




Corporate Services PSIF



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Theme Criterion 1: Leadership

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/010 Evaluate impact of revised departmental structures and models of service delivery within HR&OD		<div style="border: 1px solid black; width: 100px; height: 15px; display: flex; align-items: center; justify-content: center;">0%</div>	31 Mar 2012	Service delivery models and structure configuration continue to facilitate the provision of cohesive services which provide Best Value.	Tricia O'Neill	Reprofile professional posts to enable re-allocation of appropriate work to the HR Service Centre	31 Jul 2011
						Integrate HR & Payroll administration processes	31 Aug 2011
						Implementation of a framework which delivers regular management information on all aspects of people practice.	31 Oct 2011
						Critically review all HR Administration systems, processes and practices to eliminate, reduce or streamline work practice and structure	31 Dec 2011
						Implementation of range of technologies and support measures to support the managers' people responsibilities	31 Mar 2012
CS/1115/PSIF/011 Evaluate impact of revised departmental structures and models of service delivery within Finance, ICT and procurement		<div style="border: 1px solid black; width: 100px; height: 15px; display: flex; align-items: center; justify-content: center;">0%</div>	31 Mar 2012	Service delivery models and structure configuration continue to facilitate the provision of cohesive services which provide Best Value.	David Connell	Reassess effectiveness of revised structures	31 Oct 2011
						Identify changes required to key working practices and structure	31 Dec 2011
						Implement modification required to service structure	31 Mar 2012
						Reassess effectiveness of revised structures	31 Oct 2011

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/012 Evaluate impact of revised departmental structures and models of service delivery within LARS		<input type="text" value="0%"/>	31 Mar 2012	Service delivery models and structure configuration continue to facilitate the provision of cohesive services which provide Best Value.	Andrew Fraser	Identify changes required to key working practices and structure	31 Dec 2011
						Implement modification required to service structure	31 Mar 2012


Theme Criterion 2: Service Planning

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/017 Align workforce plan to departmental plans and budget resources		<input type="text" value="0%"/>	31 Mar 2012	Align workforce plan to departmental plan and budget resource	Paul McGowan	Review current workforce planning process	30 Jun 2011
						Align development of workforce plans to other departmental processes	31 Aug 2011
						Implement integrated departmental planning processes	31 Mar 2012
CS/1115/PSIF/018 Enhance budgetary control		<input type="text" value="0%"/>	31 Mar 2012		Gillian McNeilly	Identify & develop monitoring system for saving options/management adjustments taken by CMT & Members to help identify areas of high risk in-year to allow early action to be taken to minimise the effect	30 Jun 2011
						Identify monthly monitoring indicators to be included within the budgetary control process to help identify areas of high risk in-year to allow early action to be taken to minimise the effect	31 Aug 2011
						Develop & standardise the monitoring report to council/committees to allow for further scrutiny by members	30 Sep 2011

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/019 Review budget settings/long term financial strategy		<div style="border: 1px solid black; padding: 2px;">0%</div>	31 Mar 2012		Gillian McNeilly	Develop processes to forecast changing positions forward to allow inclusion into the budget forecasting	30 Apr 2011
						Identify areas of high risk change over the short medium and long term (e.g. demographics, taxation & legislation changes).	30 Apr 2011
						Develop and approve a longer term capital plan - identify areas of risk and processes to mitigate/minimise.	30 Jun 2011
						Align workforce planning to the medium and longer term budget setting process.	30 Sep 2011
						Develop further the link to spend to save projects (revenue/capital) and the likely (revenue/capital) budget savings going forward.	30 Sep 2011
						Develop processes to allow the in-year budgetary monitoring to align with the future years forecasting	30 Sep 2011
						Further link budgeting process to capital programme and the medium term effects on revenue from the project spend	30 Sep 2011
						Develop the link of budgetary planning with service planning - taking account of statutory and non statutory functions.	31 Dec 2011



Theme Criterion 2: Service Planning; Criterion 3: People Resources; Criterion 4: Partners and Resources

