







Appendix 2: Corporate Services Actions Progress




Report Type: Scorecard Report
Report Author: Linda Butler
Generated on: 12 October 2010












Icon	Title				
	1 Regeneration & the local economy (CP10-14)				
Icon	Title				
	Grow the local economy (CP10-14)				
Icon	Title				
	Attract and support the development of new and emerging businesses and support the sustainability and growth of existing businesses (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/LARS/003 Provide information, advice and assistance to consumers about consumer protection matters.		<div style="width: 33%;"><div style="background-color: #4F81BD; width: 33%;"></div></div> 33%	31 Mar 2011	Work is ongoing to review our quality procedures for consumer advice and we are on target to attain Consumer Quality Mark. Satisfaction levels are an annual indicator and are not reported quarterly. The SPI action plan has been updated following a benchmarking exercise and has been implemented.	David McCulloch
CS/1014/LARS/004 Provide information, advice and assistance to businesses about consumer protection matters.		<div style="width: 0%;"><div style="background-color: #4F81BD; width: 0%;"></div></div> 0%	31 Mar 2011	Satisfaction levels and licence renewals are annual indicators which are not reported quarterly.	David McCulloch
CS/1014/LARS/005 Inspect business premises to ensure compliance with consumer protection law.		<div style="width: 0%;"><div style="background-color: #4F81BD; width: 0%;"></div></div> 0%	31 Mar 2011	100% - All 7 scheduled visits to business premises classified as "High Risk" this quarter were completed within time.	David McCulloch
CS/1014/LARS/021 Implement the Scottish Food Hygiene Information Scheme within local food businesses to enable consumers to make an informed choice of where they choose to eat locally.		<div style="width: 100%;"><div style="background-color: #4F81BD; width: 100%;"></div></div> 100%	01 Oct 2010	Completed.	John Stevenson


Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/LARS/022 Review and obtain approval of the Food Service Plan for 2010/2011.		<div style="width: 100%;"><div style="width: 100%; background-color: #4F81BD; color: white; text-align: center;">100%</div></div>	31 Oct 2010	Completed.	John Stevenson
CS/1014/LARS/023 Enforce food safety and standards during 600 programmed inspections of local food businesses.		<div style="width: 50%;"><div style="width: 50%; background-color: #4F81BD; color: white; text-align: center;">50%</div></div>	31 Mar 2011	Over 300 inspections carried out.	John Stevenson
CS/1014/LARS/024 Review and obtain approval of the Health & Safety Enforcement Service Plan for 2010/2011.		<div style="width: 100%;"><div style="width: 100%; background-color: #4F81BD; color: white; text-align: center;">100%</div></div>	31 Oct 2010	Completed.	John Stevenson

Icon	Title
	2 Health & well being (CP10-14)
Icon	Title
	Increase life expectancy - especially in the most deprived areas (CP10-14)
Icon	Title
	Improve the health and safety of Council employees (CP10-14)

Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/HROD/040 Introduce a programme of interventions aimed at improving employee health and wellbeing.		<div style="width: 33%;"><div style="width: 33%; background-color: #4F81BD; color: white; text-align: center;">33%</div></div>	31 Mar 2011	The Council has commenced joint work with the Local Community Health Partnership, Renfrewshire Council and Greater Glasgow and Clyde NHS, through the realise project. The project, through which referrals have already been made provides support at the earliest possible stage for common mental health issues such as stress and depression. This adds to the considerable range of activities that have been undertaken this year.	Linda McAlister
CS/1014/LARS/007 Finalise and formally approve Joint Health Protection Plan for GGC NHS Board and WDC.		<div style="width: 100%;"><div style="width: 100%; background-color: #4F81BD; color: white; text-align: center;">100%</div></div>	31 Mar 2011	Completed.	John Stevenson
CS/1014/LARS/008 Review the list of Public Health etc (Scotland) Act competent persons.		<div style="width: 100%;"><div style="width: 100%; background-color: #4F81BD; color: white; text-align: center;">100%</div></div>	31 Mar 2011	All records reviewed and list updated as required.	John Stevenson

