









Appendix 1 - Citizen, Culture and Facilities Delivery Plan 2023/24 - Mid-year Progress

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|  | 1. Our Communities |
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|  | Objective 1. Our neighbourhoods are safe, resilient and inclusive |
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| Performance Indicator | Q1 2023/24 | | | | | Q2 2023/24 | | | | | Owner | |
|---|---|-------|--------|---|---|---|-------|--------|---|---|--|--------------|
| | Status | Value | Target | Short Trend | Long Trend | Status | Value | Target | Short Trend | Long Trend | | Note |
| % of Neighbourhood and Locality Plans being supported by the Communities Team |  | 24% | 25% |  |  |  | 18% | 25% |  |  | Target not met. The team is currently supporting three neighbourhoods due to capacity within the team. A review of the approach to Locality Plans will be undertaken and proposals taken to CPWD Management Board. | Elaine Troup |

| Action | Status | Progress | Due Date | Note | Owner |
|--|---|--|-------------|---|--------------|
| Build community resilience and advance community empowerment including the development of a training programme to support the Community empowerment agenda |  | <div style="border: 1px solid black; width: 60px; height: 20px; background-color: #4a86e8; display: flex; align-items: center; justify-content: center;">25%</div> | 31-Mar-2024 | Action progressing as planned. The team continues to progress this work stream and is on-track to deliver the planned sessions on Participatory Budgeting. The work on the training plan is on-going. | Elaine Troup |
| Deliver on provision of period products |  | <div style="border: 1px solid black; width: 60px; height: 20px; background-color: #4a86e8; display: flex; align-items: center; justify-content: center;">33%</div> | 31-Mar-2024 | This service continues and has now been transferred to the Communities Team. The team will continue to review and enhance service delivery in line with end-user feedback. | Elaine Troup |

| Risk | Description | Current Assessment | Target Assessment | Date Reviewed | Note | Owner |
|---|---|--------------------------|--------------------------|---------------|---|--------------|
| Failure to secure community and partner buy-in for the emerging Community Empowerment Strategy and Action Plan. | In order to deliver on the ambitions of the Community Empowerment Strategy and associated action plan, it is vital that a partnership approach is promoted to ensure best use of resources, skills and expertise. | Likelihood Impact | Likelihood Impact | 27-Sep-2023 | The team continues to develop partnership opportunities in order to deliver against the ambitions of the Community Empowerment Strategy. No change to risk matrix at this time. | Elaine Troup |
| Failure to deliver on the capacity building of the Community Empowerment (Scotland) Act | As communities continue to recover from the impact of Covid-19 there is an ever greater need to support and develop communities. Community capacity building and community development work continues within existing resources. | Likelihood Impact | Likelihood Impact | 27-Sep-2023 | The team is focussed on developing methods of delivery to secure maximum impact for communities and to support the use of the Community Empowerment Act. No change to risk matrix at this time. | Elaine Troup |
| Failure to deliver sufficient community capacity building / community development support to groups impacted by COVID-19. | COVID-19 has had a huge impact on communities across the authority. A focused approach is needed to understand the impact on community groups and to support them to re-start and re-build. Failure to do this would impact on the individual and community resilience of citizens. | Likelihood Impact | Likelihood Impact | 27-Sep-2023 | The Communities Team continues to provide community capacity building support across West Dunbartonshire. The demand for group support as a result of Covid 19 directly has reduced and is now being delivered more generally. No change to risk matrix | Elaine Troup |
| Engaging positively with Residents, Communities & Partnerships | The risk that the Council fails to adequately engage, establish and maintain positive relationships with local residents and communities in addition to partnership bodies. | Likelihood Impact | Likelihood Impact | 27-Sep-2023 | There are a number of actions underway to ensure positive engagement with communities is maintained. The Communities Team now lead on Community Planning for West Dunbartonshire and will work to maintain the strong partnership working arrangements in place. Work is on-going to progress community lead involvement in CPWD. No change to risk matrix | Elaine Troup |









