

# SIP 2009/2010 Central Services






**Report Author:** Catriona Campbell



**Report Type:** Action Report

**Generated on:** 19 October 2009



Rows are sorted by Action Code & Title.


Action Status	
 Completed	 Assigned; In Progress
 Unassigned; Check Progress; Not Started	 Overdue
 Cancelled	

Theme: Committee Services & Registrars								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
CS09SIP_1.1	National Outcome 15 – Service Priority 1.1 – Committee/Registrars Services - “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 - Efficiencies	1. Lead the modernisation of the registrars	1.To implement the modernisation of the Registrars Service as agreed by Policy and Resources on the 7 <sup>th</sup> April '09  a. To report on the consultation process to Policy and Resources Committee  b. Dependant on outcome – more actions will be required to be taken and reported back to committee	30/09/2009  To be confirmed	 <b>Overall priority timescale - 31/03/2010</b>	<b>25% overall</b>  1a. 50 %  1b. 0 %	<b>Quarter 2 update -</b>  1a. Consultation process extended at request of Trade Union. Unexpected retirement of staff member also requires amendment to proposals which will impact on consultation.  1b. Will not commence until the consultation process has been reported to Policy and Resources Committee.	Moira Patrick; Heather Greig.
CS09SIP_1.2	National Outcome 15 – Service Priority 1.2 – Committee Services  “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 - Efficiencies	1. Lines of accountability between functions, activities and services and Committees are clear and transparent  2. Elected Members direct, monitor and control Council activities at strategic levels	1. Review political structures and processes which govern decision-making, the exercise of authority and scrutiny within the Council	31/03/2010	 <b>Overall priority timescale - 31/03/2010</b>	<b>52% overall</b>  1. 52%	<b>Quarter 2 update –</b>  1 & 2. A review of the Scheme of Delegation with Departments has been undertaken with their responses due back at the end of October. A draft of the Admin Scheme is with the Chief Legal Officer and is due to go to Full Council in Jan '10	Roddy Burns; Moira Patrick


**Theme: Committee Services & Registrars**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
		3. Decisions are reached and reviewed in a proportionate and timely way  4. Progress of strategic aims are monitored effectively	2. Produce procedural protocols, guides and manuals tailored to roles and responsibilities of Councillors and Senior Officers.	31/03/2010		2. 52%		


**Theme: Estates Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
CS09SIP_2.1	National Outcome 1 – Service Priority 2.1 – Estates Services - “We live in a Scotland that is the most attractive place for doing business in Europe”  LO9 – Economic Development	1. Implement the programme to refurbish industrial units for 2009-10 (5 year project - 2008-2013)  2. Complete site up-fill and servicing project at Chanonry Industrial Estate, Elgin  3. Complete project to provide additional factory / workshop units at Chanonry Industrial Estate, Elgin	1. To have refurbished 8 units  2. To have available for let 2 sites at Chanonry Industrial Estate for the development of additional factory/workshop units  3a. Awarded the contract and commenced works on site for the provision of 8 additional Industrial Units providing 980m <sup>2</sup> floor area at Chanonry Industrial Estate, Elgin, in accordance with planning consent	<b>Overall priority timescale - 31/03/2010</b>  31/03/2010  31/03/2010  31/10/2009		<b>60% overall</b>  1. 75%  2. 45%  3a. 100%	<b>Quarter 2 update –</b>  1. Refurbishment of 6 industrial units complete and 3 others nearing completion  2. Despite delay due to flooding upfill works now advanced on site. The available electricity supply at this location has been severely reduced by a huge unforeseen take up of supply by an adjacent business to facilitate their expansion. Alternative/new servicing arrangements for the Council’s sites are being investigated, but are unlikely to be in place until 2010/11.  3a. Contract awarded, works due to start on site on 26/10/09.	John Black

