

## SIP 2009/2010 Central Services






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**Report Type:** Action Report


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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	<b>Overall priority timescale - 31/03/2010</b>  30/09/2009  Now confirmed 31/03/2010		<b>100% overall</b>  1a. 100%  1b. 100%	<b>Quarter 4 update -</b>  1a. Consultation and review recommendations reported to and approved by Policy & Resources Committee held on 15 December 2009  1b. New opening hours implemented on 1 January 2010.	Moira Patrick; Heather Greig.


Theme: <b>Committee Services &amp; Registrars</b>								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
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	1. Review political structures and processes which govern decision-making, the exercise of authority and scrutiny within the Council	31/03/2010		80% overall  1. 100%	Quarter 4 update –  1. The Admin Scheme was approved at Full Council on 20 January 2010.	Roddy Burns; Moira Patrick
		2. Elected Members direct, monitor and control Council activities at strategic levels	2. Produce procedural protocols, guides and manuals tailored to roles and responsibilities of Councillors and Senior Officers.	31/03/2010				
		3. Decisions are reached and reviewed in a proportionate and timely way						
		4. Progress of strategic aims are monitored effectively						


Theme: <b>Estates Services</b>										
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)	1. To have refurbished 8 units	31/03/2010		97.5% overall  1. 100%	Quarter 4 update –  1. Refurbishment of 11 industrial units complete	John Black		
		2. Complete site up-fill and servicing project at Chanonry Industrial Estate, Elgin	2. To have available for let 2 sites at Chanonry Industrial Estate for the development of additional factory/workshop units	31/03/2010					2. 95%	2. Delays caused by flooding and severe weather. Works expected to be completed in May 2010.
		3. Complete project to provide additional factory /	3a. Awarded the contract and commenced works on site for	31/10/2009					3a. 100%	3a. Contract awarded, works started on site on 26/10/09.

Theme: Estates Services								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
		workshop units at Chanonry Industrial Estate, Elgin	the provision of 8 additional Industrial Units providing 980m <sup>2</sup> floor area at Chanonry Industrial Estate, Elgin, in accordance with planning consent  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. 95%	3b. Works started on site on 26/10/09. Delays due to severe weather and Scottish Water changing approved design. Development is expected to be completed April/May 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	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: -	<b>Overall priority timescale - 31/03/2010</b>  31/08/2009  22/09/2009  31/03/2010		<b>82.2% overall</b>  1a. 100%  1b. 90%  1c. 90%	<b>Quarter 4 update –</b>  1a. Energy Strategy/Policy reviewed, was presented to CMT on 9 Feb 10.  1b. Energy Strategy/Policy reviewed, report to P&R delayed pending further investigation of issues raised by CMT. Energy Officer to attend CMT on 27/5/10 with view to report to P&R following on as agreed by CMT.  1c. Report to P&R delayed pending further investigation of issues raised by CMT. Energy Officer to attend CMT on 27/5/10 with view to report to P&R following on as agreed by CMT.	Bill Anderson


Theme: **Estates Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			2a. Identify and report on the performance of poorly performing buildings within specific groups of assets.	31/03/2010		2a. 85%	2a. Data has been collected. Advice awaited from AMWG on nature of further reports (see 2b).	
			2b. Prepare and present a 'Proposals for Action' to Asset Management Working Group	31/03/2010		2b. 100%	2b. Data has been collected. Report on performance of secondary schools presented to Asset Management Working Group (AMWG) on 10 Mar 10. Advice awaited from AMWG on nature of further reports.	
			2c. Implementation of rolling programme of actions	31/03/2010		2c. 0%	2c. Actions identified by Asset Management Working Group to be implemented once confirmed.	
		3. Assess current arrangements for raising energy awareness and bring forth proposals of training specific staff	3. Energy awareness.	31/08/2009		3a. 100%	3a. Current arrangements assessed and included into Carbon Awareness training.	
			3a. Assess current arrangements for raising awareness			3b. 90%	3b. Investigations into training has taken place, proposals formulated and some already implemented. Training proposals to be included in a report to P&R as detailed at 1b & 1c above.	
			3b. Bring forth proposals of training specific staff. (Who, numbers and volume i.e. Building managers)		31/12/2009			
		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	31/10/2009		4a. 100%	4a. Procedures written and final version produced.	
			4a. Produced written procedures for having all water and energy invoices checked			4b. 100%	4b. Procedures produced and operational; all staff who handle invoices have been informed of procedures.	
			4b. Implement procedures to enable approval of invoices by the energy team	31/12/2009				
		5. Arrange for water and energy consumption information to be reported back to the building manager	5. Water and energy consumption.	31/10/2009		5a. 85%	5a. Procedure being developed with I.T. Delayed due to lack of IT resources (DBS), but anticipated will be fully operational by end of first quarter 2010/11.	
			5a. Produce procedures to facilitate the reporting of water and energy consumption back to the building manager			5b. 0%	5b. Implementation will follow soon after procedure finalised.	
			5b. Implement procedure	31/03/2010				