Objective 2. Our residents health and wellbeing remains a priority







| Performance Indicator | Q1 2023/24 | | | | | Q2 2023/24 | | | | | | Owner |
|--|------------|-------|--------|-------------|------------|------------|-------|--------|-------------|------------|------------------|-------------|
| | Status | Value | Target | Short Trend | Long Trend | Status | Value | Target | Short Trend | Long Trend | Note | |
| % of pupil medical dietary requests met | | 100% | 100% | | | | 100% | 100% | | | Target Achieved. | Sharon Jump |
| % of pupils who take up free school meals (P1-7) | | 75% | 75% | | | | 75% | 75% | | | Target Achieved. | Sharon Jump |






| Action | Status | Progress | Due Date | Note | Owner |
|--|--------|----------------------------------|-------------|---|-------------|
| Progress Food for Life implementation plan | | <input type="text" value="50%"/> | 31-Mar-2024 | Menus Prepared and published prior to start of school term, in preparation of submission for Food for Life accreditation. | Sharon Jump |

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| | Objective 3. Our residents are supported to increase life and learning skills |
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| Performance Indicator | Q1 2023/24 | | | | | Q2 2023/24 | | | | | | Owner |
|---|------------|---------|--------|-------------|------------|------------|---------|--------|-------------|------------|--|--------------|
| | Status | Value | Target | Short Trend | Long Trend | Status | Value | Target | Short Trend | Long Trend | Note | |
| Total number of library issues (Physical and e-Issues) | | 64,155 | 52,500 | | | | 65,046 | 52,500 | | | Performance continues to exceed target. | David Main |
| Total number of visits to museums and heritage centres (virtual & in person)* | | 24,807 | 26,625 | | | | 30,972 | 26,625 | | | Q1 target marginally missed, Q2 target exceeded target following an increase in social media activity. | Trish Robins |
| Total number of library visits (physical and virtual) | | 110,739 | 90,000 | | | | 104,067 | 90,000 | | | Performance continues to exceed target. | David Main |
| % Residents satisfied with Libraries | | 95% | 94% | | | | 92% | 94% | | | Q1 Target exceeded. Q2 target marginally missed, Recent changes to library services made in response to budget restrictions may have | David Main |


| Performance Indicator | Q1 2023/24 | | | | | Q2 2023/24 | | | | | | Owner |
|---|---|-------|--------|---|---|---|-------|--------|---|---|---|--------------|
| | Status | Value | Target | Short Trend | Long Trend | Status | Value | Target | Short Trend | Long Trend | Note | |
| | | | | | | | | | | | impacted on satisfaction rate. | |
| % Satisfaction with museums & galleries |  | 91% | 88% |  |  |  | 81% | 88% |  |  | Q1 Target exceeded. Q2 missed target, progress of Glencairn, Clydebank Heritage hub and conversion of Dumbarton library should support improved satisfaction. | Trish Robins |




