

2016/17 Quarter to June Chief Executive's Office Performance Report - Service Plan



Chief Executive's Office					
Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CE16.01	Respond to follow up audits by Audit Scotland	31-Mar-2017	Request to update CPP place based research by IS. This was due on 30 June but due to holidays was responded to by mid July 2016.	25%	
CE16.02	Publish Annual Public Performance Report	30-Jun-2016	2015 and 2016 annual reports complete. 2016 PPR incorporated into annual accounts and reported to committee on 29 June 2016.	100%	
CE16.03	Support CPP and council engagement and participation	31-Jan-2017	Council has supported the Community Planning Partnership (CPP) in an 11 week online campaign using Facebook and twitter. It has increased its online presence to develop a sustainable platform for CPP future engagement. The council has published the CPP online calendar of engagement events on behalf of CPP. This is hosted on the refreshed CPP website. Though it has been delayed due to technical issues it was launched at the beginning of July.	25%	
CE16.04	Publish annual report on equality outcomes	30-Jun-2018	Draft complete, only stats for last quarter for domestic violence to be added.	80%	
CE16.05	Assist with the production of locality profiles	31-Dec-2016	Forres ASG profile complete. Speyside complete within target timescale of June.	25%	
CE16.06	Support Participatory Budgeting/ 'Planning for Real' pilots	31-Mar-2017		0%	
CE16.07	Develop annual report on complaints: monthly learning events and e-learning	30-Sep-2016	Annual report is 60% complete. Monthly learning points continue to be raised at quarterly Complaints Admin meeting. New Lagan complaints recording system being worked on by IT and e-learning module will be considered once it is up and running.	50%	

2016/17 Quarter to June Corporate Services Performance Report - Service Plan



Legal Services					
Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16LD01.01	Ongoing review of Sharepoint to ensure best practice and review paper file records	31-Dec-2016	Various improvements made. Again hard to put in percentage terms as ongoing all the time. Working more closely with Records Manager to address issues as they arise.	0%	
CPS16LD01.02	Develop benchmark information nationally	31-Dec-2016	Not started for 2015/16 yet. Awaiting receipt of return for completion.	0%	
CPS16LD01.03	Continue with support for newly formed Integration Joint Board	31-Dec-2016	Supporting bimonthly formal meetings and Chief Officer. Advised re CNORIS membership, hosted services and prepared reports for appointment of chief officers including Standards Officer, Standing Orders, Code of Conduct, directions and working on ones for Chief Officer Operational responsibilities and support services agreement. Also drafted a members handbook. Further work will be needed re complaints, data protection, FOI and records management. Hard to put in percentage terms as this is ongoing all the time but perhaps 50%?	50%	
CPS16LD01.04	Prioritise resources on corporate projects and strategic infrastructure projects identified in the 4 year plan eg harbour developments, Bogton Road development, schools improvements	31-Mar-2017	Current involvement in Joint Energy from Waste project, Buckie Harbour and National Roads Forum	0%	
CPS16LD01.05	Monitor and react to areas of significant increased activity (e.g. work for Integration Joint Board, education placing appeals, re-zonings, new licensing requirements, Community Empowerment, Land Reform and Land Registration)	31-Mar-2017	A lot of work been ongoing to support education re statutory consultations for school rezonings and policy reviews; support for the Moray IJB as above; and dealing with a large volume of permanence cases for looked after children. Various changes to licensing procedures implemented and more to come as more bits of the Air Weapons and Licensing (Scotland) Act 2015 comes in to force. Finished fee review for taxis, rest of civic and misc. licenses and alcohol licenses to follow. Hard to put in percentage terms as this is ongoing all the time. Awaiting further regulations on Community Empowerment before impact fully clear – draft regulations on parts of the Community Empowerment out for consultation at the minute.	0%	

Committee/Registrars/Elections

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16LD02.01	Investigate use of committee management system	31-Oct-2016	Some research undertaken on what systems are available and used by other LAs but no further progress made to due absence of DSM on election duties.	30%	
CPS16LD02.02	Investigate possible efficiencies from paperless meetings	31-Dec-2016	Some research undertaken as to how other LAs operate paperless meetings but no further progress made due to absence of DSM on election duties.	30%	
CPS16LD02.03	Review arrangements for elected members training and any induction required for May 2017 local government elections	28-Feb-2017	Not yet started. Awaiting instruction from Head of Service re how this is to be taken forward.	0%	
CPS16LD02.04	Index all Committee guidance and protocols in one easily accessible place	31-Oct-2016	Library now set up in Sharepoint and currently being populated.	60%	
CPS16LD02.05	Registrars: Finalise digitisation of burial ground records.	31-Aug-2016	Progress continuing. Training on system undertaken by staff during May.	80%	
CPS16LD02.06	Investigate promotion of the marriage service	30-Nov-2016	Work started on improving website information.	30%	

