

Chief Executive's Service Service Plan Actions for six months ending 30 September 2018

Action.	Description.	Lead.	Previous period March 2018.		Current period September 2018.				
			BRAG.	Overall status.	Start date.	Target date.	BRAG.	Overall status.	Comment.
01 – Review of Twinning arrangements.	Undertake a review of Twinning arrangements.	Karen Greaves.	Red.	Overdue.	01/04/2016.	30/04/2019.	Green	In Progress.	Work of the review of twinning arrangements has commenced with discussions in respect of the student exchange programme.
02 - Audio Casting.	Consider options for expanding the audio casting system to all committee meetings and undertake a review of the audio casting system hardware and software.	Karen Greaves.	Green.	In Progress.	04/07/2017.	30/04/2019.	Green.	In Progress.	Options were considered by Policy and Resources Committee on 25 September 2018. However, at Council on 9 October 2018, it was resolved that further work is required which will be undertaken prior to further consideration by the Policy and Resources

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									Committee at a future date.
03 - Our Islands Our Future.	Develop and deliver joint programme of work with Shetland Islands Council and Comhairle nan Eilean Siar.	Alistair Buchan.	Green.	In Progress.	04/07/2017.	30/04/2019.	Green.	In Progress.	A joint programme of work is underway.
04 - Empowering Communities.	Implement the expanded Empowering Communities Project to two additional areas.	Karen Greaves.	Green.	In Progress.	04/07/2017.	30/04/2019.	Green.	In Progress.	A full review of the project is planned which will build on feedback from Community Councils and the Community Conversation events.
05 - Customer Services Platform.	As part of the Change Programme, CR06, implement the new Customer Services Platform project.	Karen Greaves.	Green.	In Progress.	04/07/2017.	30/04/2019.	Green.	In Progress.	The implementation of the project is underway.

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06 - Customer Services.	Introduce Customer Services Standards across the Council.	Karen Greaves.	Green.	In Progress.	04/07/2017.	31/12/2018.	Green.	In Progress.	Standards being reviewed by Corporate Administrative Group prior to roll out.
07 – Workforce Plans.	Develop detailed service workforce plans – one for each of the five services, skills and financial constraints.	Karen Greaves.			19/06/2018.	31/03/2019.	Green.	In progress.	Review and development of service workforce plan underway.
08a – Councillor Training.	With elected members and members of the Senior Management Team, carry out a review of the current Councillors Induction Programme, in order to identify any gaps in the programme,	Karen Greaves.			01/04/2018.	31/12/2018.	Green.	In progress.	Further review of Induction Programme will commence with Members' Seminar on 30 October 2018.

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	and/or any areas where development or improvement could be made.								
08b – Councillor Training.	In response to the outcome of the review of the current Councillors Induction Programme, develop an ongoing training and development programme to address any gaps and/or areas in need of development or improvement.	Karen Greaves.			01/04/2018.	31/12/2019.	Green.	In Progress.	Development of continued professional development programme underway, commencing with CPD Seminar on 30 October 2018.
08c – Councillor Training.	Encourage a greater level of engagement with personal development opportunities amongst	Karen Greaves.			01/04/2018.	31/12/2019.	Green.	In Progress.	Initial session to encourage engagement with continuing professional development to be

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	elected members.								held on 30 October 2018.
09 – Communication Strategy.	Communication Strategy Action Plan to be developed in consultation with the Member/Officer Working Group.	Karen Greaves.			01/04/2018.	31/12/2018.	Green.	In Progress.	A draft Action Plan has been developed and will be considered by the Communications Member/Officer Working Group shortly.
10 - Budget Monitoring.	Budget Monitoring for the capital programme.	Gareth Waterson.			01/04/2018.	31/01/2019.	Green.	In Progress.	Budget monitoring of capital programme is in progress, with update as at 30 September 2018 due to be reported to Policy and Resources Committee on 27 November 2018.
11a – Investment Strategy.	Review the strategy for the OIC Pension Fund.	Gareth Waterson.			01/04/2018.	30/04/2019.	Green.	In Progress.	Hymans have been commissioned to undertake a review of the strategy and have issued their draft report which has yet to be

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									reported to the Pension Fund Sub-committee.
11b – Investment Strategy.	Review the Investment Strategy for the Strategic Reserve Fund.	Gareth Waterson.			01/04/2018.	30/04/2019.	Green.	In Progress.	Hymans have been commissioned to undertake a review of the strategy and have issued their draft report which has yet to be reported to the Investments Sub-committee.
13 – Long-term Financial Plan.	Draft a long-term financial plan to assist the Council in developing its budget process.	Gareth Waterson.			01/04/2018.	31/01/2019.	Green.	In Progress.	Work on developing a long-term financial plan is underway. The Head of Finance has gathered some examples of long-term financial plans from other councils and, with reference to the Scottish Government's five - year financial strategy and other available commentaries on

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									the economic outlook for the country, has commenced drafting a long-term financial plan.
14 – Long-term Capital Strategy.	Draft a long-term capital strategy to assist the Council in developing its budget process.	Gareth Waterson.			01/04/2018.	31/03/2019.	Green.	In Progress.	Work has started on developing a long term capital strategy.

Personnel key

Chief Executive – Alistair Buchan.

Head of Finance – Gareth Waterson.

Head of Executive Support – Karen Greaves.

BRAG key

Red - the agreed action is experiencing significant underperformance, with a medium to high risk of failure to meet its target.

Amber - the agreed action is experiencing minor underperformance, with a low risk of failure to meet its target.

Green - the agreed action is likely to meet or exceed its target.

Blue - the agreed action has been progressed to completion.