**Theme: Estates Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			3b. To have completed 8 additional Industrial Units providing 980m <sup>2</sup> floor area at Chanonry Industrial Estate, in accordance with planning consent	31/03/2010 or 2 weeks prior to the commencement of works on the Elgin Flood Alleviation Scheme		3b. 20%	3b. Planning consent obtained, site preparation nearing completion and development contract awarded. Works due to start on site on 26/10/09 and project due for completion on 19 February 2010.	
CS09SIP_2.2	National Outcome 15 – Service Priority 2.2 – Estates Services - “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 - Efficiencies	1. Review the Council’s Energy Strategy/Policy for the management of energy and water in Non Domestic Properties  2. Analyse/audit energy consumption of buildings in property groups  3. Assess current	1. To have reviewed the Council’s Energy Strategy/Policy 1a. Report outcome of review of the Councils Energy Strategy/Policy to CMT. 1b. Report outcome of review of the Councils Energy Strategy/Policy to Policy and Resources Committee. 1c. Prepare and submit an annual report to Policy and Resources on progress achieved in moving outcomes of the strategy (supported by PIs and proposals for the achievement of the strategies/objectives)  2. To systematically analyse and audit Energy Consumption of categories of assets in the Council’s property portfolio to: - 2a. Identify and report on the performance of poorly performing buildings within specific groups of assets. 2b. Prepare and present a ‘Proposals for Action’ to Asset Management Working Group 2c. Implementation of rolling programme of actions  3. Energy awareness.	<b>Overall priority timescale - 31/03/2010</b>  31/08/2009  22/09/2009  31/03/2010  31/03/2010  31/03/2010  31/03/2010		<b>62% overall</b>  1a. 90%  1b. 90%  1c. 65%  2a. 75%  2b. 75%  2c. 0%	<b>Quarter 2 update –</b>  1a. Energy Strategy/Policy reviewed, will be presented to CMT on 2 Nov 09.  1b. Energy Strategy/Policy reviewed, will be presented to P&R on 17 Nov 09  1c. Annual report to be submitted to P&R on 17 Nov 09.  2a. Data has been collected, report to be generated.  2b. Data has been collected, report to be generated.  2c. Actions identified by Asset Management Working Group to be implemented once confirmed.	Bill Anderson

**Theme: Estates Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
		arrangements for raising energy awareness and bring forth proposals of training specific staff	3a. Assess current arrangements for raising awareness	31/08/2009		3a. 100%	3a. Current arrangements assessed and included into Carbon Awareness training.	
			3b. Bring forth proposals of training specific staff. (Who, numbers and volume i.e. Building managers)	31/12/2009		3b. 10%	3b. No specific training proposal made, investigation into training continuing.	
		4. Water and energy bills – put in place arrangements and procedures to have all water and energy invoices checked and approved by the Energy Team	4. Water and Energy Bills 4a. Produced written procedures for having all water and energy invoices checked	31/10/2009		4a. 95%	4a. Draft procedures written, final version to be produced.	
			4b. Implement procedures to enable approval of invoices by the energy team	31/12/2009		4b. 75%	4b. Procedures produced, all staff who handle invoices are to be informed of procedures.	
		5. Arrange for water and energy consumption information to be reported back to the building manager	5. Water and energy consumption. 5a. Produce procedures to facilitate the reporting of water and energy consumption back to the building manager	31/10/2009		5a. 0%	5a. Procedure not produced yet.	
			5b. Implement procedure				5b. Procedure not produced yet.	
		6. Support the production of the Council's Carbon Management Programme	6. Support the production of the Council's Carbon Management Programme by leading on the energy/water aspects	31/03/2010		5b. 0%	6. Carbon Management Programme ongoing.	
				31/03/2010		6. 100%		
CS09SIP_2.3	National Outcome 15 – Service Priority 2.3 – Estates Services - “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 – Efficiencies (Delivering Better Services – DBS)	1. Act as Senior Project Officer for the Property theme of DBS  2. Act as Advisor in developing the Facilities Management theme of DBS	1. To have acted as Senior Project Officer for the Property theme of DBS under the following headings and to the timescales contained in the DBS programme  1a. Develop the Property theme to Options appraisal stage.	<b>Overall priority timescale - 31/12/2009</b>  25/08/2009		<b>77% overall</b>  1a.80%	<b>Quarter 2 update -</b>  1a. Elgin offices element of Property Theme progressed to options appraisal stage. Out of Elgin offices and Depots elements to be progressed when other DBS themes are more fully developed and property requirements confirmed.  1b. Elgin offices element has	John Black