Customer Services/Taxation/Benefits

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16LD03.01	Customer Services team to contribute to the promotion and implementation of Digital services for Council wide services	31-Mar-2017	The implementation of Digital services implementation is subject to specific progress reporting from ICT which we contribute to on an on-going basis. The service contributes to quality checking, making changes to scripts and e-forms as appropriate and the promotion of any new initiatives.	25%	
CPS16LD03.02	Contribute to the development of service specific digital processes for Council tax, NDR and Benefits	31-Mar-2017	Discussions with Civica our Council tax, NDR and Benefits supplier are well advanced in relation to enabling the integration required to deliver an end to end digital service for some of the main contact areas for these services. Next step is finalising the business case/contractual arrangements and agreeing with ICT where this fits in the overall digital plan.	10%	
CPS16LD03.03	Contribute towards integrating free school meal application process as part of Benefit application process.	31-Aug-2016	New Pupil Benefits module received and testing underway. Next step is to liaise with Education re operational arrangements.	50%	
CPS16LD03.04	Plan for on-going Welfare reform changes, in particular as a consequence of new powers devolved to Scotland as part of the Smith Commission, the NHS/Social Care Integration programme, Poverty and Social Inclusion initiatives	31-Mar-2017	Report to Policy and Resources committee in June setting out progress and highlighting the need to review how the Council deals with Poverty and social inclusion. Awaiting further information on how devolved welfare powers to Scotland will be managed/administered.	20%	
CPS16LD03.05	Plan for adjustments to the Council Tax systems for 2017/18	31-Mar-2017	Scottish Government has had initial discussions with software suppliers about proposed changes to Council tax for 2017/18. Until firm proposals	0%	

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
			are defined and software is developed to enable the change to happen little further can be done. Risk is that it will be very late in the day before implementation can commence		
CPS16LD03.06	Undertake additional activity to maximise Council tax income	31-Mar-2017	<ul style="list-style-type: none"> • Improvements from previous years on –going are: • Recovery processes undertaken earlier in year to maximise income • Direct debit uptake still improving • Processing waiting time reducing • More focus on monitoring Sheriff Officer performance 	20%	
CPS16LD03.07	Develop measures to set customer expectation levels and monitor satisfaction levels	31-Mar-2017	Preparation for satisfaction surveys in respect of service delivered by Customer Services, Council tax/NDR and Benefits well advanced and due to commence from September 2016. Work to provide how quickly a customer can expect their transaction to be completed is being considered as part of the digital project.	40%	
CPS16LD03.08	Non Domestic Rates revaluation 2016/17	31-Mar-2017	The workload anticipated here is in relation to any potential transitional scheme, if introduced. Until this is known no work can be done.	0%	

Workforce Transformation and Change

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR01.01	Continue to use Transform approach for change management and relevant recruitment	31-Mar-2017	20/6 - limited requirement at present. Being deployed for individual cases. 6/7 - contract extensions without further procurement being explored.	0%	
CPS16HR01.02	Manage employee relations and consultation comprehensively and sensitively in relation to workforce changes	31-Mar-2017	20/6 - number of change consultation processes underway including SFL; Homecare and Environmental Health.	0%	
CPS16HR01.03	Work in partnership to support the IJB on the integration of health and social care	31-Mar-2017	20/6 – Staff/TU Partnership (workforce forum) in operation and supported by HR. Sbar paper drafted for CO on workforce issues. Advice provided on recruitment to shared posts. Work beginning on H&S aspects. 28/06 - Met with Pam Gowans, Anne Inglis and Fiona Souter to develop OD strategy for partnership.	90%	