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
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Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/020 Develop capital investment process		<div style="border: 1px solid black; width: 100px; height: 20px; display: flex; align-items: center; justify-content: center;">0%</div>	31 Mar 2012		Gillian McNeilly	Further link the capital programme to recommendations/ monitoring/ review by the asset management group - to ensure capital spend is maximised for long term benefits	31 Aug 2011
						Develop the investment option appraisal process & roll out refresher training	31 Dec 2011
						Develop the prioritisation of project bids departmentally & corporately by identified set of criteria agreed by all stakeholders	31 Dec 2011
						Develop the post-project review process & the monitoring of this by the asset management group	31 Mar 2012

Theme Criterion 3: People Resources




Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
						Develop policy review framework to review and revise employment policies in line with legislative changes and best practice.	30 Jun 2011
						Establish a policy review group to meet quarterly as a framework for ongoing policy improvement consultation. Key stakeholders (e.g. line management, trade unions) will be represented on this group.	30 Sep 2011

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/003 Implement programme of HR policy review to facilitate equalities and best management practice		<div style="border: 1px solid black; width: 100px; height: 15px; display: flex; align-items: center;">0%</div>	31 Mar 2012	To establish up-to-date HR employment policies fit for purpose	Linda McAlister	Introduce pulse surveys specific to key policy review e.g. attendance, discipline, grievance, performance, flexible working	31 Dec 2011
CS/1115/PSIF/005 Develop programme of interventions aimed at promoting health and wellbeing of CS staff		<div style="border: 1px solid black; width: 100px; height: 15px; display: flex; align-items: center;">0%</div>	31 Mar 2012	Staff have better motivation and wellbeing within their working environment	Samantha Dove	Promotion of employee counselling service as a confidential, independent, professional counselling resource for staff either by telephone - or face to face.	30 Jun 2011
						Promotion of occupational health services as an early intervention tool for supporting health and wellbeing of staff and addressing health issues which could lead to both short and long term absence.	30 Jun 2011
						Establish wellbeing helpline, staff by professional HROD staff, to provide support and guidance for staff dealing with a wide range of personal and work related issues. Onward referral to professional services where appropriate	31 Jul 2011
						Implementation of the stress policy - aimed at improving awareness of causes of stress and tools for staff and managers to address stress related issues.	31 Oct 2011
						Provide ongoing training for line managers related to the effective management of employee wellbeing and engagement	31 Mar 2012
						Review current communication structures	30 Jun 2011

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/007 Complete a review of communication processes and sources across the department		<input type="text" value="0%"/>	31 Mar 2012	Communication processes facilitate staff engagement and involvement in information, decisions, and change across the department.	Angela Terry	Identify gaps in staff communication channels	31 Aug 2011
						Implement programme of planned communication events	30 Sep 2011
						Evaluate feasibility of roll-out within services	31 Mar 2012
CS/1115/PSIF/008 Implement performance and development planning across Corporate Services		<input type="text" value="0%"/>	31 Mar 2012	Individual performance objectives, measures and development needs are clearly linked to service delivery plans	Angela Terry	Roll-out implementation framework	31 May 2011
						Delivery of supporting development programme	30 Jun 2011
						Measure implementation	30 Nov 2011
						Evaluate effectiveness of process	31 Mar 2012
CS/1115/PSIF/009 Implement a departmental learning and development programme for Corporate Services		<input type="text" value="0%"/>	31 Aug 2011	Development priorities and programmes are clearly aligned to delivering and improving services	Angela Terry	Collate departmental needs for PDP's	30 Jun 2011
						Identify priority development needs	31 Jul 2011
						Implement departmental development programme	31 Aug 2011



Theme Criterion 4: Partners and Resources

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
						Compile & publish action plan for ICT customer satisfaction survey returns	30 Jun 2011
						Agree ICT service level agreements with departments	31 Jul 2011
						Centralise complaints processes for Corporate Services and HEEDs	31 Dec 2011
						Establish online social network facility for WDC	31 Dec 2011

