



SERVICE IMPROVEMENT PLAN 2007/2008

Committee Services / Registrars

Quarter 3 update – October to December 2007

Report Type: Actions Report

Generated on: 1st February 2008

Action Code & Title	Status Icon	Start Date	Due Date	Notes
CS07_SIP_1.1 Supporting Corporate Government by ensuring decisions are consistent, transparent and evidenced with a record of the criteria, rationale and consideration on which they are based and supporting by a Scheme of Delegation monitored and regularly updated		01/04/2007	31/03/2008	Quarters 3 update – A customer satisfaction survey will be carried out in Feb/March. All other due actions are underway and on target with paper agendas being electronically available from the members' information point from Mid February. The laying down and adhering to deadlines in the committee timetable having been enforced has generated welcome compliments from A&PR committee members.
CS07_SIP_1.2 Supporting Corporate Government in continuous improvement by review within the registration service		01/04/2007	31/03/2008	Quarters 3 update – Despite continuing delays and interruptions due to staffing issues and with the election in May '07 a draft report on the review of the registration service has been submitted to the Service Development Group. Subsequent delays in consultations are delaying the process of this report going to Committee. At time of writing the review of the Registration Services had been approved at Full Council on 14 February. A report on this review will be submitted to this Committee in due course.




SERVICE IMPROVEMENT PLAN 2007/2008

Estates Services




Quarter 3 update – October to December 2007

Report Type: Action Report


Generated on: 1st February 2008

Action Code & Title	Status Icon	Start Date	Due Date	Notes
CS07_SIP_2.1 Supporting Efficient Government by Administration Review		01/04/2007	31/03/2008	Quarters 3 update – Hummingbird now into final stage having had outgoing documentation input into the system.
CS07_SIP_2.2 Co-ordinating Energy Management by Reducing the Council's energy and water consumption and increasing energy efficiency awareness		01/04/2007	31/03/2008	<p>Quarters 3 update – 19 Central Energy Efficiency Funding projects have been carried out to date. 34 'Spend to Save' funded projects have also been carried out to date. 27 projects are in progress.</p> <p>A Building Energy Management System has been installed at Kinloss Primary School and a further 13 Building Energy Management System projects are on going at various stages of completion.</p> <p>The installation of Automatic Light Controls in HQ is to be carried out after the completion of the heating project to avoid disruption to the new equipment.</p> <p>Raising awareness through training courses is due to kick off in March and Energy champions are being sought for individual sections.</p> <p>The purchasing and fitting of Smart meters has been put on hold due to the renewal of the National Energy Procurement contract.</p>
CS07_SIP_2.3 Assist Asset Management by Developing Facilities Management		01/04/2007	31/12/2007	Quarters 3 update – The development of an instruction manual for each Council building to assist Managers in complying with Health and Safety legislation and other legislation affecting the use of the building have been scoped and reported to Asset Management Working Group. A meeting with stakeholders convened to produce the draft manual.

