

**Chief Executive's Department
PSIF Improvement Plan 2011/12**


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Appendix 3




Criterion 2: Service Planning

Code & Title	Status Icon	Progress Bar	Due Date	Managed By	Latest Note	Description	Note	Due Date	Completed
PSIF/CED/001 Develop process for operational planning which is aligned to strategic plans		<input type="text" value="0%"/>	31 Mar 2012	Lorraine Coyne		Determine appropriate model / method to be used for operational plans		30 Sep 2011	No
						Determine nature, extent of and responsibility for operational plans within department		30 Jun 2011	No
						Develop performance measurements by setting performance indicators with targets		31 Mar 2012	No
						Prepare and monitor operational plans via a Covalent scorecard report template		31 Mar 2012	No


PSIF/CED/002 Improve the scope and quality of performance management and monitoring		<input type="text" value="0%"/>	31 Mar 2012	Lorraine Coyne	Assess level of compliance with WDC Performance Management Framework		31 May 2011	No
					Assess WDC in relation to the Audit Scotland Best Value toolkit for performance management		30 Jun 2011	No
					Implement any changes		31 Dec 2011	No
					Prepare report on assessment of WDC against Audit Scotland Best Value toolkit for performance management including any recommendation for changes and / or improvement		30 Sep 2011	No
					Consult stakeholders about service standards		30 Sep 2012	No
					If appropriate carry out customer journey mapping		30 Jun 2012	No
					Review whether it would be appropriate to develop a system to monitor and report on service standards.		18 Mar 2013	No

PSIF/CED/005 Develop service standards for the CED		<input type="text" value="0%"/>	31 Mar 2013	Lorraine Coyne	SMT has considered the timing of this action and taken a decision that due to the significant upheaval taking place in the Community Planning and Policy section it would be advisable to undertake this work in 2012/13. In the interim period it should be recognised that service standards for the CED already exist and were only signed off 14 months ago.	Senior Management Team to review the existing Chief Executive Service Standards (previously agreed in February 2010)		31 May 2012	No
						Update Chief Executive service standards based on stakeholder feedback and the SMT review		05 Dec 2012	No
						Community planning section has analysed results of consultation and fed into service planning process		31 Jan 2012	No
						Corporate Communications section has analysed results of consultation and fed into service planning process		31 Jan 2012	No


Direct service providing sections - CL&D, Employability and advice service - have analysed results of consultation and fed into CED service planning process		31 Jan 2012	No
Identify CL&D, Employability service and Advice service stakeholders and develop programme of consultation		31 Aug 2011	No
Identify internal and external Corporate Communication stakeholders and develop programme and methods of consultation		31 Aug 2011	No
Identify internal and external CPP stakeholders and develop programme and methods of consultation		31 Aug 2011	No
Identify internal and external Performance and Risk stakeholders and develop programme and methods of consultation		31 Aug 2011	No
Identify Internal Audit stakeholders and develop programme and methods of consultation		31 Aug 2011	No






PSIF/CED/006 Develop a systematic approach to departmental consultation		0%	31 Mar 2012	Lorraine Coyne		Internal Audit section has analysed results of consultation and fed into service planning		31 Jan 2012	No
						Performance and Risk section has analysed results of consultation and fed into service planning process		31 Jan 2012	No
						Prepare consultation programme for CED		30 Sep 2011	No

Criterion 3: People Resources

Code & Title	Status Icon	Progress Bar	Due Date	Managed By	Latest Note	Description	Note	Due Date	Completed
PSIF/CED/007 Complete and implement the workforce plan		<input type="text" value="0%"/>	31 Mar 2012	Lorraine Coyne		Ensure all staff within new CPP/community services sections are fully and accurately reflected in Workforce Plan		31 Aug 2011	No
						Liaise with HR on process and detail of adding staff recently transferred into CED to Workforce Plan		30 Jun 2011	No

Criterion 4: Partners and Resources

Code & Title	Status Icon	Progress Bar	Due Date	Managed By	Latest Note	Description	Note	Due Date	Completed
PSIF/CED/010 Develop systematic approach to review effectiveness and appropriateness of existing and potential partnerships and joint working arrangements		<input type="text" value="0%"/>	31 Mar 2012	Peter Barry		Develop new joint working relationships between key CPP programmes and service areas - CL&D, Employability, Advice Services		30 Sep 2011	No
						Review thematic group structures and ensure effective alignment with new CPP priorities		31 Oct 2011	No

Action Status	
	Cancelled
	Overdue; No longer assigned
	Unassigned; Not Started; Check Progr
	Resuming; In Progress; Assigned
	Completed