

## Annex 1

### Chief Executive's Service – Service Plan Actions for Six Months Ending 30 September 2017

Action	Description	Lead	Previous Period March 2017		Current Period September 2017				
			Overall Status	BRAG	Start Date	Target Date	Overall Status	BRAG	Comment
<b>CES Service Plan Actions - 01 –</b> Communications Strategy	Review the strategy with support from the Short Life Member Officer Working Group and publish updated version of the strategy.	Karen Greaves	Overdue	Red	01/04/2016	30/04/2018	In Progress	Green	The Communication Strategy Member/Officer Working Group has met regularly to consider both internal and external communications. An updated strategy is being developed and will be presented to the Policy and Resources Committee in November 2017.
<b>CES Service Plan Actions - 02 –</b> Governance Review	Undertake a review of governance arrangements to address matters such as harbour authority	Karen Greaves	In Progress	Green	01/04/2016	30/09/2017	In Progress	Red	The revised Scheme of Delegation and Scheme of Administration are being drafted and will be presented to the February 2018

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	governance and integration of health and social care, including revised Schemes of Administration and Delegation, with the aim to reduce agenda sizes by 20% to 25%.								meeting of the Policy and Resources Committee.
<b>CES Service Plan Actions - 03</b> – Review of Twinning arrangements	Undertake a review of Twinning arrangements.	Karen Greaves	In Progress	Green	01/04/2016	31/12/2017	In Progress	Green	Work on the review of the twinning arrangements has been initiated and is in progress.
<b>CES Service Plan Actions - 04</b> – Pension system software	Implement the Heywoods Pension System software and transfer manual service records to the system.	Gareth Waterson	Overdue	Red	01/04/2016	31/03/2018	In Progress	Green	Work is ongoing to transfer manual records to the new software. It is now anticipated that the transfer will be complete in December 2017. The status has moved from Red back to Green due to the extended deadline.

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<b>CES Service Plan Actions - 05 - Audio Casting</b>	Consider options for expanding the audio casting system to all committee meetings and undertake a review of the audio casting system hardware and software.	Karen Greaves	N/A	N/A	04/07/2017	30/04/2018	In Progress	<b>Green</b>	Options are being considered and will be presented to Members once fully developed.
<b>CES Service Plan Actions - 06 - Our Islands Our Future</b>	Develop and deliver joint programme of work with Shetland Islands Council and Comhairle nan Eilean Siar.	Alistair Buchan	N/A	N/A	04/07/2017	30/04/2018	In Progress	<b>Green</b>	A joint programme of work is underway.
<b>CES Service Plan Actions - 07 - Empowering Communities</b>	Implement the expanded Empowering Communities Project to two additional areas.	Karen Greaves	N/A	N/A	04/07/2017	30/04/2019	In Progress	<b>Green</b>	Recruitment of Link Officers for the two new areas is underway.
<b>CES Service Plan Actions -</b>	Deliver a comprehensive	Karen Greaves	N/A	N/A	04/07/2017	30/04/2018	In Progress	<b>Green</b>	The Induction programme for new

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<b>08</b> - Induction Programme for Elected Members	and fit for purpose induction programme for elected members following the Local Government elections in May 2017.								members has continued following the recess.
<b>CES Service Plan Actions - 09</b> - Community Council Elections	Deliver the Community Council elections and appropriate Induction programme for Community Council members.	Karen Greaves	N/A	N/A	04/07/2017	30/04/2018	In Progress	<b>Green</b>	Community Council elections are underway. Following this an induction programme will commence.
<b>CES Service Plan Actions - 10</b> - Customer Services Platform	As part of the Change Programme, CR06, implement the new Customer Services Platform project	Karen Greaves	N/A	N/A	04/07/2017	30/04/2019	In Progress	<b>Green</b>	The project is underway and a phased programme of implementation is planned.
<b>CES Service Plan Actions -</b>	Introduce Customer	Karen	N/A	N/A	04/07/	30/04/2	In	<b>Green</b>	Standards under review prior to being

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11 - Customer Services	Services Standards across the Council.	Greaves			2017	018	Progress		rolled out.
<b>CES Service Plan Actions - 12 - Budget Monitoring System</b>	Implement a new budget monitoring system for the Council.	Gareth Waterson	N/A	N/A	04/07/2017	30/04/2018	Complete	<b>Blue</b>	The new budget monitoring system has now been implemented. This was a project developed by the Innovation Fund funded Finance and HR Systems Development Team.

### Personnel key

**Chief Executive** – Alistair Buchan

**Head of Finance** – Gareth Waterson

**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.