

Chief Executive's Service Service Plan Actions for six months ending 31 March 2018

Action.	Description.	Lead.	Previous period September 2017.		Current period March 2018.				
			BRAG.	Overall status.	Start date.	Target date.	BRAG.	Overall status.	Comment.
01 – Communications Strategy.	Review the strategy with support from the Short Life Member Officer Working Group and publish updated version of the strategy.	Karen Greaves.	Green.	In Progress.	01/04/2016.	30/04/2018.	Blue.	Complete.	The Communication and Engagement Strategy was reviewed and approved at Policy and Resources Committee in November 2017.
02 – Governance Review.	Undertake a review of governance arrangements to address matters such as harbour authority governance and integration of health and social care, including revised Schemes of Administration and Delegation,	Karen Greaves.	Red.	In Progress.	01/04/2016.	30/09/2017.	Blue.	Complete.	The revised Scheme of Administration and Scheme of Delegation were approved by Council in February 2018.

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	with the aim to reduce agenda sizes by 20% to 25%.								
03 – Review of Twinning arrangements.	Undertake a review of Twinning arrangements.	Karen Greaves.	Green.	In Progress.	01/04/2016.	31/12/2017.	Red.	Overdue.	A review of twinning arrangements is underway but can't progress to completion until the future twinning arrangements in Norway are known following the reorganisation of their structure. It is proposed to review the target deadline for completion of this action.
04 – Pension system software.	Implement the Heywoods Pension System software and transfer manual service records to the system.	Gareth Waterson.	Green.	In Progress.	01/04/2016.	31/03/2018.	Blue.	Complete.	The transfer of records took much longer than anticipated but has now been completed.
05 - Audio Casting.	Consider options for	Karen Greaves.	Green.	In Progress.	04/07/2017.	30/04/2018.	Green.	In Progress.	Options are actively being considered

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	expanding the audio casting system to all committee meetings and undertake a review of the audio casting system hardware and software.								and a report will be presented to Members for consideration in due course.
06 - Our Islands Our Future.	Develop and deliver joint programme of work with Shetland Islands Council and Comhairle nan Eilean Siar.	Alistair Buchan.	Green.	In Progress.	04/07/2017.	30/04/2018.	Green.	In Progress.	A joint programme of work is underway.
07 - Empowering Communities.	Implement the expanded Empowering Communities Project to two additional areas.	Karen Greaves.	Green.	In Progress.	04/07/2017.	30/04/2019.	Green.	In Progress.	The expansion of the project has been extended to two further islands. These new areas will now develop action plans. In addition to this action a full review of the project is

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									proposed to be included within the new Council Delivery Plan.
08 - Induction Programme for Elected Members.	Deliver a comprehensive and fit for purpose induction programme for elected members following the Local Government elections in May 2017.	Karen Greaves.	Green.	In Progress.	04/07/2017.	30/04/2018.	Blue.	Complete.	The initial induction programme for members has been delivered. A new action to address ongoing training and development needs is proposed.
09 - Community Council Elections.	Deliver the Community Council elections and appropriate Induction programme for Community Council members.	Karen Greaves.	Green.	In Progress.	04/07/2017.	30/04/2018.	Blue.	Complete.	Community Council elections complete and new Community Councils in place.
10 - Customer	As part of the	Karen	Green.	In	04/07/2017.	30/04/2019.	Green.	In	The project is

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Services Platform.	Change Programme, CR06, implement the new Customer Services Platform project.	Greaves.		Progress.				Progress.	underway and a phased programme of implementation is planned.
11 - Customer Services.	Introduce Customer Services Standards across the Council.	Karen Greaves.	Green.	In Progress.	04/07/2017.	30/04/2018.	Green.	In Progress.	Standards under review prior to being rolled out.
12 - Budget Monitoring System.	Implement a new budget monitoring system for the Council.	Gareth Waterson.	Blue.	Complete.	04/07/2017.	30/04/2018.	Blue.	Complete.	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.