**Theme: Estates Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			<p>1b. Develop the Property theme to Business Case stage.</p> <p>2. To act as Advisor in developing the Facilities Management theme. 2a. Attend workshop events and provide data and advice to the Senior Project Officer as required.</p> <p>3. To develop the Council's Corporate Office Project 3a. Assess options open to the Council for delivering the Corporate Office Project and recommend preferred option to Policy and Resources Committee</p>	<p>15/12/2009</p> <p>Commencing 20/05/2009</p> <p>05/05/2009</p>		<p>1b.80%</p> <p>2. 50%</p> <p>3. 100%</p>	<p>progressed to implementation stage. Acquisition of supermarket programmed for 14 October and project to be advertised on conclusion of sale. Out of Elgin offices and Depots to follow (see comments at 1a above)</p> <p>2. Ongoing liaison and support provided to Senior Project Officer of Facilities Management Theme</p> <p>3. Report presented to Policy and Resources Committee on 5 May 2009 presenting options and recommending preferred option of converting former supermarket premises at 2 High St Elgin to office accommodation.</p>	
CS09SIP_2.4	National Outcome 12 – Service Priority 2.4 – Estates Services - “We value and enjoy our built and natural environment and protect it and enhance it for future generations”  LO7 - Flood Alleviation	Mitigate the impact of the Flood Alleviation schemes on local businesses and reduce the risk of delay to the Scheme by: - Providing pro-active measures to mitigate the impact of the Elgin Scheme, in particular on local businesses Providing valuation and estates management advice to the Flood Group  Processing of compensation claims from property owners and occupiers for losses arising from Flood Scheme construction and operation	<p>1. Negotiate claims received from affected landowners for losses arising from Flood Alleviation Schemes by agreement or, by reference to the Lands Tribunal for Scotland where appropriate</p> <p>2. The impact of the Elgin Scheme proposal on local businesses is mitigated by assisting businesses secure alternative premises</p> <p>3. The risk of delays to the Scheme is reduced by assisting affected businesses to relocate permanently or temporarily</p>	<p><b>Overall priority timescale - 31/03/2010</b></p> <p>Ongoing</p> <p>31/03/2010</p> <p>31/03/2010</p>		<p><b>75% overall</b></p> <p>1. 50%</p> <p>2. 75%</p> <p>3. 75%</p>	<p><b>Quarter 2 update -</b></p> <p>1. Ongoing. Claims agreed by negotiation reported to Committee. At present 2 claims have been referred by claimants to Lands Tribunal for determination.</p> <p>2. Projects to provide additional industrial development sites and buildings at Chanonry Elgin in progress. Affected businesses advised of availability.</p> <p>3. Estates assisting businesses wishing to relocate by offering lease of Council's industrial premises in Elgin. Providing advice on compensation entitlement</p>	John Black


**Theme: Estates Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			<p>prior to commencement of works on site</p> <p>4. To report provisionally agreed terms for settlement of compensation claims to the relevant Committee</p>	To next available meeting of Committee		4. 100%	<p>when requested and negotiating terms for acquisition of properties "severely affected" by the Scheme proposals.</p> <p>4. Reports on provisionally agreed terms for settling compensation claims reported to next available Committee for noting or approval as appropriate.</p>	



