

LOCAL CODE OF CORPORATE GOVERNANCE ACTION PLAN 2024-25

Dimension	Action	Responsibility	Timescale	Comments
Dimension 1: community focus	Improve communications, including communicating the Comhairle's priorities.	Chief Executive	Ongoing	This action will continue the development work undertaken in 2023/24. The new website will be developed during 2024/25 which aims to improve the customer experience. The 'Our Work: Your Comhairle' communication and engagement programme scheduled for 2024/25 aims to detail the work, including the challenges and highlights, of work undertaken by Comhairle services. This will take the form of video discussions between the Leader and service managers.
Dimension 2: service delivery arrangements	Deliver service redesign and ensure customer service standards are maintained.	Chief Executive/All Directors and Heads of Service	Ongoing	Work on service redesign is scheduled for 2024/25 to support the Budget Strategy going forward. Public engagement on the 2025/26 budget is intended to explore synergy between services and ways to enhance customer service.
Dimension 6 – engaging with local people and other stakeholders	Develop the LOIP alongside a performance management framework to deliver achievable shared outcomes.	Chief Executive/CPP	Ongoing	The BVAR Report and associated action plan noted that the LOIP should be further developed. The OHCPP agreed the formation of a short-life Group to lead the development of the new LOIP. This work is still to be fully progressed and options will be explored further in 2024/25.