

## Annex 1

### Chief Executive's Service – Service Plan Actions for Six Months Ending 31 March 2017

Action	Description	Lead	Previous Period September 2016		Current Period March 2017				
			BRAG	Overall Status	Start Date	Target Date	Overall Status	BRAG	Comment
<b>01 – Support for Our Islands Our Future</b>	Establish appropriate arrangements regarding lead officers and support for development of the campaign.	Alistair Buchan	<b>Green</b>	In Progress	01/04/2016	31/12/2016	Complete	<b>Blue</b>	Appropriate arrangements regarding lead officers and support are in place. Resource has been approved for continuation of this support up to 31 March 2018, and as such is now business-as-usual, rather than a specific, time limited action. It is therefore recommended that this action be removed from the service plan, and a new action takes its place: "Develop and deliver a joint programme of work with Shetland Islands Council and Comhairle nan Eilean Siar, with a target date for completion of 30 April 2018".

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<b>02 – Audio casting</b>	Review the resourcing of audio casting including equipment and staffing requirements, and develop protocols and further guidance for Members and Officers taking part in meetings that are broadcast.	Karen Greaves	<b>Green</b>	In Progress	01/04/2016	31/03/2017	Complete	<b>Blue</b>	Staff resources are in place and resilience is being addressed to ensure cover for annual leave and sickness absence. Guidance / protocol are available for use, and these are set to be further developed as part of the new Council Induction programme. It is therefore recommended that this action be removed from the service plan, and a new action takes its place: "Consider options for expanding the audio casting system to all committee meetings and undertaking a review of the audio casting system hardware and software, with a target date for completion of 30 April 2018".

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<b>03 – Communications Strategy</b>	Review the strategy with support from the Short Life Member Officer Working Group and publish updated version of the strategy.	Karen Greaves	<b>Green</b>	In Progress	01/04/2016	31/03/2017	Overdue	<b>Red</b>	The Communication Strategy Member/Officer Working Group has met regularly to consider both internal and external communications. Following this review the updated strategy will be presented to the Policy and Resources Committee in September 2017. It is therefore recommended that this action remains within the service plan, but with an extended target date of 30 April 2018.
<b>04 – Governance Review</b>	Undertake a review of governance arrangements to address matters such as harbour authority governance and integration of health and social care, including	Karen Greaves	<b>Green</b>	In Progress	01/04/2016	30/09/2017	In progress	<b>Green</b>	A Harbour Authority Subcommittee and the Integration Joint Board have been established. The Schemes of Administration and Delegation are being updated accordingly.

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	revised Schemes of Administration and Delegation, with the aim to reduce agenda sizes by 20% to 25%.								
<b>05 –</b> Review of Twinning arrangements	Undertake a review of Twinning arrangements.	Karen Greaves	<b>Green</b>	In Progress	01/04/2016	31/12/2017	In progress	<b>Green</b>	Work on the review of the twinning arrangements has been initiated and is in progress.
<b>06 –</b> Empowering Communities	Deliver the Empowering Communities Pilot Project to allow fragile island communities the opportunity to have a greater responsibility for the design, management and delivery of Council run services in their area.	Karen Greaves	<b>Green</b>	In Progress	01/04/2016	31/03/2017	Complete	<b>Blue</b>	The Empowering Communities Pilot Project continues to deliver and has been reviewed by the Steering Group. Following a successful allocation of resource, a report for the proposed expansion of the project is set to be considered by the Policy and Resources Committee in June 2017. It is therefore recommended that this action be removed from the service plan, and a

Action	Description	Lead	Previous Period September 2016		Current Period March 2017					
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										new action takes it place: "Implement the expanded Empowering Communities Project to two additional areas, with a target date for completion of 30 April 2019".
<b>07 –</b> Workforce Planning	Identify key challenges facing the Service and develop a workforce plan.	Karen Greaves	<b>Green</b>	In Progress	01/04/2016	31/12/2017	Complete	<b>Blue</b>		A Workforce plan for the Chief Executive's Service was approved by Council, following consideration by the Policy and Resources Committee in February 2017. It is therefore recommended that this action be removed from the service plan.
<b>08 –</b> Pension system software	Implement the Heywoods Pension System software and transfer manual service records to the system.	Gareth Waterson	<b>Green</b>	In Progress	01/04/2016	31/12/2017	Overdue	<b>Red</b>		Although most of the manual records have been transferred to the system, some remain outstanding. It is therefore recommended that this action remains within the service plan, but with an extended target date of 31 March

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									2018.

### 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.