

Annex 1

Chief Executive's Service – Service Plan Actions for Six Months Ending 31 March 2016

Action	Lead	Previous Period September 2015		Current Period March 2016				
		Overall Status	BRAG	Start Date	Target Date	Overall Status	BRAG	Comment
01 - Audio casting - Deliver the introduction of audio-casting and associated arrangements for council meetings	Karen Greaves	In Progress	Green	01-04-2013	31-10-2015	Complete	Blue	Audio casting is now in place for the main council meetings. Further development of the facility will be explored, therefore a new specific action point has been included within the new Service Plan 2016-19.
02 - Key policies and procedures - Key policies, procedures and business processes to be documented to enable sharing of knowledge and experience over a 3 year period	Karen Greaves	In Progress	Green	01-04-2013	31-03-2016	Complete	Blue	The documentation of key policies and procedures is now an ongoing process.

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03 - Internal communications - Improve communication within the Chief Executive's Service and with colleagues across the Council promoting what the Chief Executive's Service does and what work is being undertaken	Karen Greaves	In Progress	Green	01-04-2013	31-03-2016	Complete	Blue	Internal communications is now an ongoing process.
04 - Closer integrated working - Develop opportunities for closer integrated working with other organisations in order to improve services for Orkney's people	Karen Greaves	In Progress	Green	01-04-2013	31-03-2016	Complete	Blue	Closer integrated working is now an ongoing process.
05 – Audit action plans – Deliver the action plans arising from the following audits: Mobile phones audit, Software licences audit, Computer services review	Karen Greaves	In Progress	Green	01-04-2013	31-03-2016	Complete	Blue	Actions arising from the audits are being addressed. Outstanding items of this work will become part of Corporate Services service /

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								Team plans.
06 – Area Network – Deliver the Council's Wide Area Network; including replacement of the Pathfinder North network, PSN connectivity and transition to SWAN	Karen Greaves	In Progress	Green	01-04-2013	30-06-2016	Overdue	Red	Work is progressing to identify replacements for the Council's Wide Area Network. A new action point for this has been carried over into the new Corporate Services Service Plan 2016-19 with an extended target date.
07 - Governance arrangements - Undertake a governance review of all administrative arrangements including Schemes of Delegation and Administration, Standing Orders, Working Groups, Committee cycles and reports with the aim to reduce agenda sizes	Karen Greaves	In Progress	Green	01-04-2013	31-12-2015	Overdue	Red	Aspects of the governance review remain outstanding, and this action point has therefore been reviewed and clarified, and carried over into the new Service Plan 2016-19, with an extended target date.

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by 20% to 25%. This will include delivery of training								
08 - Monitoring of decisions made - Introduce monitoring system for decisions made and further reports required	Karen Greaves	In Progress	Green	01-04-2013	31-03-2016	Complete	Blue	The project to upload Council committee decisions going back to 2012 onto Aspireview for monitoring is now an ongoing process and will be extended to all committees as part of normal working practice.
09 - Communication strategy - Update the Council's Communication Strategy to improve the Council's communication which will include social media	Karen Greaves	In Progress	Green	01-04-2013	30-06-2016	Complete	Blue	Although this specific action point has been concluded, it is recognised that further work is required. Therefore a new specific action point has been included within the new Service Plan 2016-19.

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10 - Elected member development - Implement the Professional Development Framework for Elected Members and develop a training programme	Karen Greaves	Complete	Blue	01-04-2013	31-03-2016	Complete	Blue	The implementation of the Professional Development Framework for Elected Members is now an ongoing process, and therefore business as usual rather than a specific action point.
11 - Stromness Contact Centre – Open the new Customer Services point/Library in Stromness and broaden the range of services offered by the Council and other Community Planning partners	Karen Greaves	In Progress	Green	01-04-2014	31-03-2016	Complete	Blue	The development of the Stromness Contact Centre is now an ongoing process.
12 - Review of Twinning arrangements – Undertake a review of Twinning arrangements	Karen Greaves	In Progress	Green	01-04-2014	31-12-2015	Overdue	Red	Aspects of the twinning arrangements review remain outstanding, and this action point

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								has therefore been reviewed and clarified, and carried over into the new Service Plan 2016-19, with an extended target date.
13 - Progress Change Programme projects - To progress such projects within the scope of the Chief Executive's Service: CRM System, Improve Website Services, Replacement Telephony, Creation of Orkney Public Consultation Group	Karen Greaves	In Progress	Green	01-04-2015	31-03-2017	Complete	Blue	Involvement in Change Programme projects is now an ongoing process.
14 - Electoral Event Preparation - to prepare for electoral events within 2015 and 2016 including the Scottish Parliamentary Election	Karen Greaves	In Progress	Green	01-04-2015	30-05-2016	Complete	Blue	Preparing for electoral events is an ongoing process.

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15 - Review of Leadership Support - review administrative and policy support for the Leadership of the Council	Karen Greaves	In Progress	Green	01-04-2015	31-03-2016	Complete	Blue	Review of the administrative support for the Leadership of the Council is now an ongoing process.

Personnel key

Chief Executive – Alistair Buchan

Interim 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.