

Appendix 4: Departmental Service Plan - Actions to deliver Corporate Objectives

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Theme: **6-An Improving Council**
 Priority: **C6.1-Improve leadership**
 Objective: **C6-01 Improve leadership and management skills**

Action Title	Assigned To	Start Date	Due Date
Produce Action Plan from Improvement Services Report on Member-Officer relations	Liz Cochrane		30/06/2008
Implement Action Plan for Member-Officer Relationships	Liz Cochrane		31/03/2009
Undertake an option appraisal of potential decision-making scrutiny structures	Liz Cochrane		30/06/2008
Implement phase 2 of training for elected members	Liz Cochrane		31/01/2008

Theme: **6-An Improving Council**
 Priority: **C6.2-Improve Community Engagement**
 Objective: **C6-02 Improve the effectiveness of community consultation and engagement activity**

Action Title	Assigned To	Start Date	Due Date
Implement and monitor revised consultation strategy	Anne Clegg		31/03/2009
Review corporate approach to complaints management	David Webster		31/03/2009
Organise and run Community Day	Anne Clegg		31/05/2008
Coordinate the running of the WD Citizens Panel	Anne Clegg		31/03/2009
coordinate consultation activity and quality	Anne Clegg		31/03/2009
Develop draft Community Engagement Strategy	Anne Clegg		31/03/2009

Theme: **6-An Improving Council**
 Priority: **C6.2-Improve Community Engagement**
 Objective: **C6-03 Increase the community's participation in the democratic decision-making processes**

Action Title	Assigned To	Start Date	Due Date
Support Community Involvement in Council and Partnership Engagement structures	Anne Clegg		31/03/2009
Review the engagement mechanisms of the community planning partners	Anne Clegg		31/03/2009

Theme: **6-An Improving Council**
 Priority: **C6.3-Improve Governance and Resource Management**
 Objective: **C6-04 Improve accountability to all stakeholders**

Action Title	Assigned To	Start Date	Due Date
Coordinate and draft six public performance reports, one for each edition of the West Dunbartonshire News	Lynn Henderson		31/03/2009
Produce Corporate Plan Performance Report for 07/08	Lynn Henderson		28/11/2008
Develop and Implement Corporate Media Plan	Louisa Mahon		31/03/2009

Provide a 24 hour media service	Louisa Mahon	01/04/2008	31/03/2009
Produce 6 issues of West Dunbartonshire News	Louisa Mahon	19/05/2008	31/03/2009

Theme: 6-An Improving Council
Priority: C6.3-Improve Governance and Resource Management
Objective: C6-09 Improve the corporate planning, service planning and budget process

Action Title	Assigned To	Start Date	Due Date
Update and issue Strategic planning and budget guidance	Lynn Henderson		29/08/2008
Monitor progress of new Community Plan	Andy Mackay		31/08/2008
Develop and Implement the corporate planning process for 09-13	Lynn Henderson		31/03/2009
Support the implementation of the service planning process and the production of service plans throughout the council	Lynn Henderson	03/03/2008	31/03/2009
Produce SOA for 08-09	David Webster	24/01/2008	30/06/2008
Produce SOA for 09-10 with full CPP participation by April 2009	David Webster		31/03/2009
Produce New Community Plan 2007-2017	Liz Cochrane		31/08/2007

Theme: 6-An Improving Council
Priority: C6.3-Improve Governance and Resource Management
Objective: C6-10 Improve the Performance Management Framework

Action Title	Assigned To	Start Date	Due Date
Implement revised QPR process and Member reporting framework	David Webster	12/03/2008	31/12/2008
Implement new performance management system	David Webster	21/11/2007	30/04/2008
Produce and monitor Action Plans for all poorly performing SPIs	David Webster	07/02/2008	30/06/2008
Coordinate SPI data collation and produce reports for Audit & PR Committee	Joanna Heaney		31/03/2009

Theme: 6-An Improving Council
Priority: C6.4-Value our employees
Objective: C6-13 Improve consultation and communication with employees

Action Title	Assigned To	Start Date	Due Date
Develop an Internal Communications Strategy and Action Plan	Louisa Mahon	03/01/2008	30/07/2008
Input into new 2009 Staff Survey	Louisa Mahon	19/05/2008	31/01/2009
Implement and monitor the Internal Communications Strategy and Action Plan	Louisa Mahon		31/03/2009
Production of 4 issues of West Life	Louisa Mahon	19/05/2008	31/03/2009

Theme: 6-An Improving Council
Priority: C6.4-Value our employees
Objective: C6-17 Improve the health and safety of Council employees

Action Title	Assigned To	Start Date	Due Date
Gain Healthy Working Lives Silver Award by December 2008	Bobby Jones		31/12/2008

Theme: 6-An Improving Council
Priority: C6.5-Promote continuous improvement and transform service delivery
Objective: C6-19 Improve overall service performance and self awareness