| Action | Status | Progress | Due Date | Note | Owner |
|---|---|--|-------------|---|---------------|
| Progress internal design and development of Glencairn House as an inspiring cultural hub |  | <div style="border: 1px solid black; background-color: #4f81bd; width: 83%; text-align: center; padding: 2px;">83%</div> | 31-Mar-2024 | Action progressing. The Arts & Heritage Team are working closely with the design team to refine the interpretation strategy for the exhibition content. Work is progressing as expected with a workshop to follow in October. Content development to follow which will further refine the strategy and enable progress to detailed design stage. | Trish Robins |
| Support progress of investment project for Clydebank Heritage Hub |  | <div style="border: 1px solid black; background-color: #4f81bd; width: 25%; text-align: center; padding: 2px;">25%</div> | 31-Mar-2024 | Action delayed. The project was delayed firstly as result of District Heating Connection and thereafter due to water ingress. Repairs have concluded and remedial work is underway Once complete, this will allow preparatory works and interior fit out of the exhibition element to be scheduled. | Trish Robins |
| Progress internal design and development of Strathleven Place - conversion of Dumbarton library |  | <div style="border: 1px solid black; background-color: #4f81bd; width: 33%; text-align: center; padding: 2px;">33%</div> | 31-Mar-2024 | Progress is as expected with the team reviewing proposed draft plans for Strathleven Place and drafting feedback. A review meeting is scheduled for October 2023 to inform next steps. | Trish Robins |
| Progress Community Facilities Plan |  | <div style="border: 1px solid black; background-color: #4f81bd; width: 33%; text-align: center; padding: 2px;">33%</div> | 31-Mar-2024 | Action progressing. Discussions are ongoing with a number of groups and organisations regarding future options for centres. Business Plans/proposals awaited from community organisations to support next steps in progress. | Amanda Graham |
| Implement libraries sustainability plan – next phase |  | <div style="border: 1px solid black; background-color: #4f81bd; width: 25%; text-align: center; padding: 2px;">25%</div> | 31-Mar-2024 | Action progressing as planned. The mobile library routes have been reviewed and work is ongoing to create a libraries sustainability Policy. | David Main |
| Progress co-location of Dalmuir library |  | <div style="border: 1px solid black; background-color: #4f81bd; width: 25%; text-align: center; padding: 2px;">25%</div> | 31-Mar-2024 | Action progressing as planned New library space in Dalmuir CE Centre has now been prepared. Awaiting details of internet connectivity | David Main |

| Action | Status | Progress | Due Date | Note | Owner |
|---|---|--|-------------|---|------------|
| | | | | schedule from ICT. Library managers are currently finalising an internal plan with an installation date in January 2024. | |
| Progress co-location of Balloch library |  | <div style="width: 20%;"><div style="width: 20%; background-color: #4F81BD; color: white; text-align: center;">20%</div></div> | 31-Mar-2024 | Action progressing as planned Preferred location identified. Library managers are now working on a proposal for internal design. | David Main |
| Progress co-location of Duntocher library |  | <div style="width: 20%;"><div style="width: 20%; background-color: #4F81BD; color: white; text-align: center;">20%</div></div> | 31-Mar-2024 | Action progressing. Work is still underway to identify a suitable alternative location for Duntocher Library. | David Main |
| Progress co-location of Parkhall library |  | <div style="width: 20%;"><div style="width: 20%; background-color: #4F81BD; color: white; text-align: center;">20%</div></div> | 31-Mar-2024 | Action progressing as planned. Discussions are ongoing with services to identify a suitable alternative location. Following which proposals will be made on the internal design. | David Main |
| Reduce school library provision to 3 days per week across all 5 secondary schools |  | <div style="width: 75%;"><div style="width: 75%; background-color: #4F81BD; color: white; text-align: center;">75%</div></div> | 31-Mar-2024 | Action progressing as planned. The Schools and Literacy Librarian has worked in conjunction with the relevant Heads of each establishment to agree a new reduced offer of service. | David Main |
| Undertake review of opening hours and service structure of Libraries |  | <div style="width: 60%;"><div style="width: 60%; background-color: #4F81BD; color: white; text-align: center;">60%</div></div> | 31-Mar-2024 | Action progressing as planned. Some structural changes have now taken place at senior manager level. A Libraries working group is currently preparing a proposal of reduced opening hours for consideration by Chief Officer. | David Main |







 4. Our Council

















 Objective 10. Our workforce is resilient and skilled where digital technology supports service delivery for our residents



| Action | Status | Progress | Due Date | Note | Owner |
|---|---|--|-------------|---|--------------|
| Develop and implement wellbeing, employee engagement, equality and learning and development plans to enable capabilities, improve resilience and promotion of a diverse workforce |  | <div style="width: 50%;"><div style="width: 50%; background-color: #4F81BD; color: white; text-align: center;">50%</div></div> | 31-Mar-2024 | Work underway across services. Highlights have included full team meetings with contact centre staff with sub groups to work on improvements identified, number of team members qualifying as mental health first aiders as part of corporate programme. In Facilities Management. Welcome Back to Work' session delivered for catering and cleaning teams further events scheduled, more opportunities for engagement with frontline and focus on supportive | All Managers |