Icon	Title				
	Reduce levels of smoking (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/LARS/014 Carry out 25 covert test purchases each year to check that businesses are not supplying tobacco to young persons under the age of 18.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 32%;"></div></div> 32%	31 Mar 2011	No test purchases took place in 2nd quarter as we could not source young volunteers. Further test purchases are planned in October. Still on target.	David McCulloch
CS/1014/LARS/015 Visit 40 retailers each year to provide advice designed to help businesses to comply with the law on underage sales.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 72%;"></div></div> 72%	31 Mar 2011	14 visits completed in Q2 which means 29 completed in year to date. Slightly ahead of target.	David McCulloch
CS/1014/LARS/016 Carry out 20 inspections each year to check for illicit tobacco products (e.g. counterfeit, incorrectly labelled, or non duty paid)..		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 70%;"></div></div> 70%	31 Mar 2011	14 inspections completed by end September. No illicit tobacco found.	David McCulloch
CS/1014/LARS/017 Continue to enforce the ban on smoking in enclosed public places during 600 planned inspections each year.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 50%;"></div></div> 50%	31 Mar 2011	Over 300 smoking inspections carried out.	John Stevenson
CS/1014/LARS/018 Continue to promote GGCHB smoking cessation services during 600 planned inspections each year.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 50%;"></div></div> 50%	31 Mar 2011	Ongoing during over 300 smoking inspections carried out in quarters 1 and 2.	John Stevenson
CS/1014/LARS/019 Work with West Dunbartonshire Community Health Partnership to support the 'Equally Well' project in Whitecreek.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 50%;"></div></div> 50%	31 Mar 2011	All planned 10 inspections achieved however work delayed in respect of targeting two of the larger manufacturing premises.	John Stevenson
CS/1014/LARS/020 Prepare plan to implement provisions of the Tobacco and Primary Medical Services Act once implementation dates are published.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 0%;"></div></div> 0%	31 Mar 2011	Scottish Government currently consulting on how and when the Act should be brought into force so it is not yet possible to start this action.	David McCulloch

Icon	Title				
Th	3 Safe & strong communities (CP10-14)				
Icon	Title				
P	Improve community safety (CP10-14)				
Icon	Title				
Ob	Reduce crime and violent crime in particular (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/LARS/002 Implement provisions of amended Civic Government (Scotland) Act regarding licensing of knife dealers.		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">100%</div>	31 May 2011	Completed.	David McCulloch

Icon	Title				
Th	4 Sustainable environments (CP10-14)				
Icon	Title				
P	Improve environmental quality & sustainability (CP10-14)				
Icon	Title				
Ob	Improve the state of West Dunbartonshire's environment (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/LARS/009 Assess land to determine whether it should be formally designated contaminated and thereafter take appropriate action to remediate.		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">50%</div>	31 Mar 2011	Approval granted at the 15/6/2010 Tender Committee to appoint a preferred contractor for site investigation works at the former Carless Oil Terminal in Old Kilpatrick. Briefing note produced for William Street Site, Duntocher and Manager of Regulatory Services approval granted on 9 July 2010 for site investigation works. Approval granted at the 4 August 2010 Tender Committee for site remediation works at the former Dye Works, Cordale Point , Renton.	John Stevenson

Icon	Title					
	CS/1014/LARS/010 Complete a Local Air Quality Management Progress Report for 2010.		<div style="border: 1px solid black; background-color: #add8e6; width: 50%; text-align: center;">50%</div>	31 Mar 2011	Monitoring ongoing.	John Stevenson
Ob	Improve the state of West Dunbartonshire's environment (CP10-14)					
Action	Status	Progress	Due Date	Comments	Assigned To	
CS/1014/LARS/011 Monitor local air quality for NO2 and report on the % of monitoring stations complying with the national air quality objective of 40ug/m3. (SOA action)		<div style="border: 1px solid black; background-color: #add8e6; width: 50%; text-align: center;">50%</div>	31 Mar 2011	Monitoring ongoing.	John Stevenson	
CS/1014/LARS/012 Monitor and report on local air quality for particulates (PM10). (SOA action)		<div style="border: 1px solid black; background-color: #add8e6; width: 50%; text-align: center;">50%</div>	31 Mar 2011	Monitoring ongoing.	John Stevenson	
CS/1014/LARS/013 Work jointly with Planning and Roads colleagues to implement the provisions of the European Noise Directive at a local level.		<div style="border: 1px solid black; background-color: #add8e6; width: 50%; text-align: center;">50%</div>	31 Mar 2011	Meetings held with Planning and Roads colleagues. End work ongoing. No Road Candidate Noise Management Areas (CNMAs) identified in process. Potentially one Rail CNMA. Joint work with Forward Planning on Candidate Quiet Areas being progressed (CQAs).	John Stevenson	