**Theme: Legal Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
CS09SIP_3.1	National Outcome 15 – Service Priority 3.1 – Legal Services - “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 - Efficiencies	1. Increase productivity and improve level of service by making effective and efficient use of staff / resources 1a. Investigate better access to office systems for home workers 1b. Implement better access to office systems for home workers  2. Improve electronic document storage, reduce duplication and increase efficiency while creating a space saving and retrieval cost saving  3. Case Management - Establish whether software will improve quality of service and reporting of performance through the use of case management software  4. Workflow Management Reduce duplication of effort Reduce errors and need for corrective work	1. Improved productivity and level of service 1a. Implement pilot of better access to office systems for home workers 1b. Report on pilot of better access to office systems for home workers  1c. Investigate and implement use of digital dictation 1c (i) Investigate and report back 1c (ii) Pilot 1c (iii) Implement  2. Investigate and report back on shared document management systems with Estates section  3. Case Management 3a. Investigate and report on use of bespoke case management software  3b. Review current PI’s to see if they can be improved  4. Workflow Management  4a. Identify all work which is capable of being reduced to a	Overall priority timescale - 31/03/2010  31/03/2010  30/06/2009 30/09/2009 31/03/2010  (starts Aug 09) 31/03/2010  30/09/2009  31/03/2010  30/06/2009		<b>19% overall</b>  1a. 0%  1b. 0%  1c.(i) 0% 1c.(ii) 0% 1c.(iii) 0%  2. 0%  3a. 60%  3b. 0%  4a. 75%	<b>Quarter 2 update -</b>  1a, 1b, 1c & 2. All on hold – They require input from IT whose resources have been focused on DBS.  3. Have been unable to progress as planned due to exceptional workload demands and staff absences 3a. Have investigated systems on the market and which Councils are using them. Are hoping to visit councils who have successfully implemented  3b. To be addressed after 3a.  4. Have been unable to progress as planned due to exceptional workload demands and staff absences  4a. Commercial and Conveyancing are working through all internal style	Aileen Scott; Karen Wiles; Alasdair McEachan


**Theme: Legal Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			style / workflow procedure / checklist				documentation to update this	
			4b. Investigate bespoke workflow management software against internally created procedures	30/09/2009		4b. 0%	4b. (See note at 4. above)	
			4c. Draw up a programme to complete all work identified	31/12/2009		4c. 40%	4c. Work is being identified as the service progresses through the identification process.	
			4d. Implement programme	31/03/2010		4d. 40%	4d. A percentage of the work that has being identified is being implemented as it goes along	
		5. Monitoring of External Legal Spend	5. Monitoring of External Legal Spend					
		Investigate potential cost savings	5a. Introduce system for monitoring external legal spend	30/06/2009		5a. 75%	5a. Analysing historical data in conjunction with finance	
		Time saving for individual projects	5b. Compare internal costs v's external legal spend and establish a PI	30/06/2009		5b. 0%	5b. Will progress on completion of 5a.	
			5c. Prepare tender for legal services panel	31/10/2009		5c. 0%	5c. Have been unable to progress as planned due to exceptional workload demands and staff absences	
CS09SIP_3.2	National Outcome 15 – Service Priority 3.2 – Legal Services -  “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 - Efficiencies	Reduce risk of adverse inspection  Compliance with legislation	1. Data Protection /Freedom of Information - Investigate what measures are required to ensure security of all paper and computer data to meet data protection/ Record Management requirements	<b>Overall priority timescale - 31/03/2010</b>		<b>30% overall</b>	<b>Quarter 2 update –</b>	Aileen Scott; Karen Wiles; Alasdair McEachan
			1a. Investigate	30/09/2009		1a. 50%	1a. Investigation underway	
			1b. Plan and Pilot	31/12/2009		1b. 20%	1b. As work is being identified through the investigation it is being planned and implemented.	
			1c. Implement	31/03/2010		1c. 20%	1c. Security lock now on filing room records	


