

APPENDIX 1 – LIST OF OVERDUE SERVICE PLAN ACTIONS**FINANCIAL SERVICES**

Code	Title	Progress (at end 2017/18)	Original Due Date
CPS17FS03.03	Support the development of Procurement for the Moray Integration Joint Board	30%	31 Mar 18
CPS17FS05.04	Upgrade and the provision of improved budget manager information (carried over from 2016/17)	80%	31 Mar 18
CPS17FS05.05	Successful development of budget manager training and FMS user training included in Council's training system (CLIVE) (carried over from 2016/17)	50%	31 Mar 18

WORKFORCE PLAN

Code	Title	Progress (at end 2017/18)	Original Due Date
CPS17HR01.03a	Work in partnership to support the IJB on the integration of health and social care - Human Resources Actions	90%	31 Mar 18
CPS17HR01.03c	Organisational Development plan produced and agreed and implementation underway to support IJB services	80%	30 Sep 17
CPS17HR02.02	Implement actions to improve and promote a positive workforce culture and improve employee involvement and influence in the workplace	90%	31 Mar 18
CPS17HR02.03	Continue work to enhance management activity and consistency	90%	31 Mar 18
CPS17HR03.02	Provide management and supervisory training to address management standards and a more positive workforce culture	85%	31 Jul 17
CPS17HR04.03	Develop the quality of the employee review experience, while continuing to ensure that all employees have the opportunity to participate in a review process on at least an annual basis	90%	31 Mar 18
CPS17HR04.04	Review Management Appraisal Framework	50%	31 Mar 18
CPS17HR05.03	Manage risks well by implementing our health and safety system effectively	65%	31 Dec 17
CPS17HR08.01	Continue to monitor the long term impact on the pay structure arising from the living wage and other pay related issues	70%	31 Mar 18

Code	Title	Progress (at end 2017/18)	Original Due Date
CPS17HR08.02	Ensure that jobs are well designed and defined to meet future service needs	70%	31 Mar 18
CPS17HR08.03	Undertake equal pay audit	50%	29 Dec 17
CPS17HR09.01	Employment Policies – rolling review of policies (and development of new)	85%	31 Mar 18
CPS17HR09.02	Respond to changes in legislation and national policy development	90%	31 Mar 18

LEGAL AND DEMOCRATIC SERVICES

Code	Title	Progress (at end 2017/18)	Original Due Date
CPS17LD01.01	Training for new Councillors	98%	30 Jun 17
CPS17LD01.02	Develop benchmark information nationally	50%	31 Dec 17
CPS17LD02.05	Registrars: Finalise digitisation of burial ground records	90%	31 Oct 17
CPS17LD03.02	Contribute to the development of service specific digital processes for Council tax, NDR and Benefits	70%	31 Mar 18
CPS17LD03.04	Plan for on-going Welfare reform changes	80%	31 Mar 18
CPS17LD03.07	Develop measures to set customer expectation levels and monitor satisfaction levels	70%	31 Mar 18

ICT SERVICE PLAN

Code	Title	Progress (at end 2017/18)	Original Due Date
CPS17ICT01.4	Intranet Improvement	78%	30 Nov 17
CPS17ICT02.1	Schools Infrastructure	95%	31 Mar 18
CPS17ICT03.2	Service desk	55%	29 Dec 17
CPS17ICT03.4	Infrastructure and device management	90%	31 Mar 18
CPS17ICT03.5	Business Improvement projects and applications	89%	31 Mar 18
CPS17ICT04.2	Integration of Health and Social Care	0%	31 Mar 18
CPS17ICT05.1	Information management	60%	31 Jan 18