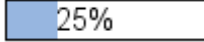

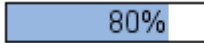

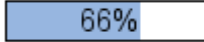

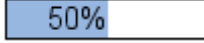
| Action | Status | Progress | Due Date | Note | Owner |
|---|---|--|-------------|---|--------------|
| | | | | conversations taking place with frontline staff. Employee survey specific to FM is being issued to support improvements. | |
| Develop and implement employee life cycle plans in line with the People First Strategy to attract and retain the workforce. |  | <div style="width: 100%;"><div style="width: 100%; background-color: #4F81BD; height: 15px;"></div></div> 100% | 31-Mar-2024 | For Facilities Management, the Phase 2 implementation of service review provides clearer role and responsibilities for Team Leaders, training and identifies clear career path for progression. | All Managers |
| Implement service review process including role design, use of new technology and new ways of working to add resilience, address gaps, and establish opportunities for efficiencies |  | <div style="width: 50%;"><div style="width: 50%; background-color: #4F81BD; height: 15px;"></div></div> 50% | 31-Mar-2024 | Review of library services provision including opening hours and school library provision in line with savings options. Facilities management, Phase 2 of service review is being implemented with new ways of working being embedded, this will assist in addressing knowledge gaps within team and identifying process improvements. Additional capacity at Team Leader level has added additional resilience in the FM team further complemented by resilience in Town Hall team when necessary. | All Managers |
| Develop and implement learning and development plans and development opportunities to improve capabilities and resilience within the workforce. |  | <div style="width: 65%;"><div style="width: 65%; background-color: #4F81BD; height: 15px;"></div></div> 65% | 31-Mar-2024 | Citizens and Digital are enabling and promoting opportunities for promotions internally to increase resilience in team and strengthen talent pipeline, continued support of modern apprentices enabling them to secure posts within the Council. Facilities Management training development plan for Team Leaders has been prepared and partially delivered, this has focussed on a range of topics from people practice to policy procedure and best practice. | All Managers |

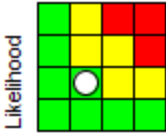
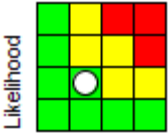
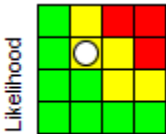
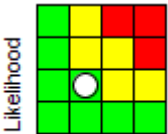
Ob Objective 11. Our Council is adaptable and focused on delivering best value for our residents

| Performance Indicator | Q1 2023/24 | | | | | Q2 2023/24 | | | | | | Owner |
|---|---|-------|--------|---|---|------------|-------|--------|-------------|------------|---|----------------|
| | Status | Value | Target | Short Trend | Long Trend | Status | Value | Target | Short Trend | Long Trend | Note | |
| Percentage of complaints received by the Council that are resolved/ closed at Stage 1 |  | 97% | 90% |  |  | | | 90% | | | Q1 Performance exceeded target Q2 data available mid November | Lorraine Payne |
| Percentage of complaints received by the Council that are resolved at Stage 2 |  | 3% | 10% |  |  | | | 10% | | | Q1 Performance exceeded target Q2 data available mid November | Lorraine Payne |