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CS07_SIP_2.4 Assist Asset Management by Representing The Moray Council at the Grampian Public sector Property Group		01/04/2007	31/03/2008	<p>Quarters 3 update – Represented Moray at Grampian Public Sector Property Group (GPSPG) meeting on 10 December. Identified and evaluated key risks to Integrated Property Strategy.</p> <p>Joint Property Strategy Framework developed and agreed in principle by Public Sector Property Group. Framework to be populated by PSPG with joint projects developed by organisations working in partnership. Strategy to be presented to NE Scotland Joint Public Sector Group's meeting in May 2008 for approval.</p> <p>In negotiating lease terms for Community Care accommodation in new Elgin, Forres and Lossiemouth Health Centres - Terms of occupation cannot be determined until projects are more fully advanced. Full Council on 15 March 2006 approved principle of co-location of social work staff with NHSG colleagues to new Medical Centres, which are yet to be built.</p>
CS07_SIP_2.5 Assist Asset Management in continued improvements by Asset Management Planning		01/04/2007	31/03/2008	<p>Quarters 3 update – NHS Grampian have indicated need to retain at least part of Spynie Hospital site for NHS projects. Negotiations in progress to establish whether the needs of both organisations can be accommodated on the site. Report to go to Policy 5 March</p> <p>HQ Heating and Ventilation Project – This project is to be phased over 2 parts to minimise disruption to Council and minimise costs. Tenders to be returned by 13 Feb 2008.</p> <p>In relation to the specification of works for DDA (Disability Discrimination Act) adaptations of Councils schools and commence works the programme of works to schools and other properties was approved by Policy Committee on 24 October 2007. Works to schools in Lossiemouth and Forres area nearing completion. Works to schools in Speyside area to be started in February 2008.</p> <p>The review of Council property holdings in Cullen is on hold due to workload pressures. This is to be taken forward from 1st April.</p> <p>Programme of planned maintenance works developed for next 10 years and used to support bid for additional funding to address backlog maintenance. Programme to be adjusted to reflect available budget for 2008/9.</p> <p>Review of office accommodation completed and reported to Asset Management Working Group. Group to consider review in conjunction with outcome of Shared Services Review. Review of Non-operational property – not yet started</p>
CS07_SIP_2.6 Assist Asset Management in continued improvement by a review of Industrial Estates Portfolio		01/04/2007	31/12/2007	<p>Quarters 3 update – The report on the industrial estates review is on hold. To be submitted to Committee following confirmation of Capital Plan.</p>

Appendix 2

Action Code & Title	Status Icon	Start Date	Due Date	Notes
CS07_SIP_2.7 Assist Corporate working by providing professional and valuation advice for Flood Alleviation schemes		01/04/2007	31/03/2008	<p>Quarters 3 update – 3 Claims have been negotiated and terms approved by Committee. New claims being dealt with as they arise.</p> <p>The consulting of owners and occupiers of premises in Grampian Road area of Elgin whose premises will be demolished as a consequence of the Elgin Flood Alleviation Scheme (FAS) having been completed a report was submitted to Policy Committee's meeting on 24 October 2007 with options for mitigating the impact of the scheme on businesses. Further information on individual businesses to be provided to Policy Committee Meeting on 5 March.</p> <p>In the provision of professional and valuation advice to the Flood Team on compensation, land ownership and feasibility studies - terms were negotiated for sale of the site at Land Street Rothes to provide an opportunity for 2 house owners whose homes will be demolished by scheme of works to build replacement homes.</p>


SERVICE IMPROVEMENT PLAN 2007/2008

Legal Services


Quarter 3 update – October to December 2007

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Generated on: 1st February 2008

Action Code & Title	Status Icon	Start Date	Due Date	Notes
CS07_SIP_3.1 Ensuring that the council complies with all the legal requirements		01/04/2007	31/03/2008	<p>Quarters 3 update – Quarter 3 update –</p> <p>Guide other Services on the legal requirements and Management implications of the Acts listed: -</p> <p>Scottish Local Authorities (Tendering) (Scotland) Act 2001 - No action required - Completed.</p> <p>Housing (Scotland) Act 2001 - Biggest input for legal arising from 2001 Act is changes to the "Right to Buy" system that continue to cause confusion. We also now have "Pressured Area Status" in some areas, which needs to be monitored.</p> <p>Freedom of Information (Scotland) Act 2002 - FOI continues to need a large input from legal. Internal processes have changed and have caused significant work in supporting departments and answering issues in regard to the legislation.</p> <p>Land Reform (Scotland) Act 2003 - Complete</p> <p>Building (Scotland) Act 2003, Title Conditions (Scotland) Act 2003 & Agricultural Holdings (Scotland) Act 2003 – Legislation in place but impacts arising from the changes still require input from legal.</p> <p>-----</p> <p>Implementation of new legislation and new developments in the law: -</p> <p>Adoption and Children (Scotland) Act 2007 - Work continues in supporting the social work service to meet the demands of this legislation.</p> <p>Adult Support and Protection (Scotland) Act 2007 - Legal advice provided at three further meetings of the shadow Adult Support & Protection Committee for Moray. This involved in particular, work on the role, remit, constitution and standing orders etc both for the Shadow and in preparation for implementation of the Committee proper. Work remains on target for an autumn implementation of this Act.</p>