Icon	Title					
Th	6 An improving Council (CP10-14)					
Icon	Title					
P	Improve governance, resource management and financial planning (CP10-14)					
Icon	Title					
Ob	Improve accountability to all stakeholders (CP10-14)					
Action	Status	Progress	Due Date	Comments	Assigned To	
CS/1014/FICT/012 Establish sound internal and external review processes and ensure robust governance and stewardship of the ICT Service		<div style="border: 1px solid black; background-color: #add8e6; width: 23%; text-align: center;">23%</div>	31 Mar 2011	Draft Service Level Agreement document has been distributed to departments for comment. ICT Strategy development is underway and several workshops and meetings have taken place. GSx submission has been completed and WDC await outcome. Network penetration test exercise is complete and prioritised action plan is in place and several actions already addressed. Outcome of ICT General Controls Audit is favourable with no new actions and many actions	Patricia Marshall	



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					completed and down graded.
Ob	Improve accountability to all stakeholders (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/FICT/062 Continue to establish a risk register.		<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	30 Jul 2010	Completed.	Alison Wood
CS/1014/LARS/027 Continue to investigate the viability of a Petitions Committee		<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	27 Oct 2010	The Community Participation Committee, at its meeting on 16 June 2010, noted that the consensus among the Community Representatives was to maintain the status quo. This opinion was due to be reported to the meeting of the Improvement and Efficiency Executive Working Group (I&EEWG) which was scheduled to be held on 17 June 2010. However, this meeting was cancelled and therefore the matter will be considered at the next meeting of the I&EEWG on 30 September 2010. The recommendation of the I&EEWG will be reported to Council on 27 October 2010.	George Hawthorn

Icon	Title				
Ob	Improve corporate approach to workforce planning (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/HROD/038 Develop supporting processes to further continue the integration of Workforce Planning within the Council.		<div style="width: 25%;"><div style="background-color: #4f81bd; color: white; text-align: center;">25%</div></div>	31 Mar 2011	Work is ongoing in this area - HRBP's will lead development and implementation of workforce plans within their respective areas.	Samantha Dove

Icon	Title				
Ob	Improve employee attendance (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/HROD/039 Develop a revised approach to training, coaching, and delivery of support measures to assist managers in the effective management of absence, using appropriate resources and interventions.		<div style="width: 33%;"><div style="background-color: #4f81bd; color: white; text-align: center;">33%</div></div>	31 Dec 2010	The Council continues to provide ongoing training to support good absence management; revised training will be delivered with the implementation of a revised Absence Management Policy and Procedure, which is will	Linda McAlister

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	be in place during this financial year.

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Ob	Improve medium to long term financial planning (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/FICT/069 Complete the review and further update of the Council's budgetary control process and reporting techniques.		<input type="text" value="0%"/>	30 Sep 2010	The review of the budgetary process is ongoing, with further reports submitted to the SFWG on an ongoing basis. The timetable for budget setting has also been reviewed and updated. The review will not be completed until the restructure and centralisation of relevant staff has been completed – likely completion date in now 1 April 2011.	Gillian McNeilly



