directors and Heads of Service	Ongoing	<p>The Digital Strategy was approved in 2023/24. Work underway on the development of a new website which aims to provide enhanced customer engagement. It should be noted that maintenance of current service levels is linked to funding decisions elsewhere.</p>
<b>Dimension 6 – engaging with local people and other stakeholders</b>	Develop the LOIP alongside a performance management framework to deliver achievable shared outcomes.	Chief Executive/CPP	Ongoing	<p>The BVAR Report notes that the LOIP should be developed. The OHCPP work on the development of the new LOIP is still to be fully progressed.</p>