**Theme: Personnel Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
CS09SIP_4.1	National Outcome 15 – Service Priority 4.1 – Personnel Services - “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 – Efficiencies (Training Development /Organisational Development – Members/Senior Managers)	Elected Member Development Programme Senior Management Development Organisation Development - Management Roles and Competencies	1. The Council has the capability and the capacity to deliver its priorities in terms of:  1a. Elected members developed to meet the requirements of their role - Elected Member Development Programmes  1b. Management skills developed to lead and deliver change in culture; to develop the organisation as required and to ensure priorities are met - Management Development Programmes & Chartered Management Institute  1c. Definition of management roles which meets needs of Council and competencies to suit organisational needs so that requirements are clear for the Council and individual managers  1d. Consider development of management skills and competencies for corporate management)  2. The Council has a performance management culture throughout the organisation	<b>Overall priority timescale - 31/05/2011</b>  01/06/2009 – 31/05/2011  Pilot programme 31/05/2009 with Chartered Management Institute Completion - 31/03/2010  c & d Competency Framework 01/08/2009 – 31/10/2009  Link Senior Management Development Plan to Scottish Outcomes Agreement and related competencies in line with work of DBS March 2010		<b>8% overall</b>  1a. 15%  1b. 25%  1c. 10%  1d. 12%  2. 0%	<b>Quarter 2 update -</b>  1a. Personal Development Plans now maintained by the Employee Development Team and individual returns required from Elected Members. Programme to be developed to run alongside Senior Managers Programme early 2010  1b. One Councillor, one Director, two third tier managers and two forth tier professional staff completed 2-3 units of an eight unit diploma programme. Aim for completion Spring 2010  1c. Sub group set up to develop competency framework.  1d. Senior Management Development Programme (Phase III) to support managers following DBS recommendations to be developed and delivered 2010  2. Awaiting outcome of competency framework and possible links to ERDP, recruitment and succession planning.	Carol Sheridan
CS09SIP_4.2	National Outcome 15 – Service Priority 4.2 – Personnel Services  “Our public services are high quality, continually improving, efficient and responsive to local	1. Organisation Development - Competencies for Front-	1. Staff have a customer first Culture (Currently working to Institute of Customer	<b>Overall priority timescale - 31/03/2010</b>  31/03/2010		<b>62% overall</b>  1. 70%	<b>Quarter 2 update -</b>  1. All staff registered with ICS on track to complete by end of ICS membership period (Dec 2009). Final assessments	Carol Sheridan


**Theme: Personnel Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
	people's needs"  LO10 – Efficiencies (Training Development /Organisational Development – Staff / Frontline Staff)	line/Customer	Service (ICS) standards moving to Customer Service Provider (CSP) standard 2010)				to be signed off by ICS partners Aberdeen City Council. Meeting set up with Improvement Service 22 Oct to introduce new Customer Service Professional Award. First group to undertake CSP selected (Revenues). Second group selected (group 2 Apprentices)	
		2. Employees across all services need to be aware of key corporate priorities.	2. Specific customised training solutions available for each situation related to service and employee needs.	As required		2. 100%	2. Able to offer immediate training solutions to client managers.	
		3. Develop and deliver Commissioned training to meet specific needs	3. Regular access to range of core personal skills and policy training requires to be maintained to ensure currency of skills and knowledge.	As per plan spread throughout the year (31/03/2010)		3. 100%	3. Regular programme with full range of training courses available to staff via intranet	
		4. Annual programme of Core skills; Consider benefits of E-Learning in supporting this	4. Support is available for individuals and groups of employees in particular circumstances	As required		4. 100%	4. Coaching, Mentoring, Mediation, Facilitation services available on request.	
		5. Individual Development/Support – Coaching Sessions available	5. Front-line roles that meet the needs of Council and competencies to suit organisational needs so that requirements are clear for the Council and individuals. Enables change process for DBS.	31/03/2010		5. 0%	5. Awaiting instruction from CMT as to direction of council following reorganisation	
			6. Awareness Programme delivered to enhance understanding of key corporate priorities (2009 programme to recognise Greener, Healthier, Safer Stronger, Smarter, Wealthier Fairer themes)	30/11/2009		6. 0%	6. Awareness Programme postponed until Spring 2010. Increased buy in from Community Partners. Meetings set up with interested parties from each of the 5 themes December 2009	
CS09SIP_4.3	National Outcome 15 – Service Priority 4.3 – Personnel Services - "Our public services are high quality, continually	1. Workforce/HR aspects of DBS implementation are supported to ensure smooth transition to new arrangements	1. Workforce/HR aspects of DBS implementation are supported as listed: 1a. Development of specific consultation arrangements	<b>Overall priority timescale - 31/03/2010</b>		<b>78% overall</b>  1a. 100%	<b>Quarter 2 update -</b>  1a. Completed	Katrina McGillivray