Icon	Title				
P	Improve organisational culture (CP10-14)				
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Ob	Improve consultation and communication with employees (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/HROD/033 Develop and implement a model to maximise stakeholder involvement		<input type="text" value="25%"/>	31 Dec 2010	Partnership framework has commenced with initial joint approach for consultation, development and delivery of Discipline and Grievance policy and procedure. Framework will be expanded.	Linda McAlister
CS/1014/HROD/036 Develop a range of communications tools		<input type="text" value="25%"/>	31 Mar 2011	A lead for the HR Service Centre has been appointed and work has begun on creating HR Information notes as key content for the knowledge portal. HR staff are undergoing training in the use of intranet/Internet software used for the Portal.	Samantha Dove








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Ob	Promote fair and transparent employment practices (CP10-14)

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Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/HROD/032		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 50%	31 Dec 2011	A framework to identify key legislative and regulatory updates has been identified and used to ensure that action is taken to ensure compliance with requirements under (for example) Protection of Vulnerable Groups and Equality Act provisions.	Linda McAlister
Ob	Promote fair and transparent employment practices (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/HROD/041		<div style="width: 33%;"><div style="background-color: #4f81bd; height: 10px; width: 33%;"></div></div> 33%	31 Mar 2011	Implementation on proposals for removal of paid lunch breaks currently with TU's for consultation. New procedures for the ongoing evaluation of posts subject to further discussion with Trade Unions	Paul McGowan

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P	Improve strategic leadership (CP10-14)				
Icon	Title				
Ob	Improve leadership and management skills of elected members, the corporate management team, middle management and supervisory staff (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/HROD/057/IP2		<div style="width: 80%;"><div style="background-color: #4f81bd; height: 10px; width: 80%;"></div></div> 80%	30 Sep 2010	Progressive Leadership programme continues with 3 modules now complete. Individual feedback and support being provided through external assignment process and coaching support. Review and evaluation of programme progress-to-date underway and will complete by end of October. Outcomes will be incorporated within leadership and management development strategy.	Angela Terry
CS/1014/HROD/044		<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px; width: 0%;"></div></div> 0%	31 Dec 2010	Arrangements agreed with IS for specific development sessions & development of Business Day programme (content) underway to support Elected Members. External coaching support implemented for senior managers via leadership development programme and peer support for the CMT implemented through individual arrangements and team development	Angela Terry

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					sessions.

Icon	Title				
P	Promote continuous improvement and competitiveness (CP10-14)				
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Ob	Improve our responsiveness to customers (Customer First) (CP10-14)				
Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/FICT/013 Centralise WDC ICT Services		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 38% </div>	31 Mar 2011	Staff consultation underway. Consultation with Trades Unions underway. Role investigation and shadowing underway for posts in Education, Libraries and Social Work and purchasing. Centralisation of Print and receptions staff and services complete and service reviews in progress. Several Job profiles submitted to HR for evaluation.	Patricia Marshall
CS/1014/LARS/026 Produce a business case for the further development of on-line forms for all EH service requests in line with the Customer First programme.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 0% </div>	31 Mar 2011	Business case to be produced following initial scoping exercise which is not due until 29/10/10 therefore no progress to report over the first 2 quarters.	John Stevenson

Icon	Title					
Ob	Improve service efficiency and competitiveness (CP10-14)					
Action	Status	Progress	Due Date	Comments	Assigned To	
CS/1014/FICT/011 Modernise ICT service to deliver efficiencies, remove duplication and streamline IT processes and systems		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 12% </div>	31 Mar 2011	Project to deliver single backup system and procedures for WDC is complete. Purchase and installation of Encryption software for laptops has commenced. Project to reduce number of Unix servers has commenced and configuration of server is underway. Several Wintel servers have been decommissioned and in some cases purchase of additional servers stopped and existing servers and virtual servers utilised for more than one application. Printer rationalisation project has been extended to include schools and all council locations and in excess of 300 devices and associated consumables have been withdrawn and existing copiers have been networked where possible and used as multi function devices.	Patricia Marshall	
Ob	Improve service efficiency and competitiveness (CP10-14)					
Action	Status	Progress	Due Date	Comments	Assigned To	
CS/1014/FICT/014 Implement remote working technologies		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 50% </div>	31 Mar 2011	Pilot exercise has been completed. Recommendation report in development.	Patricia Marshall	
CS/1014/FICT/031 Conclude the cost-benefit analysis data communications (rolled over from Improving Council action IC/36).		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 50% </div>	25 Mar 2011	Initial tests now complete and first sites being setup early Oct, meetings arranged to finalise project plans for residential units scheduled for mid - late Oct may result in movement of completion dates	Dorothy Farquhar	
CS/1014/FICT/072 Continue to develop Activity-based Costing.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 100% </div>	30 Sep 2010	Completed.	Margaret McCluskey	
CS/1014/Proc/004 Review transaction and monthly card limits annually		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 100% </div>	30 Apr 2010	Completed.	Alison Wood	
CS/1014/Proc/005 Update Corporate Procurement Strategy		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 0% </div>	30 Sep 2010	Comprehensive review of Procurement across the Council is due to commence in November 2010 and is expected to take up to 6 months to complete. The Corporate Procurement Strategy will be updated when this review has been completed and the procurement operating model has been determined.	Alison Wood	
CS/1014/Proc/006 Create distribution list and send reminders to relevant staff		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> 0% </div>	30 Sep 2010	Current distribution lists are still in operation. It is likely that the list will change / expand when the review of Procurement has been completed and a revised	Alison Wood	