Theme: Estates Services								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
		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		6. 100%	6. Carbon Management Programme ongoing.	
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.  1b. Develop the Property theme to Business Case stage.  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.	<b>Overall priority timescale - 31/03/2010</b>  25/08/2009  15/12/2009  Commencing 20/05/2009		<b>96.67% overall</b>  1a 90%  1b.90%  2a. 100%	<b>Quarter 4 update -</b>  1a. Elgin offices element of Property Theme progressed to options appraisal stage. Depots elements to be progressed when other DBS themes are more fully developed and property requirements confirmed.  Out of Elgin Offices proposals under development. As is position and accommodation needs of services post implementation of DBS confirmed. Future options for office provision in each town being prepared.  1b. Elgin offices element has progressed to implementation stage. Former Aldi Supermarket has been acquired by Council and the project to convert the building to office accommodation advertised in the European Journal. 16 Companies confirmed interest in tendering for the project. Short list of 5 companies prepared and closing date for receipt of tenders fixed at 14 April 2010. Out of Elgin offices and Depots to follow (see comments at 1a above)  2a. Facilities Management Theme superseded by proposals for integration of Housing, Property and Estates Services. Providing support to Chief Housing Officer in developing	John Black


Theme: Estates Services								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			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	05/05/2009		3. 100%	proposals for integration of services.  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.	
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	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  2. The impact of the Elgin Scheme proposal on local businesses is mitigated by assisting businesses secure alternative premises  3. The risk of delays to the Scheme is reduced by assisting affected businesses to relocate permanently or temporarily prior to commencement of works on site	<b>Overall priority timescale - 31/03/2010</b>  Ongoing  31/03/2010  31/03/2010		<b>100% overall</b>  1. 100%  2. 100%  3. 100%	<b>Quarter 4 update -</b>  1. Ongoing. Claims agreed by negotiation reported to Committee. At present 2 claims have been referred by claimants to Lands Tribunal for determination. Case to Tribunal in preparation and discussions ongoing with claimants.  2. Construction of industrial buildings and upfilling/servicing of sites at Chanonry, Elgin nearing completion. Affected businesses advised of availability.  Upfilling of further sites at Chanonry, Elgin dependant on availability of suitable materials.  3. Estates assisting businesses wishing to relocate by offering lease of Council's industrial premises in Elgin. Providing advice on compensation entitlement when requested and negotiating terms for acquisition of properties “severely affected” by the Scheme proposals. Discussions ongoing with affected businesses to assist in smooth relocation in advance of confirmation of the Flood Prevention Order where possible.	John Black

Theme: Estates Services								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			4. To report provisionally agreed terms for settlement of compensation claims to the relevant Committee	To next available meeting of Committee		4. 100%	4. Reports on provisionally agreed terms for settling compensation claims reported to next available Committee for noting or approval as appropriate.	


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	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	<b>Overall priority timescale - 31/03/2010</b>  31/03/2010  30/06/2009 30/09/2009 31/03/2010  (starts Aug 09) 31/03/2010		<b>30% overall</b>  1a. 75% 1b. 80%  1c.(i) 0% 1c.(ii) 0% 1c.(iii) 0%  2. 0%	<b>Quarter 4 update -</b>  Generally limited progress on this Priority as it was considered sensible to await outcome of corporate DBS initiatives, which will underpin any new working practices.  1a & 1b Laptops were purchased for 2 members of staff and home broadband connections were set up by IT. ICT work here is nearly completed  1c. On hold – Requires input from IT whose resources have been focused on DBS  2. On hold pending outcome of corporate scanning software being investigated by DBS team.  3. Have been unable to progress as planned due to exceptional workload	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
		will improve quality of service and reporting of performance through the use of case management software	3a. Investigate and report on use of bespoke case management software	30/09/2009		3a. 60%	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. Review current PI's to see if they can be improved	31/03/2010		3b. 0%	3b. To be addressed after 3a.	
		4. Workflow Management Reduce duplication of effort Reduce errors and need for corrective work	4. Workflow Management				4. Have been unable to progress as planned due to exceptional workload demands and staff shortfall. Also sensible to await outcome of corporate DBS initiatives that will underpin any new working practices.	
			4a. Identify all work which is capable of being reduced to a style / workflow procedure / checklist	30/06/2009		4a. 100%	4a. Commercial and Conveyancing are working through all internal style documentation to update this. Litigation and Licensing have procedure manuals for several areas of work and work is ongoing to extend this process to appropriate areas not covered to date	
			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 Investigate potential cost savings Time saving for individual projects	5. Monitoring of External Legal Spend 5a. Introduce system for monitoring external legal spend	30/06/2009		5a. 100%	5a. Historical spend can now be identified through accounting practices	