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				<p>Criminal Proceedings etc (Reform) (Scotland) Act 2007 - Intensive work continues to prepare for the unification of the district court with Scottish court services. Unification has been put back by the Scottish Government in Grampian, Highlands and Islands Sheriffdom from April to June 2008.</p> <p>Planning etc. (Scotland) Act 2006 - Changes to planning process have been introduced to meet legislative requirements but Act is coming into force gradually and changes will require to take place on an ongoing basis. Needs close links between legal, planning and members.</p> <p>Public Contracts (Scotland) Regulations 2006 - Guidance on this new legislation is required and now overdue to ensure that the authority meets its statutory obligations in relation to procurement. A significant amount of time will be required to support the newly formed procurement team in rolling out Moray Council internal procurement regulations.</p> <p>Licensing (Scotland) Act 2005 - This remains an area of very high activity with preparation for the transition period beginning on 1 February 2008. The Board developed and consulted upon the Statement of Licensing Policy and met its statutory obligation to have it published by the end of November 2007.</p> <p>Gambling Act 2005 - The Act went live on 1 September. All applications received have been appropriately and timeously dealt with and no major difficulties are being experienced.</p>
CS07_SIP_3.2 Ensuring that the council complies with all the legal requirements involving the role of the Monitoring Officer		01/04/2007	31/03/2008	<p>Quarters 3 update – Annual Restriction on Voting at Budget Setting Meeting – letter issued in December to all Members</p> <p>Standards Commission Annual Report - reported to Audit & Performance Review Committee on 21 November 2007.</p> <p>Formal Advice Given – On legality of re-branding of Scottish Executive On local government pension scheme and need for Members to declare an interest.</p> <p>Correspondence Received – Complaint on alleged breach of planning and building regulations Complaint on regulation of Riverview Caravan Park, Mundole.</p>




SERVICE IMPROVEMENT PLAN 2007/2008

Personnel Services




Quarter 3 update – October to December 2007

Report Type: Action Report



Generated on: 1st February 2008

Action Code & Title	Status Icon	Start Date	Due Date	Notes
CS07_SIP_4.1 Contributing to efficient government through Absence Management - Improve absence monitoring and management to meet targets and reduce costs		01/04/2007	31/03/2008	<p>Quarters 3 update – In relation to Cyborg absence management analysis – work is being done on some models, to be complete by end of Jan 08 to test electronic forms etc tying in with the needs of payroll.</p> <p>Met with ICAS and agreed input to health fair in Feb. Responded to revised proposal from Capita, currently negotiating on way forward as period may be temporary due to Shared Service discussions. Shared Service tender drafted in Dec 07 with tender due out in early 2008.</p> <p>The action plan was reviewed at last meeting against Healthy Working Lives criteria. Will be reviewed again after survey. Healthy Backs promoted in Oct/Nov and workshops took place.</p>
CS07_SIP_4.2 Assisting in sound government and efficient use of resources by ensuring the availability of Induction and further development programmes for Elected Members ensuring training needs are identified and individual development plans are implemented for all		01/04/2007	31/03/2008	<p>Quarters 3 update – New starter pack CD is ready and issued to attendees at corporate induction. Chief Executive's section have booklet for proof reading by end of Jan</p> <p>Phase 1 of 'Manager in Local Government' for Head Teachers has been delivered – adjustments to the Phase 2 course have being made to suit HTs and nominations for Phase 2 are being sought.</p> <p>In relation to elected member awareness - considering framework for individual development plans and continuing with rolling programme.</p>
CS07_SIP_4.3 Leading legality and good practice by ensuring that employment and recruitment policies are fully in line with the Council's commitment and legislative requirements are applied in a consistent manner across the Council.		01/04/2007	31/03/2008	<p>Quarters 3 update – The development of the Statutory Dismissals policy is at implementation stage. The following Policies have now been completed: - Re-grading, Early retirement, Disclosure, Work and Families, Thefts and Defalcations. Work is on-going in all other policies including the following: -</p> <p>Working Time Regulations - The statutory amendments to annual leave have been advised to staff indicating no change to contractual entitlements.</p>