| Performance Indicator | Q1 2023/24 | | | | | Q2 2023/24 | | | | | | Owner |
|---|---|-------|--------|---|---|---|-------|--------|---|---|--|----------------|
| | Status | Value | Target | Short Trend | Long Trend | Status | Value | Target | Short Trend | Long Trend | Note | |
| % of telephone calls answered within 5 minutes by Repairs Contact Centre as a proportion of all calls answered. |  | 75.8% | 90% | New Pi for 23-24 | |  | 86.7% | 90% |  |  | Target marginally missed in Q2 with improvement from Q1 which significantly missed target, this was due to resourcing issues with vacant posts. Recruitment and training completed resulting in improved performance | Lorraine Payne |
| % of telephone calls answered within 3 minutes by Contact Centre as a proportion of all calls answered. |  | 88.2% | 90% |  |  |  | 93.4% | 90% |  |  | Target exceeded in Q2 with improved performance following Q1 missed target. This was due to resourcing issues with vacant posts. Recruitment and training completed and performance improved. | Lorraine Payne |
| Residents satisfaction with Council services overall |  | 78% | 85% |  |  |  | 73% | 85% |  |  | Target narrowly missed with a downward trend since previous quarter. Recent changes made in response to budget challenges may have impacted on satisfaction rate. | Amanda Graham |

| Action | Status | Progress | Due Date | Note | Owner |
|---|---|---|-------------|---|----------------|
| Implement required complaints management process enhancements |  | <div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 33%; position: absolute; left: 0;"></div>33%</div> | 31-Mar-2024 | Action progress has been delayed due to resourcing in customer relations team to progress testing of pilot process. Progress is expected to accelerate in coming months with work to capture customer journey and status. | Lorraine Payne |
| Explore enhanced telephony technology solutions |  | <div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 25%; position: absolute; left: 0;"></div>25%</div> | 31-Mar-2024 | Action progressing. A number of users identified and recording solutions demonstrated. This has specified our requirements for quotation. ICT are investigating an upgrade to the Corporate Telephone Network which has placed this project on hold at this time. | Stephen Daly |









| Action | Status | Progress | Due Date | Note | Owner |
|--|---|--|-------------|--|-----------------|
| | | | | There is a risk technology purchased to record could become surplus to requirement as ICT replace the voice hardware. | |
| Progress commercialisation and income generation opportunities |  |  | 31-Mar-2024 | Action Progressing. Advertising pilot on waste vehicles commenced. Discussions have taken place with assets regarding billboard sites. Bus stop and roadside advertising has not yet commenced due to capacity. | Amanda Graham |
| Review structure of Facilities Management Service – Next Phase |  |  | 31-Mar-2024 | Action progressing as planned. New operating model in place for the start of new school term, following appointment of TL's and new processes being introduced to support service and frontline staff. Project Board now in place with key stakeholders. | Sharon Jump |
| Undertake Controller of Audit report work and implement any associated improvement plans |  |  | 31-Mar-2024 | This action is progressing as planned. We have been working with the external auditors and have completed the first few stages of the process; responding to the initial evidence gathering request and formal interviews. We await the final report and any recommendations which will inform any work going forward. | Nicola Docherty |
| Lead the redesign and restructure of Working4U and Communities Team services to respond to Council decisions to reduce overall budgets |  |  | 31-Mar-2024 | Saving has been achieved and restructure will conclude following Job Evaluation. All team leaders are fully engaged in working collaboratively to deliver development sessions that will allow the team to begin to function as one team. | Elaine Troup |


| Risk | Description | Current Assessment | Target Assessment | Date Reviewed | Note | Owner |
|---|--|--|---|---------------|--|--------------|
| Risk of Failure to meet citizen expectation and service standards | Risk of citizen dissatisfaction due to us not doing what we say we will when we say we will. |  Likelihood Impact |  Likelihood Impact | 29-Sep-2023 | <p>There are a number of actions and strategies in place to monitor service standards and customer satisfaction in partnership with services across the Council.</p> <p>No change to risk matrix.</p> | Stephen Daly |
| Failure to effectively manage and learn from complaints | There is a risk of damage to the Council's reputation. If complaints are not handled effectively, there can be an adverse effect on the public perception of the Council which can lead to a lack of trust in the services provided. |  Likelihood Impact |  Likelihood Impact | 29-Sep-2023 | <p>Risk reconsidered as part of the yearly planning process. Work continues to engage with services and improve response times and learning outcomes. Internal audit identified challenges with the compliance of complaint management therefore likelihood increased from 2(likely) to 3 (very likely)</p> <p>Risk matrix changed</p> | Stephen Daly |