Employee Engagement/Morale and Motivation

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR02.01	Refresh and deliver employee engagement programme	31-Mar-2017	20/6 – revised EE plan presented and agreed at P&R in May. Work underway on all current elements. Employee suggestion scheme also open. New teamtalk launched and previous style information appearing as connect articles. 5/7 - New roadshows piloted in HR by Director (CS).	25%	
CPS16HR02.02	Continue work to enhance management activity and consistency	31-Mar-2017	20/6 – Culture work will also contribute to this and update is provided below. Work is underway to develop a case study approach to developing MMM skills. Consideration is also being given to wider leadership and management development which should also contribute. This will go to CMT/SMT over the summer. 06/7 – training support - e-learning programmes being developed, elements of current training being re-packaged to provide support for strategic service planning and corporate governance elements of MMM. Case studies still being progressed. Apr/May/June/Jul corporate course titles prefixed MMM now delivered and refer to MMM Doc. Also provide assistance to those interested in learning more about MMM.	20%	
CPS16HR02.03	Develop actions to improve and promote a positive workforce culture and improve employee involvement and influence in the workplace	31-Mar-2017	20/6 – focussed work with services based on 2015 employee survey is underway and actions are now being implemented in Environmental Protection and Roads and Fleet. Diagnostic work is underway in Homecare. Proposals have been prepared on induction and CPD for managers; dealing with workload; an “early warning system”; investigation guide; and social engagement. These have been included on the PF agenda. 12/05 Develop and deliver Positive Behaviour session to Culture Working Group DLO Mosstodloch lead by Richard Anderson and Mike Rollo. Excellent response.	90%	

Developing Leadership Capacity

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR03.01	Review and re-design leadership development to ensure it develops the skills and behaviours necessary for the corporate and strategic direction and leadership the council requires	31-Jul-2016	20/6 – discussion document to go to CMT/SMT to determine way forward. 10/07 Current PSLP students invited to return to study.	0%	

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR03.02	Provide management and supervisory training to address management standards and support the implementation of Moray Management Methods (MMM) and a more positive workforce culture	31-Jul-2016	20/6 – range of management training is on offer. CMT/SMT to provide guidance for further activity and requirements. Induction training is no in place for managers as a short session following corporate induction. 31/05 First Managers Induction delivered.	10%	
CPS16HR03.03	Support the continued development of the Leadership forum to provide a platform for corporate leadership and council priorities	31-Mar-2017	20/6 – consideration will be given to using the leadership forum for development activities as part of the CMT/SMT consideration above.	25%	

Workforce/Employee Development

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR04.01	Establish an Organisational Development team aligned to supporting corporate priorities, including organising training into a corporate resource	23-Dec-2016	20/6 – proposals approved for consultation at council meeting on 17/5 and consultation underway due to conclude 24/6.	0%	
CPS16HR04.02	Review training activity across the Moray Council to form a comprehensive view and begin to prioritise on a corporate basis	31-Mar-2017		0%	
CPS16HR04.03	Review the training and development on offer to ensure it is aligned to the corporate and Organisational Development priorities	31-Mar-2017	Apr/May/June/July continue to deliver behavioural skills training to support corporate priorities (as per 2016 programme). Coaching provided to managers seeking performance behaviours.	0%	
CPS16HR04.04	Refocus attention to ensure that all employees have the opportunity to participate in a review process on at least an annual basis	31-Mar-2017	20/6 – reviewing structure for ERDPs in manual workforces as part of culture work. 6 & 14 July - Additional ERDP sessions delivered to support roll out of ERDP initiative.	90%	

Health and Well-being

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR05.01	Support the implementation of the Moray Council's Health and Work policy in order to deliver ongoing improvements in absence levels	31-Mar-2017	20/6 – case management reviews are in place within HR and HR support is being allocated more quickly. Work been done with care organisers and team leaders to address absence as high in this area. Plan to consider next steps in cost/benefit context.	10%	
CPS16HR05.02	Act together with employees and their representatives to improve workforce consultation and improvement	31-Oct-2016	20/6 – discussions have taken place with trade unions at H&S c'ttee and TU/Officer group and there is a willingness to work on this. Safety Forums in services being re-invigorated with Direct services, housing, education and social care all taking action. Revised constitution and partnership agreements under consideration for corporate c'ttee.	25%	

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR05.03	Manage risks well by implementing our health and safety system effectively	31-Dec-2016	20/6 – plan to tackle this through work groups in EP and Roads following on culture work. Have started work to identify risk assessments and process was discussed at H&S Cttee in June	5%	
CPS16HR05.04	Share our success and learn from our experience of health and safety practice	31-Mar-2017	20/6 – raised at H&S cttee June. Plan to prepare a comms plan for next meeting.	5%	
CPS16HR05.05	Developing the Health and Safety Culture of the Council	28-Feb-2017	20/6 – connect article in next edition	5%	