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/013 Continue improvement in the customer experience through community engagement, consultation and feedback		<div style="border: 1px solid black; padding: 2px;">0%</div>	31 Mar 2012	Deliver improved customer experiences and corporate efficiencies	Patricia Marshall	Implement ICT customer satisfaction survey action plan	31 Dec 2011
CS/1115/PSIF/014 Develop technology and networks to improve customer access to services		<div style="border: 1px solid black; padding: 2px;">0%</div>	31 Mar 2012	Using technology to deliver efficient services	Patricia Marshall	Implement hot desking pilot for ICT	31 Aug 2011
						Report findings arising from ICT hot desking pilot	31 Oct 2011
						Establish online social network facility for WDC	31 Dec 2011
						Ongoing review, standardisation and migration of services to be delivered via Council website	31 Dec 2011
						Redesign website to deliver more customer focused services and information	31 Jan 2012
						Ongoing review, standardisation and migration of services to be delivered via contact centre	31 Mar 2012
CS/1115/PSIF/015 Develop a model for service level agreements in partnership with customer		<div style="border: 1px solid black; padding: 2px;">0%</div>	31 Mar 2012	Implementation of SLA processes within Corporate Services	Paul McGowan	Develop SLA framework with HR&OD	30 Jun 2011
						Implementation and roll out of SLA for HRO&OD	30 Sep 2011
						Development and implementation of SLA framework throughout Corporate Services	31 Dec 2011
						Evaluation and review of SLA framework	31 Mar 2012


Theme Criterion 5: Service Processes and Results

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
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Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/001 Embed a systematic approach using the PSIF to facilitate continuous improvement across the department		<div style="border: 1px solid black; padding: 2px;">0%</div>	31 Mar 2012	PSIF is integrated as the tool to drive continuous improvement across the department	Angela Terry	Implement departmental PSIF improvement plan	30 Apr 2011
						Complete 6 month evaluation of progress	30 Sep 2011
						Identify and implement revisions	31 Oct 2011
						Evaluate feasibility of roll-out within services	31 Mar 2012
CS/1115/PSIF/004 Continue development of the workforce management system		<div style="border: 1px solid black; padding: 2px;">0%</div>	31 Mar 2012		Samantha Dove	Identification of workforce and information priorities to determine timetable of roll-out for WMS	30 Jun 2011
						Development of HR Connect for absence reporting and recording for planned full roll-out across Council	31 Oct 2011
						Development of full manager self-service capacity across Council for absence leave etc	31 Dec 2011
						Identification of linkages with other HR systems to ensure efficiencies in resource capacity and develop synergies where possible ie recruitment portal, workflow etc	31 Dec 2011
						Identification of key areas of HR and pay administration requiring further streamlining and customising solutions to support resource management	31 Mar 2012

Theme Criterion 6: Customers Results

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
						Complete consultation with staff on recognition themes	31 Jul 2011

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/006 Develop framework for staff recognition across the department		<div style="border: 1px solid black; width: 80px; height: 15px; display: flex; align-items: center; justify-content: center;">0%</div>	31 Mar 2012	Staff feel motivated and recognised for their contribution to delivering and improving services	Angela Terry	Produce draft for departmental recognition framework	30 Sep 2011
						Implement departmental recognition plan	31 Dec 2011

Theme Criterion 9: Key Performance Results

Action Code & Title	Status	Progress Bar	Due Date	Action Desired Outcome	Ownership Assigned To	Milestones Description	Milestones Due Date
CS/1115/PSIF/002 Develop a broader range of departmental performance indicators and measures		<div style="border: 1px solid black; width: 80px; height: 15px; display: flex; align-items: center; justify-content: center;">0%</div>	31 Mar 2012	Performance improvement is measured and evaluated across services.	Linda Butler	Review departmental performance indicators	30 Oct 2011
						Identify gaps in current performance measures	31 Dec 2011
						Develop draft list of future indicators and measures	31 Jan 2012
						Agree future performance framework for CS	31 Mar 2012