ANNEX 1

CHIEF EXECUTIVE'S SERVICE – SERVICE PLAN ACTIONS FOR SIX MONTHS ENDING 30 SEPTEMBER 2015

Action	Lead	Previous Period - March 2015		Current Period - September 2015				
		Overall Status	BRAG	Start Date	Target Date	Overall Status	BRAG	Comment
01 - Audio casting - Deliver the introduction of audio-casting and associated arrangements for council meetings	Dawn Sherwood	Overdue	**Red**	01-04-2013	31-10-2015 (Original target = 31-05-2014)	In Progress	**Green**	Audio casting was carried out successfully during the June and September 2015 committee cycles. Meetings were broadcast live and listen-again recordings made available via the Council website.
02 - Key policies and procedures - Key policies, procedures and business processes to be documented to enable sharing of knowledge and experience over a 3 year period	Dawn Sherwood	In Progress	**Green**	01-04-2013	31-03-2016	In Progress	**Green**	Work continues to document processes and procedures.
03 - Internal communications - Improve communication within the Chief Executive's Service and with colleagues across the Council promoting what the Chief Executive's Service does and what work is being undertaken	Dawn Sherwood	In Progress	**Green**	01-04-2013	31-03-2016	In Progress	**Green**	Work is ongoing to improve the stream of communications from the Chief Executive's Service.
04 - Closer integrated	Dawn	In	**Green**	01-04-	31-03-	In	**Green**	The Empowering Communities

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working - Develop opportunities for closer integrated working with other organisations in order to improve services for Orkney's people	Sherwood	Progress		2013	2016	Progress		pilot projects are taking place in Papa Westray and Stronsay. Community offices in both islands have been established and a range of services are available via the Link Officers based in these offices.
05 - Audit action plans - Deliver the action plans arising from the following audits: Mobile phones audit; Software licenses audit; Computer services review	Dawn Sherwood	In Progress	**Green**	01-04-2013	31-03-2016	In Progress	**Green**	Work continues to address the actions arising from these audits.
06 - Area Network - Deliver the Council's Wide Area Network: including replacement of the Pathfinder North network, PSN Connectivity and transition to SWAN	Dawn Sherwood	In Progress	**Green**	01-04-2013	30-06-2016	In Progress	**Green**	Work is progressing to identify replacements for the Council's Wide Area Network as part of the Change Programme.
07 - Governance arrangements - Undertake a governance review of all administrative arrangements including Schemes of Delegation and Administration, Standing Orders, Working Groups, Committee cycles and reports with the aim to reduce	Dawn Sherwood	In Progress	**Green**	01-04-2013	31-12-2015 (Original target = 31-05-2014)	In Progress	**Green**	A further seminar arranged for early September was cancelled due to staff illness. The seminar will be rearranged with a view to reporting to the Policy and Resources Committee in early 2016.

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agenda sizes by 20% to 25%. This will include delivery of training								
08 - Monitoring of decisions made - Introduce monitoring system for decisions made and further reports required	Dawn Sherwood	Overdue	**Red**	01-04-2013	31-03-2016 (Original target = 31-05-2014)	In Progress	**Green**	Policy and Resources Committee decisions are now being monitored on a six-monthly basis and the other main committees (Monitoring and Audit, Education, Leisure and Housing, Development and Infrastructure and Orkney Health and Care) will begin to be monitored from 31 March 2016.
09 - Communication strategy - Update the Council's Communication Strategy to improve the Council's communication which will include social media	Dawn Sherwood	Overdue	**Red**	01-04-2013	30-06-2016 (Original target = 31-03-2014)	In Progress	**Green**	The Communications Strategy 2015-16 was approved by Council, following consideration by the Policy and Resources Committee on 22 September 2015.
10 - Elected member development - Implement the Professional Development Framework for Elected Members and develop a training programme	Dawn Sherwood	Overdue	**Red**	01-04-2013	31-03-2016 (Original target = 31-12-2014)	Complete	**Blue**	The Framework was adopted by the Council on 28 April 2015, with participation by elected members voluntary. A presentation to elected members on the Framework took place on 14 September 2015.
11 - Stromness Contact Centre – Open the new Customer Services	Dawn Sherwood	Overdue	**Red**	01-04-2014	31-03-2016 (Original	In Progress	**Green**	The Warehouse Buildings opened on 25 May 2015 and a range of shared services are currently

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point/Library in Stromness and broaden the range of services offered by the Council and other Community Planning partners					target = 31-10-2014)			being delivered, with additional services due to be offered in the coming months once service level agreements are in place.
12 - Review of Twinning arrangements – Undertake a review of Twinning arrangements	Dawn Sherwood	Overdue	**Red**	01-04-2014	31-12-2015 (Original target = 31-12-2014)	In Progress	**Green**	The Policy and Resources Committee deferred consideration of the review. The Twinning and Friendship Working Group met on 28 September 2015 with a report due to go to Policy and Resources Committee in November 2015.
13 - Progress Change Programme projects - To progress such projects within the scope of the Chief Executive's Service: CRM System, Improve Website Services, Replacement Telephony, Creation of Orkney Public Consultation Group	Dawn Sherwood			01-04-2015	31-03-2017	In Progress	**Green**	Change Programme projects are progressing with involvement from colleagues from other services and the assistance of the Change Team.
14 - Electoral Event Preparation - to prepare for electoral events within 2015 and 2015 including the Scottish Parliamentary Election	Dawn Sherwood			01-04-2015	30-05-2016	In Progress	**Green**	Two electoral events were held successfully in 2015 and preparation is under way for the Scottish Parliamentary Election on 5 May 2016.
15 - Review of Leadership	Dawn			01-04-	31-03-	In	**Green**	Temporary policy support has

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Support - review administrative and policy support for the Leadership of the Council	Sherwood			2015	2016	Progress		been obtained to progress certain projects but a wide-ranging review remains to be carried out.	

Personnel key

Chief Executive – Alistair Buchan

Head of IT and Support Services – Dawn Sherwood

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.