**Theme: Personnel Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
	improving, efficient and responsive to local people's needs"  LO10 – Efficiencies (Delivering Better Services - DBS)		1b. Preparation for contractual changes 1c. Review/Preparation of employment policies  1d. Performance management Framework 1e. Transition arrangements for new ways of working 1f. Reviews of structures, job remits, grading assessments  1g. Competency Framework – managers, front-line employees 1h. Skills Gap analysis and development of training to meet needs	31/03/2010		1b. 100% 1c. 100%  1d. 66% 1e. 100% 1f. 100%  1g. 60% 1h. 0%	1b. Completed 1c. Flexible Working Policy Completed Review of change management policy. Completed. Review of change management operational guidelines Completed 1d. Due to be completed in Dec '09 1e. Completed 1f. Guidance on structures, job re-design Completed Preparation for Grading Assessments Completed Review of documentation, job descriptions and person specs. Completed Develop guidance to managers on change process Completed 1g. Due in quarter 3 1h. Skills Gap Analysis - Due in quarter 3. Development of training to meet needs - Due in quarter 4	
CS09SIP_4.4	National Outcome 15 – Service Priority 4.4 – Personnel Services - "Our public services are high quality, continually improving, efficient and responsive to local people's needs"  LO10 – Efficiencies (Recruitment & Retention / Organisational Development)	1. Succession Planning	1. The organisation is aware of employee's career plans and has planned for the future for key posts 1a. Consider succession planning and career development – managers  1b. Identify key/critical posts	<b>Overall priority timescale - 31/03/2010</b>  31/10/2009  31/10/2009		<b>57% overall</b>  1a. 60% 1b. 100%	<b>Quarter 2 update -</b>  1a. Approach and principles considered by Personnel Forum. Draft to be considered at Dec meeting. Will be completed early new year, subject to consultation. 1b. Completed	Carol Sheridan

**Theme: Personnel Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
		2. Review procedure for appointment of senior staff	2. Recruitment process designed to assess candidates against council requirements in robust and efficient way.	30/11/2009		2. 50%	2. Process been reviewed by Personnel Forum, approach agreed and procedures being re-drafted	
		3. Develop Exit Strategy	3. Arrangements in place to allow movement out of the organisation where required for individual and/or organisational reasons	31/12/2009		3. 95%	3. Paper considered by Personnel Forum which highlights council has a range of measures available. No further action required. Will be reported to CMT.	
		4. Performance Management	4. Performance system introduced to assist in focussing on management of outcomes, primarily for senior managers initially.	30/04/2010		4. 2%	4. In the preliminary stages	
CS09SIP_4.5	National Outcome 15 – Service Priority 4.5 – Personnel Services - “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 – Efficiencies (Health & Safety)	1. Develop Health and safety policies  2. Incident Reporting	1. Develop Health and safety policies  1a. Health and Safety Audits implemented across all services with plans to tackle main risks identified  1b. Health and Safety in Procurement Policy - Development of procedures and practices on procurement of goods and services covering: - - Construction (Design and Management) (CDM) issues /contractor control Machinery Vehicle safety COSHH Personal Protection Equipment (PPE)  1c. Health and Safety Policy Statement revised and agreed  2. Review Incident Reporting Policy and System to provide improved management information from which	<b>Overall priority timescale - 31/03/2010</b>  Stage 1 self audit - 30/06/2009 All stages 31/03/2010  To be completed by 31/10/2009 Deliver training 31/01/2010  30/09/2009  31/03/2010		<b>67% overall</b>  1a. 50%  1b. 100%  1c. 100%  2. 50%	<b>Quarter 2 update –</b>  1a. Audit format agreed at CMT Carried out self assessment in Community Services and Reported to CS Safety Committee  1b. In order to integrate policies and procedures across support departments, agreement was reached with colleagues in procurement that rather than separate documentation, we would provide detail on safety requirements within the current procurement policy. Training has also been provided for procurers.  1c. Revised policy agreed by P&R  2. Review of current systems has been carried out and draft new procedures and guidance material have	Douglas Reid

