

Appendix 1

Chief Executive's Department: PSIF Improvement Plan 2010/13 Timeline

Leadership	2010-11				2011-12				2012-2013			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Finalise the Chief Executive's Departmental Plan 2010/14	■	✓										
Implement and monitor the Continuous Improvement Strategy	■	■	■	■	✓							
Involve staff in developing CED vision and mission statement as part of 2011/15 Dept Plan	■	■	✓									
Oversee the effective governance & management of community planning	■	■	■	■	✓							
Provide management support and direction for CPP thematic groups	■	■	■	■	✓							
Complete and oversee the implementation of the CPP Partnership Agreement	■	■	■	■	✓							

Service Planning	2010-11				2011-12				2012-2013			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Carry out customer satisfaction survey of corporate communications					√							
Develop effective communication processes for community planning												
Manage the delivery of new community engagement services for WDCPP								√				
Support the implementation of the outcomes of the Clyde Valley Community Planning Partnership shared service review					√							
Carry out annual review of departmental shared service development arrangements					√							
Implement revised Public Performance Reporting arrangements at a corporate level for the Council				√								
Produce the Corporate Plan Performance Report for 2009/10 for Committee				√								
Develop a programme for options appraisal, a training programme and guidance												
Lead & support departments on equalities impact assessment & monitoring					√							
Develop a performance measure to identify efficiency savings (cashable & non-cashable) generated by services as a result of business review and shared services												
Review approach to strategic risk management including recommendations of the risk management review												
Develop a Business Continuity Plan for the Council					√							
Develop process for operational planning which is aligned to strategic plans												
Improve the scope and quality of performance management and monitoring												
Develop service standards for the CED												
Develop a systematic approach to departmental consultation by designing a strategy												

People Resources	2010-11				2011-12				2012-2013			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Implement PDP process within CED					√							
Implement a learning development strategy and action plan for the CED to meet staff development needs as identified in the PDP process					√							
Complete and implement the workforce plan												
Partners and Resources	2010-11				2011-12				2012-2013			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Co-ordinate & prepare CED's twice yearly progress reports for CEGC and quarterly e-mail to all elected members					√							
Develop systematic approach to review effectiveness and appropriateness of existing and potential partnerships and joint working arrangements												
Service Processes	2010-11				2011-12				2012-2013			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Encourage elected member participation in the strategic planning process												

√ = Complete