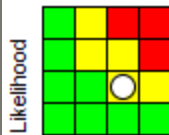

| | |
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| Ob | Objective 12. Our residents are engaged and empowered |
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| Performance Indicator | Q1 2023/24 | | | | | Q2 2023/24 | | | | | | Owner |
|--|------------|--------|--------|-------------|------------|------------|--------|--------|-------------|------------|--|----------------|
| | Status | Value | Target | Short Trend | Long Trend | Status | Value | Target | Short Trend | Long Trend | Note | |
| Percentage of residents who are satisfied with the Council website | | 90% | 85% | | | | 91% | 85% | | | Performance continues to exceed target. | Jonathan Muir |
| % of stage 2 complaints responded to within 20 working days. | | 100% | 100% | | | | | 100% | | | Q1 Performance exceeded target Q2 data available late November | Lorraine Payne |
| % of residents who feel the Council communicates well with them | | 64% | 75% | | | | 60% | 75% | | | Missed target with a reduction on satisfaction since last quarter. Communication remains a high priority for the Council, further analysis to identify areas for improvement are underway. | Lauren Crooks |
| No. of transactions undertaken online | | 16,225 | 15,000 | | | | 15,891 | 14,500 | | | Performance continues to exceed target. | Jonathan Muir |
| % of stage 1 complaints responded to within 5 working days. | | 66% | 100% | | | | | 100% | | | Q1 target missed mainly due to late responses from services. Work continues to engage with services and improve response times progress is being made. Q2 data available late November | Lorraine Payne |



| Action | Status | Progress | Due Date | Note | Owner |
|--|--------|--|-------------|---|---------------|
| Upgrade online content management system | | <div style="background-color: #4f81bd; color: white; padding: 2px; text-align: center;">100%</div> | 31-Mar-2024 | Action completed successfully. Upgraded system is in place and operational. | Jonathan Muir |