Theme: Legal Services								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			5b. Compare internal costs v's external legal spend and establish a PI  5c. Prepare tender for legal services panel	30/06/2009  31/10/2009		5b. 100%  5c. 25%	5b Considering the terms of PI pending outcome of National audit pilot legal PI work.  5c. Have investigated tenders from other public sector legal services sections but no progress 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 1a. Investigate 1b. Plan and Pilot  1c. Implement	<b>Overall priority timescale - 31/03/2010</b>  30/09/2009 31/12/2009  31/03/2010		<b>40% overall</b>  1a. 50% 1b. 20%  1c. 50%	<b>Quarter 4 update –</b>  1a. Investigation underway 1b. As work is being identified through the investigation it is being planned and implemented. 1c. Security lock now on filing room records. Plans to expand filing clerk post duties to include data security policy.	Aileen Scott; Karen Wiles; Alasdair McEachan


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	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	<b>Overall priority timescale - 31/05/2011</b>  01/06/2009 – 31/05/2011		<b>89% overall</b>  1a. 100%	<b>Quarter 4 update -</b>  1a. Agreed that management development will focus on implementation of DBS. Training put in place and being tailored to needs of managers in each Tranche. Underway with Housing and Property. Elected member programme developed to run alongside Senior Managers Programme in early 2010. Training	Carol Sheridan

Theme: **Personnel Services**



Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
	Managers)		<p>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 &amp; Chartered Management Institute</p> <p>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</p> <p>1d. Consider development of management skills and competencies for corporate management)</p> <p>2. The Council has a performance management culture throughout the organisation</p>	<p>Pilot programme 31/05/2009 with Chartered Management Institute Completion - 31/03/2010</p> <p>c &amp; d Competency Framework 01/08/2009 – 31/10/2009</p> <p>Link Senior Management Development Plan to Scottish Outcomes Agreement and related competencies in line with work of DBS March 2010</p>		<p>1b. 90%</p> <p>1c. 100%</p> <p>1d. 100%</p> <p>2. 80%</p>	<p>needs analysis is done, and personal development plans have been produced and any requested training has been developed (e.g. First Aid, Adult protection) and requests for progress have been made via members support. Thought the system is now in use it is not used by the majority of Elected members.</p> <p>1b. One Councillor, one Director, two third tier managers and two fourth tier professional staff completed 2-3 units of an eight unit diploma programme. Almost complete.</p> <p>1c. Complete.</p> <p>1d. Senior Management Development Programme (Phase III) to support managers following DBS recommendations has been developed and delivery has commenced.</p> <p>2. Was awaiting outcome of competency framework and possible links to ERDP, recruitment, and succession planning.</p>	
CS09SIP_4.2	National Outcome 15 – Service Priority 4.2 – Personnel Services  “Our public services are high quality, continually	1. Organisation	1. Staff have a customer first	Overall priority timescale - 31/03/2010  31/03/2010		92% overall  1. 100%	Quarter 4 update -  1. Coming to end of membership with	Carol Sheridan

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 (Training Development /Organisational Development – Staff / Frontline Staff)	Development - Competencies for Front-line/Customer	Culture (Currently working to Institute of Customer Service (ICS) standards moving to Customer Service Provider (CSP) standard 2010)				ICS. Few staff still awaiting final assessment with approved partners (Aberdeen City & Aberdeenshire Councils). First group to undertake CSP selected (Revenues). Second group selected (group 2 Apprentices) under discussion with Improvement Service.	
		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. 100%	5. Competencies developed. To be implemented in new structures. Coaching available. Individual training developed on a one-to-one basis for Services in transition phase of DBS.	
			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. 50%	6. There were management concerns about the 5xpart event therefore mini one-day version developed for delivery 30 June 2010. Priority issues: Equality/Identity, Domestic Abuse, Child & Adult Protection sessions	