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	procurement operating model is agreed.

Icon	Title
Ob	Improve service performance and quality (CP10-14)

Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/FICT/070 Continue to develop and implement a benefit overpayment policy.		<input type="text" value="60%"/>	31 Dec 2010	Final overpayment policy being prepared for Committee approval.	Marion Smith
CS/1014/FICT/071 Continue to develop benefits take up strategy.		<input type="text" value="25%"/>	31 Dec 2010	Draft take up strategy complete. Being issued for consultation.	Marion Smith
CS/1014/HROD/034 Develop a range of HR&OD Performance Indicators to support policy, procedure and practice		<input type="text" value="25%"/>	31 Dec 2010	Work is ongoing in this area - Outcome likely to be achieved.	Samantha Dove

Icon	Title
Ob	Improve service performance and quality (CP10-14)

Action	Status	Progress	Due Date	Comments	Assigned To
CS/1014/HROD/037 Commence the implementation of the new model of HR and OD service delivery to provide HR Business Partnering, Centres of HR and OD expertise, Pay Provision and an HR Contact Centre operation in support of high quality service provision		<input type="text" value="25%"/>	31 Mar 2011	From September 1st work and staff have been transitioning over to the teams within the new structure. Work on required physical moves is well advanced, and accommodation for the HR Service staff is being finalised. Work is continuing to finalise the staffing for Pay and Remuneration and the HR Service Centre with the later anticipated to be complete by the end of October.	Francine Ewen
CS/1014/LARS/028 Complete the restructure LA&RS to enhance service delivery.		<input type="text" value="33%"/>	31 Dec 2011		Andrew Fraser


Icon	Title
P	Promote equal opportunities (CP10-14)


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Ob	Provide and promote equal opportunities within the Council (CP10-14)
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Action	Status	Progress	Due Date	Comments	Assigned To	
CS/1014/HROD/035	Align Human Resources activity with the employment action plan of the WDC Equality Scheme 2009-12		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> <div style="background-color: #4f81bd; width: 60%; position: absolute; top: -2px; left: -2px;"></div> 60% </div>	31 Mar 2011	HR has agreed revised employment actions to be included in Council's Equality Scheme. More extensive equality statistical information has been collated and a report prepared which will be submitted to CECG.	Linda McAlister


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	BA - Customer First					
Icon	Title					
	12,13. Further develop contact centre to be first-point of contact for incoming calls					
Action	Status	Progress	Due Date	Comments	Assigned To	
BA/2010/012	12. Council agrees in principle to develop a first point service centre for call handling		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> <div style="background-color: #4f81bd; width: 25%; position: absolute; top: -2px; left: -2px;"></div> 25% </div>	31 Mar 2011	Transformation programme underway. See Covalent action 'BVIP/017/10-11 - Deliver improved customer experiences and corporate efficiencies through the implementation of Customer First priorities and Community Engagement strategies'	Patricia Marshall
BA/2010/013	13. Council agrees that a further report detailing infrastructure and logistical issues is brought to the Corporate and Efficient Governance Committee by September 2010		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> <div style="background-color: #4f81bd; width: 85%; position: absolute; top: -2px; left: -2px;"></div> 85% </div>	28 Oct 2010	IP telephony installation and configuration complete and new telephony service is operational at Contact Centre. Review of both technical and service delivery issues complete and action plan development and implementation underway. Committee schedule for Corporate & Efficient Governance was August and October, rather than September and milestones amended to reflect this.	Patricia Marshall


