What	Why	Who (CDT = Corporate Delivery Team)	Deliverables	Timescale (RAG)	Progress Update – Aug/Sept 2024
Develop a Consultation and Engagement Framework	This will guide how we listen, consult, and involve the people of South Yorkshire in our plans, decisions, and services.	Exec lead – CM CDT leads – SM/SG/TT/AG/KM	A Consultation and Engagement Framework document.	Q3 (interim milestone for principles Q2)	Commissioning of the resources required for the Bus Reform statutory public consultation are well underway with an expectation that the consultation will commence in October 2023. Depending on the certainty over future BSIP funding from March 2025, a further consultation on network changes may also be required ahead of contracting decisions in January 2025. We will therefore need the framework to be ready and aligned to these timescales.
Introduce a consolidated customer complaints and feedback process	This will ensure we have a consistent, effective, and efficient approach to managing customer complaints and providing a comprehensive view of service improvement requirements.	Exec lead – CM CDT leads – TT/DS	A consolidated Customer Complaints and Feedback Process.	Q2/3	A meeting has taken place with OPCC to further review the processes and role of the Ombudsman aligned to the proposed process. This has required some minor amendments to the proposal, and we expect to be in a position to present a final version in September.
Refine and embed our approach to performance reporting	This will provide assurance that outcomes are being achieved and corporate functions are working effectively, and ensure we are read to report metrics to Oflog.	Exec lead – JH CDT leads – KM/AQK/CJ	A Power BI system to collect and analyse data and a quarterly reporting cycle implemented.	Q2-Q3	Following presentation of prototype to ELB w/c 17th June, their feedback for improvement is being implemented. An improved version of the report to be presented to ELB on the 17th September. This quarter, the improvement included; >> The elicitation and automation of the PMO reporting from Verto directly into the ELB report >> Data acquisition and visualisation of elements in the Population and Stats figures >> Improvement to Finance metrics and visualisations >> Workshops conducted and Q2 plans in place for improving Comms, Legal Info Gov and Governance and People Services metrics and visualisations to reflect the functions' working and SYMCA's objectives/priorities >> New data collection, storage and reporting for Mayoral Correspondence using MS SharePoint and Power BI >> Corporate Planning and Outcomes framework is also in progress (KM to confirm this, on A/L ATM)

Further develop and enhance the way we use evidential data and intelligence	This will strengthen funding asks, underpin the SY narrative, help us prioritise our resources and deliver on the Mayor's priorities most effectively.	Exec lead - JH CDT leads – KM/PJ/MC	Under development. To include a programme to improve our business cases; core briefs to give us one version of the truth; further analytical work targeted at priorities.	Q1-Q4	Programme to approve business cases approved with ELB. Work now beginning on each strand, including Corporate Plan (planned for Jan MCA Board agreement), a programme of L&D with govt and internally for SYMCA, and beginning to review our structures. The programme has been publicised through the intranet and with CEXs. We are also continuing to work up plans on required analysis and insight capacity and capability as we move towards single settlement, including commissioning a proposal from external experts on building our behavioural insights capacity.
Develop and improve our approach to monitoring our transport tendered services	This will ensure optimum value for money is obtained using public funding.	Exec lead – MC CDT leads - TT	Contract-monitoring process which is future-proofed for future operations.	Q3	All actions from the Bus Tendered Services internal audit, except two, are complete. These are the review of the contracts register (due for completion end October) and Annual Summary Report, obviously due end of March 2025.
Embed our Valuing Individual Performance process	This will ensure personal objectives are linked to corporate and business objectives, and to our values and behaviours. It will also ensure performance can be evaluated and that development requirements can be considered.	Exec lead – GS CDT leads – JH	Valuing Individual Performance documentation completed by every employee, reviewed at mid and end of year. Development plans in place where required.	Q4	Mid-year guidance and best practice guides communicated to all colleagues on the process for mid-year reviews. New HRIS system is being tested and the process for setting and recording VIPs is planned to move into the system when launched. Initial plans underway to develop a 'Leadership Essentials' programme and Performance Management will be a key module.
Agree our Digital Strategy	This will provide a roadmap for the implementation and adoption of new digital initiatives and technologies to ensure business processes and operational models are modernised to enhance how we work in an evolving digital landscape and support our ambitions of leveraging technology for economic advancement.	Exec lead – GS CDT leads - NB	Provide a high-level roadmap with a "plan-on-a-page" that articulates multiple streams necessary for subsequent enablement initiatives.	Q3	Digital strategy workshops have now taken place, with the final one scheduled for 9th October, involving colleagues from across the organisation. The output will inform the development of the Digital Strategy.

Updated Information Asset Registers	This will assist us in meeting information law requirements by ensuring we can identify and manage risks to the personal information we process and to other information assets we hold, as well as assist us with business continuity and recovery plans.	Exec lead – GS CDT lead - CJ	An up to date and maintained Information Asset Register that is a reliable resource for ensuring compliance with information laws and regulations and supports business continuity planning.	Q2	97% of teams have now reviewed and updated their Information Asset Registers. There is only 1 team outstanding. Work is underway to validate and analyse the entries to extract relevant information to provide further assurance.
Reviewed Information Governance policies	Reviewed and updated policies and procedures will ensure compliance with information laws and regulation and reflect the changes in SYMCA's operating environment (ie PCC functions and information)	Exec lead – GS CDT lead - CJ	Up to date policies and procedures that provide clarity on accountabilities and activities to maintain compliance with information laws and regulations.	Q3	A schedule of review has been developed to drive forward this action ensuring documentation is reviewed by the Corporate Development Team (CDT) and Executive Leadership Board (ELB).
Reviewed and consolidated HR policies	This will ensure there is one set of People policies for all colleagues that will underpin SYMCA's aspiration to become a high-performing organisation.	Exec – GS CDT - JH	One set of People policies available to all colleagues via the Corporate Document Library.	Q3	Policy launch still planned to launch as part of harmonisation. Draft policies are under continual review to ensure they are fit for purpose and up to date when launched.
Corporate Document Management Process implemented	This will ensure organisational policies and procedures are up to date, reliable, aligned to organisational values and that accountabilities are clear.	Exec lead – GS CDT lead - CJ	A corporate document library of up-to-date policies and procedures.	Q4	The Corporate Document Management Process has been reviewed and refreshed and the database of corporate documents updated. A pipeline of documents has been developed to proactively schedule review by the Corporate Development Team (CDT) and the Executive Leadership Board (ELB) and Union where appropriate.