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Action Code & Title	Status Icon	Start Date	Due Date	Notes
				<p>Grievance Policy – To go to the Trade Unions first meeting of the year - Changes in new employment bill may have changes to policy - re removal of statutory procedures.</p> <p>Voluntary Work - Final Version of the Policy ready and with Policy forum Dec 07 - Policy will then be put on hold until Corporate Volunteering Policy complete.</p> <p>Increased awareness amongst employees of employment policies demonstrated through survey results - Report prepared for CMT (6/11) on focus groups. CMT unable to consider so plans made to consult them to say "no" if want to stop. Focus group dates cancelled as a result and new dates being sought. Handbook dates also slipped as a result. Dates then set for 24/25 Jan 2008 for focus groups.</p> <p>An article was submitted to Decembers 'Connect' to update readers on all policies</p>
CS07_SIP_4.4 Efficient use of resources by putting in place a framework to ensure the performance of all staff is regularly assessed and they are actively supported in improving, with links to training, reskilling and development strategies.		01/04/2007	31/03/2008	<p>Quarters 3 update – Work has been done in relation to the Staff training through a corporate training plan. This is to be developed further for CMT and Committee.</p> <p>In relation to the post entry training policy – research is being undertaken on approaches by other organisations (Delayed due to focus on appeals)</p>
CS07_SIP_4.5 Efficient use of resources by ensuring steps have been taken to survey staff to establish attitudes and to determine whether the workforce feels valued and that their skills and knowledge are used effectively and to the full		01/04/2007	31/03/2008	<p>Quarters 3 update – Focus groups are arranged for the next phase of employee survey</p>
CS07_SIP_4.6 Efficient use of resources in relation to the development of the Council's workforce strategy which aims to ensure that the workforce plans and strategies are linked to corporate and community plans and financial plans.		01/04/2007	31/03/2008	<p>Quarters 3 update – Workforce Profile information report has been submitted to Policy. Needs budget position to progress (i.e. If there are significant changes to the budget position this is likely to impact on staffing and should be taken account of in the plan - waiting for feedback from CMT on both financial and corporate aspects). Education report ready for meeting for January.</p> <p>No particular recruitment issues identified from analysis of info - more detailed info may emerge from work at departmental level.</p> <p>Exit interviews commenced in Nov/Dec as part of a new policy.</p> <p>Issues of stress and MSDs identified as major causes of absence - mental health policy in place and plans made for training are issues to be included in Feb health fair.</p> <p>Focus groups arranged for 24/25 Jan for next phase of employee survey.</p> <p>Employee benefits scheme – project development is now completed. Now becomes part of ongoing work. Appeals hearings concluded in Dec. Work ongoing to implement decisions. Work on going into next year to develop a longer term Equal Pay Plan and the Workforce</p>

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				Plan.
CS07_SIP_4.7 Efficient use of resources ensuring that pay and reward systems meet legislative requirements under the Equal Pay Act and that any area of discriminatory practice have been addressed, including consideration of equal pay audit.		01/04/2007	31/03/2008	Quarters 3 update – Appeals hearings concluded in Dec. Work ongoing to implement decisions. Employee Benefits has been implemented.
CS07_SIP_4.8 Enabling risk management and the efficient use of resources through Health & Safety		01/04/2007	31/03/2008	Quarters 3 update – Policies such as Stress, Driving, Vibration and Lone-working have been presented to Committee though national clarification is being sought for the definitions contained in the Violence and Aggression policy. The Senior Health & Safety Adviser will be attending a National Conference in February in the hope of getting clarification. A change in priorities was required as a result of the HSE Audit and this has resulted in slippage of having in place a Corporate Health and Safety Audit across the Council. It is the intention to have the review and initial audits completed by May 2008.