**Theme: Personnel Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			appropriate actions can be taken				been completed. Questions about incident reporting are included in the Self assessment audits	
CS09SIP_4.6	National Outcome 15 – Service Priority 4.6 – Personnel Services - “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 – Efficiencies (Policies)	1. Develop employment policies specifically  a. Re-grading  b. Secondments c. Disclosure	1. Completion of development and reporting to Committee (if required) of the policies listed  a. Re-grading  b. Secondments c. Disclosure	<b>Overall priority timescale - 31/12/2009</b>  30/09/2009  31/12/2009 30/09/2009		<b>52% overall</b>  1a. 100%  1b. 5% 1c. 50%	<b>Quarter 2 update -</b>  1a. Minor revisions to procedures / internal guidance within Personnel only following internal review. Completed  1b. Initial review work begun 1c. Preliminary Review of the policy to ensure it meets current legislative and best practice requirements has been completed and updated and will be concluded by the end of December.	Grant Cruickshank ; Craig Walker
CS09SIP_4.7	National Outcome 15 – Service Priority 4.7 – Personnel Services  “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 – Efficiencies (Policies and Health)	1. Flexible working - review existing policies (home working, job share, flexi time) and consider range of "new" options and bring together into cohesive package  2. Safer Recruitment Project/Posca	The Council is making best use of a key resource in terms of  1. Flexible working policy: which provides options for flexible working; that is tailored to the needs of the Council in terms of service priorities/ productivity, efficiency and effectiveness; and assists employees in balancing work with other aspects of their lives.  2. Reduction of sickness absence.	<b>Overall priority timescale - 31/03/2010</b>  31/07/2009  30/04/2010		<b>46% overall</b>  1. 100%  2. 25%	<b>Quarter 2 update –</b>  1. COMPLETED: Personnel work as set out completed and will now support implementation through DBS. Work ongoing to develop working guidance for implementation.  2. Work progressing as per Action Plan developed for this project. Milestones achieved in terms of amending documentation and processes. Further detailed work being taken forward on joint basis with Aberdeen City and Aberdeenshire Councils looking at the higher level issues identified in the documentation.	Katrina McGillivray; Denise Whitworth; Grant Cruickshank ; Craig walker; Carol Sheridan

**Theme: Personnel Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
		3. Healthy Working Lives	3. Gold Healthy Working Lives (HWL) award achieved	30/04/2010		3. 83%	3. Gold award achieved. Sports event publicised but low interest (possible due to season and budget issues). Will put on hold and re-run on spring. Decided to move Health event to March due to weather issues in previous years	
		4. Equalities	4. A workforce more representative of the community and hierarchy more reflective of the general workforce	30/04/2010		4. 10%	4. Further data gathering exercise carried out in July 09, report for CMT prepared in respect of the way forward	
		5. Reward and Recognition	5. Reward and Recognition - To maintain the fairness and compliance with legislation of the Council's pay arrangements	30/04/2010		5. 5%	5. Milestones being established	
		6. Morale and Motivation	6. Improved feedback from employees on communications.	30/04/2010		6. 50%	6. Proposals with CMT for employee conference. Employee Survey - booklet issued and consultation with Trade Unions and ICE re outcomes. Employee benefits - tender been assessed and report went to P&R 22/9. (Contract awarded)	