Icon	Title				
Th	BA - Learning & Community				
Icon	Title				
Ob	27,28, 29, 30 Set-up Nursery Charge Transition Scheme				
Action	Status	Progress	Due Date	Comments	Assigned To
BA/2010/028 28. Council agrees to delegate to the Directors of Education and Corporate Services to draft the detail and administration of the scheme		<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">100%</div></div>	31 Mar 2010	Completed.	Terry Lanagan; Joyce White




Icon	Title				
Th	BA - Finance & Resourcing				
Icon	Title				
Ob	05. Contingency Fund and revised Reserves Policy				
Action	Status	Progress	Due Date	Comments	Assigned To
BA/2010/005 05. Council agrees that the CMT in conjunction with the Strategic Finance working group develops a revised reserves policy, taking account of requisitions and other circumstances.		<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">100%</div></div>	28 Feb 2010	Completed.	David Connell

Icon	Title				
Ob	06,07. Corporate Finance - Options appraisals for centralisation of finance staff and reporting lines of Audit & risk				
Action	Status	Progress	Due Date	Comments	Assigned To
BA/2010/006 06. Council agrees that the CMT should investigate and conduct an options appraisal examining the transfer of staff who have a responsibility for departmental financial control and monitoring being transferred to the Corporate Services Department		<div style="width: 40%;"><div style="background-color: #4f81bd; color: white; text-align: center; padding: 2px;">40%</div></div>	30 Apr 2011	The work transferring staff from departments to Corporate Services is ongoing.	David Connell



Icon	Title				
Ob	08,09. Budget Preparations 20011/15				
Action	Status	Progress	Due Date	Comments	Assigned To
BA/2010/008 08. Council agrees that preparations for the 2011/12 budget and through to 2015 will adopt zero based budget pilots as part of our long term financial planning strategy.		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	31 Mar 2011	The zero based budgeting exercise will be completed on the four areas in parallel to the normal budgeting process. The comparison results for each service will reported back to the SFWG (target date October).	David McMillan
BA/2010/009 09. Council agrees that budget preparations will begin in February with briefings to the SMT's and that appropriate training continues to be rolled out to all budget holders as part of the organisational development work plan		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31 Mar 2011	Completed.	David Connell


Icon	Title				
Ob	10. Grants Budget				
Action	Status	Progress	Due Date	Comments	Assigned To
BA/2010/010 10. Council agrees to increase the community chest grants budget by a further £20,000		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30 Apr 2010	Completed.	David Connell

Icon	Title				
Th	Best Value Improvement Plan 10/11 (1)-Strategic Leadership				
Icon	Title				
P	1.1-Develop Strategic Leadership				
Action	Status	Progress	Due Date	Comments	Assigned To
BVIP/001/10-11 Facilitate a CMT and Elected Member review of the Council's Strategic Priorities		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30 Jun 2010	Completed - The Council meeting on 30 June 2010 agreed to note the proposed Strategic Priorities identified for 2010/11.	Lorraine Coyne; Angela Terry





Icon	Title				
	BVIP 10/11 (4)-Community Engagement				
Icon	Title				
	4.1-Promote Community Engagement Opportunities				
Action	Status	Progress	Due Date	Comments	Assigned To
BVIP/017/10-11 Deliver improved customer experiences and corporate efficiencies through the implementation of Customer First priorities and Community Engagement strategies		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4F81BD; position: relative;"> 43% </div>	31 Mar 2011	Transformation priorities agreed. Transformation workshop for Repairs complete and implementation project at planning stage. Council Tax transformation Workshop scheduled for October. Intranet redesign underway and end user training delivered. Review of reception services at 3 main locations underway and recommendations planned for October. Reception staff transfer from LARS to Finance & ICT complete during September and interim arrangements for cover in place. Review of online web services and uptake underway	Patricia Marshall