Theme: Personnel Services								
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CS09SIP _4.3	National Outcome 15 – Service Priority 4.3 – Personnel Services - “Our public services are high quality, continually improving, efficient and responsive to local people’s needs”  LO10 – Efficiencies (Delivering Better Services - DBS)	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 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	<b>Overall priority timescale - 31/03/2010</b>  31/03/2010		<b>96% overall</b>  1a. 100% 1b. 100% 1c. 100%  1d. 66% 1e. 100% 1f. 100%  1g. 100% 1h. 100%	<b>Quarter 4 update –</b>  HR work required for DBS completed as necessary. Now moved to implementation  1a. Completed 1b. Completed 1c. Flexible Working Policy Completed Review of change management policy. Completed. Review of change management operational guidelines Completed  <b>1d. To be reconsidered as part of the 2010 workforce plan.</b>  1e. Completed 1f. Guidance on structures, job re-design Completed Preparation for Grading Assessments Completed Review of documentation, jd, ps. Completed Develop guidance to managers on change process Completed  1g. Competencies framework prepared and agreed by Personnel Forum. Now to proceed to TU Policy Forum  1h. Skills Gap analysis will take place alongside each Tranche and will be timed to meet DBS requirements. Training is being developed and delivered based on implementation requirements and employee needs. Work concluded as far as possible.	Katrina McGillivray
CS09SIP _4.4	National Outcome 15 – Service Priority 4.4 – Personnel Services - “Our public services are			<b>Overall priority timescale - 30/04/2010</b>		<b>58% overall</b>	<b>Quarter 4 update -</b>	Denise Whitworth

Theme: Personnel Services								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
	high quality, continually improving, efficient and responsive to local people's needs"  LO10 – Efficiencies (Recruitment & Retention / Organisational Development)	1. Succession Planning  2. Review procedure for appointment of senior staff  3. Develop Exit Strategy  4. Performance Management	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  2. Recruitment process designed to assess candidates against council requirements in robust and efficient way.  3. Arrangements in place to allow movement out of the organisation where required for individual and/or organisational reasons  4. Performance system introduced to assist in focussing on management of outcomes, primarily for senior managers initially.	31/10/2009  31/10/2009  30/11/2009  31/12/2009  30/04/2010		1a. 60%  1b. 100%  2. 50%  3. 100%  4. 2%	1a. Proposals drafted and agreed by Personnel Forum. To undertake value assessment before proceeding further  1b. Completed  2. Approach agreed and consultation with Trade Unions has begun  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. 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	<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		<b>100% overall</b>  1a. 100%  1b. 100%	<b>Quarter 4 update –</b>  1a. Completed in Quarter 4 and reported to Policy and resources Committee in March  1b. Completed in Quarter 2	Douglas Reid

Theme: **Personnel Services**

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
			(Design and Management) (CDM) issues /contractor control  Machinery Vehicle safety COSHH Personal Protection Equipment (PPE)	30/09/2009  31/03/2010		1c. 100%  2. 100%	1c. Revised policy agreed by P&R in Quarter 2.  2. New processes and forms have been published on the Intranet and are now being used.	
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>70% overall</b>  1a. 100%  1b. 10%  1c. 100%	<b>Quarter 4 update -</b>  1a. Minor revisions to procedures / internal guidance within Personnel only following internal review. Completed  1b. Initial review work began earlier in the year but this action is to be re-prioritised for 2010 SIP or Team Plan  1c. Completed in December but subject to any changes in the disclosure arrangements.	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	1. Flexible working - review existing policies (home working, job	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	<b>Overall priority timescale - 30/04/2010</b>  31/07/2009		<b>85% overall</b>  1. 100%	<b>Quarter 4 update –</b>  1. COMPLETED: Personnel work as set out completed and will now support implementation through DBS. Work	Katrina McGillivray ; Denise Whitworth ; Grant Cruickshank; Craig walker;

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 (Policies and Health)	share, flexi time) and consider range of "new" options and bring together into cohesive package	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				ongoing to develop working guidance for implementation.	Carol Sheridan
		2. Safer Recruitment Project/Posca	2. Reduction of sickness absence.	30/04/2010		2. 100%	2. Completed 'Foundation Level' requirements for safer recruitment. Group are now considering more advanced criteria in 'Higher Level'	
		3. Healthy Working Lives	3. Gold Healthy Working Lives (HWL) award achieved	30/04/2010		3. 100%	3. Gold award achieved. 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. 73%	4. Research underway and should be complete in May. (Senior Females – 20% Schools 100% Data – 100%)	
		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. 63%	5. Work is well advanced on pay equality with info gathered and analysed and an action plan being developed. (75%) Similarly work on total reward package. (50%)	
		6. Morale and Motivation	6. Improved feedback from employees on communications.	30/04/2010		6. 75%	6. Employee Survey – Is now out to tender Employee Conference – date agreed for September Employee benefits - tender contract awarded.	