Action Title	Assigned To	Start Date	Due Date
Evaluate all services against the key PSIF criteria and create a continuous improvement plan for every service	Sandra Brysland; Moray Nichol		30/06/2008
Participate in the PSIF project and pilot the full framework in 5 key services	Sandra Brysland; Moray Nichol		30/09/2008
Develop strategy for a systematic approach to service-level option appraisal	Sandra Brysland; Moray Nichol		30/09/2008
Support implementation of the new Chartermark Award Programme	Moray Nichol		31/03/2009
Support implementation of the Investors in People (IIP) Award Programme	Moray Nichol		31/03/2009
Develop and Agree Corporate BV Improvement Plan	David Webster	22/04/2008	30/06/2008
Produce Monitoring Reports on BV Improvement Plan to Council	David Webster		31/03/2009
Implement revised Improvement and Efficiency Structures	David Webster	08/04/2008	31/03/2009
Implement strategy for a systematic approach to service-level option appraisal	Moray Nichol		31/03/2009

Theme: 6-An Improving Council
Priority: C6.5-Promote continuous improvement and transform service delivery
Objective: C6-20 Improve service efficiency and competitiveness

Action Title	Assigned To	Start Date	Due Date
Develop and implement a systematic approach to competitiveness	Sandra Brysland; Moray Nichol		31/10/2008
Implementation of approach to competitiveness	Moray Nichol		31/03/2009

Theme: 6-An Improving Council
Priority: C6.5-Promote continuous improvement and transform service delivery
Objective: C6-21 Join-up and share services with other providers

Action Title	Assigned To	Start Date	Due Date
Support WDC participation in National Shared Service Diagnostic Approach	Liz Cochrane		31/03/2009

Theme: 6-An Improving Council
Priority: C6.5-Promote continuous improvement and transform service delivery
Objective: C6-22 Modernise internal business processes

Action Title	Assigned To	Start Date	Due Date
Identify and pilot process improvement techniques in key Council services	Moray Nichol		30/09/2008

Theme: 6-An Improving Council
Priority: C6.6-Promote Sustainable Development

Objective: C6-23 Promote the principles and practices of sustainable development throughout West Dunbartonshire

Action Title	Assigned To	Start Date	Due Date
Produce Local Biodiversity Action Plan	Cheryl Gallacher		31/03/2009
Coordinate Local Footprint Project	Cheryl Gallacher		31/03/2009
Coordinate participation in Local Authority Carbon Management Programme	Cheryl Gallacher		31/03/2009
Produce Climate Change Declaration Action Plan	Cheryl Gallacher		31/03/2009
Finalise Sustainable Development Strategy and Action Plan	Cheryl Gallacher		31/03/2009
Support Fairtrade Steering group/ Fairtrade campaign in West Dunbartonshire	Suzanne Greer		18/04/2009
Work towards Fairtrade status for West Dunbartonshire	Suzanne Greer		18/04/2009

Theme: 6-An Improving Council

Priority: C6.7-Promote Equal Opportunities

Objective: C6-24 Promote equal opportunities throughout West Dunbartonshire

Action Title	Assigned To	Start Date	Due Date
Publish a Disability Profile of West Dunbartonshire	Lewis Morrison		31/03/2009
Draw up procedures for assistive technology	Lewis Morrison	11/12/2007	31/03/2009
Implement and Monitor Disability Equality Scheme	Lewis Morrison		31/03/2009
Contribute to development of Lesbian Gay Bisexual Transgender Network	Suzanne Greer		31/03/2009
Implement and Monitor Equality & Diversity Strategy	Suzanne Greer		31/03/2009
Produce an A-Z of services for disabled and BME people	Lewis Morrison		31/03/2009
Publish Newsletter on Equalities & Equality Breifing	Suzanne Greer		31/03/2009
Contribute to and monitor Gypsy Traveller Strategy	Suzanne Greer		31/03/2009
Implement & Monitor Gender Equality Scheme	Suzanne Greer		31/03/2009
Review and Update Race Equality Scheme	Suzanne Greer		31/03/2009

Theme: 6-An Improving Council

Priority: C6.7-Promote Equal Opportunities

Objective: C6-25 Provide and promote equal opportunities within the Council

Action Title	Assigned To	Start Date	Due Date
Identify and carry-out work in the Access Improvement Programme	Lewis Morrison		31/03/2009
Support inclusion of Equalities Monitoring in service provision	Lewis Morrison		31/03/2009
Support inclusion of equalities monitoring in new corporate HR management system	Lewis Morrison		31/03/2009
Support Equal Opportunities Training Programme	Suzanne Greer		31/03/2009
Support Integrated Impact Assessments	Lewis Morrison		31/03/2009
Support Health Theme of Integrated Impact Assessments	Bobby Jones		31/03/2009