Theme Assurance and Improvement Plan - 2 - Corporate Assessment
Priority 2.1-Vision & Strategic Direction

Action	Status	Progress	Due Date	Comments	Assigned To
AIP02 Drive the strategic intent and direction based on Council's vision and financial challenges		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4F81BD; position: relative;"> 80% </div>	31 Oct 2010	Staff and public consultation forums completed. Report on outcomes of staff consultation complete and evaluation of public events underway. Full report on outcomes to be presented to Strategic Finance Working Group on 1/10/10.	Angela Terry
AIP04 Implement leadership and management development strategy		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4F81BD; position: relative;"> 0% </div>	31 Mar 2011	Management development programmes implemented up to March 2011. Structure for leadership programme reviewed and revisions made to programme format and delivery to end February 2011. Each strand will be developed into a broad strategy which aims to set out a clear purpose and approach to leadership and management development across the Council; cascade to senior managers rescheduled to early November.	Angela Terry



Action	Status	Progress	Due Date	Comments	Assigned To
CED/PU/156/10-14 Implement and facilitate peer and external support arrangements for Elected Members and senior managers		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 66%; position: absolute; left: 0;"></div>66%</div>	30 Sep 2010	All relevant support structures in place with the exception of peer support via IS. Design of development day for CMT & Administration underway and delivery scheduled for October.	Angela Terry






Theme AIP - 2 - Corporate Assessment
Priority 2.2-Performance Management & Improvement

Action	Status	Progress	Due Date	Comments	Assigned To
BVIP/013/10-11 Redesign, develop and re-launch Intranet as a West Dunbartonshire portal with information for staff and partners		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 50%; position: absolute; left: 0;"></div>50%</div>	31 Dec 2010	End User training provided during August 2010 to allow departmental content to be renewed and updated. Draft redesign developed and awaiting user signoff. System upgrade and testing underway.	Dorothy Farquhar
CS/HROD/043/IP2 Establish a corporate behaviour and values framework for all managers and staff		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 40%; position: absolute; left: 0;"></div>40%</div>	31 Mar 2011	Core behaviour framework developed as part of revised PDP process and draft framework and implementation plan will report to October Corp & Efficient Governance Committee. Report on leadership group behaviours will be presented through Member's Business Day in November.	Angela Terry
CS/HROD/045/IP2 Implement revised performance and personal development framework		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 20%; position: absolute; left: 0;"></div>20%</div>	31 Mar 2011	Report on revisions to PDP framework, draft framework, and implementation plan, scheduled for October C&EGC.	Angela Terry
CS/HROD/057/IP2 Identify leadership skills and behaviours and associated development programme to support strategic leadership and culture change.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="background-color: #4f81bd; width: 80%; position: absolute; left: 0;"></div>80%</div>	31 Mar 2011	Progressive Leadership programme continues with 3 modules now complete. Individual feedback and support being provided through external assignment process and coaching support. Review and evaluation of programme progress-to-date underway and will complete by end of October. Outcomes will be incorporated within leadership and management development strategy.	Angela Terry

Theme AIP - 2 - Corporate Assessment

Priority 2.3-Use of Resources - Finance

Action	Status	Progress	Due Date	Comments	Assigned To
BVIP/006/10-11 Review Long Term Financial Strategy 2010-14 in accordance with the agreed framework		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #ADD8E6; text-align: center;">100%</div>	30 Jun 2010	Completed.	David Connell; Gillian McNeilly
BVIP/007/10-11 Continue to develop the 10 year Financial Strategy		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #ADD8E6; text-align: center;">66%</div>	31 Mar 2011	The financial strategy continues to be developed and reported to the SFWG. Due to the output of the strategy, the reporting timetable for the budget 2011/12 has been brought forward, leading to a special council meeting on 14 October 2010.	David Connell; Gillian McNeilly

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