| Action | Status | Progress | Due Date | Note | Owner |
|---|---|--|-------------|---|-----------------|
| Agree Citizen Service Standards |  | <div style="width: 25%;"><div style="width: 25%;"></div></div> 25% | 31-Mar-2024 | Action progressing as planned. The standards have been redesigned and feedback provided by the Manager group. On target to now finalise and submit the next draft to PMRG for agreement. | Stephen Daly |
| Develop Strategic Communications Strategy |  | <div style="width: 20%;"><div style="width: 20%;"></div></div> 20% | 31-Mar-2024 | Action progressing. New Communications Manager now in place. Progress has been made to review service and consider needs moving forward to inform development of the Strategy | Lauren Crooks |
| Develop a communication plan to support budget savings initiatives |  | <div style="width: 40%;"><div style="width: 40%;"></div></div> 40% | 31-Mar-2024 | Action progressing as planned. Plan prepared, communication will take place in November/December and throughout January – March. | Lauren Crooks |
| Review Engaging Communities Framework and approach towards Strategic Engagement |  | <div style="width: 71%;"><div style="width: 71%;"></div></div> 71% | 31-Mar-2024 | This action is progressing as planned. A cross council engagement working group has been established where we can share best practice and maximise opportunity and resources to improve our practice of community engagement and to create more meaningful ways for local people to become involved in decisions that affect their lives. | Nicola Docherty |
| Undertake a review of the WDC Equalities Strategy and implement any associated changes |  | <div style="width: 38%;"><div style="width: 38%;"></div></div> 38% | 31-Mar-2024 | This action is progressing as planned. We are currently reviewing our process to support the budget process and online tool and have met with ICT to explore opportunities. We are also working to incorporate new proposed legislative requirements such as the United Nations Children's Rights Conventions (UNCRC) within our framework and online tool. | Nicola Docherty |
| Explore alternative forms of funding to encourage less reliance on mainstream council funding |  | <div style="width: 66%;"><div style="width: 66%;"></div></div> 66% | 31-Mar-2024 | Action progressing as planned. The Funding Newsletter is now a regular source of funding information for community groups to explore and is also format for promotion of relevant events and partner organisations. The Communities Team continue to seek opportunities to work with other service areas to support more participative means of distributing funding. This currently includes working with colleagues in the Regeneration and Planning teams. | Elaine Troup |
| Deliver the objectives set out in the Community Empowerment Strategy and Action Plan through identified priority projects |  | <div style="width: 50%;"><div style="width: 50%;"></div></div> 50% | 31-Mar-2024 | Action progressing as planned. UK Shared Prosperity Fund projects are underway including; Improved CCTV infrastructure to support safe and active communities Participatory Budgeting awareness raising and training The development of an authority wide Food Pantry network Community development through the creation of community gardens Promote local democracy through a community 'soup' model. In parallel, the Youth Team continue their work around participation, local democracy and learning opportunities for young people. All aspects of project delivery continues to be reported to the Community Empowerment Project Board. | Elaine Troup |
| Work with CPWD and wider communities to develop the Locality Planning Process. |  | <div style="width: 50%;"><div style="width: 50%;"></div></div> 50% | 31-Mar-2024 | Action progressing as planned. Progress is being made with DIG Leads to develop their action plans to ensure ease of reporting. These are anticipated to be presented to the Management Board in | Elaine Troup |






| Action | Status | Progress | Due Date | Note | Owner |
|---|---|---|-------------|--|--------------|
| | | | | November. To-date there has been a community-led approach to the development of Locality Plans. This has not achieved the results required. A review of this process will be undertaken to establish and propose a revised and streamlined approach. | |
| Lead on the Council's approach to Participatory Budgeting Mainstreaming across the organisation |  | <div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4F81BD; color: white; display: flex; align-items: center; justify-content: center;">50%</div> | 31-Mar-2024 | Action progressing as planned. Planning underway to raise awareness of an online platform for increased participation and deliberation. The delivery of awareness sessions for senior management and elected members aims to promote increased service participation in meeting the annual 1% target. The Consul platform will be presented to the Community Empowerment Project Board in November. The PB Mainstreaming Steering Group will no longer meet and instead all activities will be reported to the Community Empowerment Project Board. Members of this group will be updated. | Elaine Troup |

| Risk | Description | Current Assessment | Target Assessment | Date Reviewed | Note | Owner |
|--|---|--|---|---------------|--|---------------|
| Risk of Ineffective Communications / Reputation Risk | Ineffective use of corporate communication channels may result in messages that are inconsistent with authorised responsibilities or established performance measures. Employees without intranet access or email access may not receive communications. Not effectively managing corporate responses to adverse events may lead to an erosion of the Council's reputation. |  |  | 29-Sep-2023 | There are a number of processes and strategies in place to ensure communications are effective both internal and external to the Council. No change to risk matrix. | Amanda Graham |

| Action Status | |
|---|--------------|
|  | Cancelled |
|  | Overdue |
|  | Not on track |

| | |
|---|--------------------------|
|  | In Progress and on track |
|  | Completed |

| PI Status | | Long Term Trends | | Short Term Trends | |
|---|-----------------------------|---|---------------|---|---------------|
|  | Target significantly missed |  | Improving |  | Improving |
|  | Target narrowly missed |  | No change |  | No change |
|  | Target met or exceeded |  | Getting worse |  | Getting worse |

| Risk Status | |
|---|-----------|
|  | Alert |
|  | High risk |
|  | Warning |
|  | OK |
|  | Unknown |