Reward and Recognition

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR06.01	Consider the long term impact on the pay structure arising from the living wage and other pay related issues	31-Jul-2016	No Activity Planned	0%	
CPS16HR06.02	Implement the third edition of the Scottish Joint Council (SJC) Job Evaluation Scheme	31-Aug-2016	20/6 – progressing on schedule	75%	
CPS16HR06.03	Undertaken equal pay audit	31-Mar-2017		0%	

HR: Other Actions

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16HR07.01	Employment Policies – rolling review of policies (and development of new)	31-Mar-2017	06/7 – desktop review stage underway, next steps to finalise level of review with HoS and update PF and TUs.	90%	
CPS16HR07.02	Respond to changes in legislation and national policy development	31-Mar-2017		90%	

Financial Services Plan 2016-19

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16FS01	Support the Financial Planning Process	31-Mar-2019	Financial overview updated in April and May, to reflect most up-to-date national projections for funding.	25%	
CPS16FS03	Implementation of a new HR/ Payroll system	28-Feb-2017	The HR-Payroll Project is at 49% complete with both Design and Build Stages signed off end of June. The project has now entered User Acceptance Testing. A revised project plan has been produced to	49%	

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			incorporate additional system testing and interface implementation. A new go live date has been agreed between the supplier and the project board for January 2017. Parallel Running will now commence in November instead of September 2016. The project remains within the budget and time constraints originally provided.		
CPS16FS05	The Council meeting all the statutory requirements of the Procurement Reform (Scotland) Act 2014	31-Dec-2016	An action plan has been in place since the launch of the new legislation in April 2016. Considerable inroads have been made to review procedures, processes, reports and training material. Communication via newsletters, facebook, workshops and updates have taken place with departmental officers, councillors and suppliers.	60%	

Provide financial support the new Moray Integration Joint Board.

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16FS02.01	Monitor and assist the Board's Chief Officer to manage and control the integrated budget for the new Joint Board and develop supporting financial processes and financial guidance to ensure sound governance and financial management of Council resources.	30-Jun-2017	Outturn for 2015/16 and impact on 2016/17 papers were discussed at the IJB meeting on 30th June 2016. Finance workshops have been arranged for July and August to cover financial regs and savings.	25%	
CPS16FS02.02	Undertake Section 95 Officer (Chief Financial Officer) role for the new Joint Board	30-Jun-2017	Following formal appointment by the IJB on the 31st March 2016, CFO now undertaking the designated role and duties as approved. Annual Accounts for the IJB were completed for the period from establishment (6th Feb) and timely submitted. Unaudited accounts have been presented to the IJB on 30 June 2016 and are awaiting external audit scrutiny.	25%	
CPS16FS02.03	Support the development of Procurement for the IJB	30-Jun-2017		0%	

Providing best value for our customers

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16FS04.01	Upgrade and the provision of improved budget manager information.	31-Dec-2016	Reports drafted and ready to be sent to Budget Managers. However, ICT issue relating to Authorisation is preventing any further progress. ICT have this in hand to resolve but as yet have no timescales	50%	
CPS16FS04.02	Providing options to customers for payment to the Council	31-Mar-2017	The project has now linked with the Digital Programme. Initial work has identified the potential need to retender for a system to support electronic payments. Project team finalising the options to be considered by the Digital working group. However should a retender be required this will change the original project plan and timetable.	25%	

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16FS04.03	Successful development of budget manager training and FMS user training included in Council's training system (CLIVE)	30-Sep-2017	Budget Manager training and FMS user training documents have been given to the Corporate Training team, following the initial meeting in June. Module to be drafted from Training team in July 2016.	25%	

ICT PRIORITY 1: Implementing and Maintaining DBS

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16ICT01.3	Information management - Sharepoint: Continue implementation across council services	31-Mar-2017	New SharePoint implementations are progressing across Health & Safety, Corporate Policy Unit and Business Continuity.	35%	

ICT PRIORITY 2: Developing Digital Services

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16ICT02.1	Channel shift: expand and enhance council digital services, including the council website to support customer focussed delivery and encourage the use of online services	31-Mar-2017	Workshop held with various service representatives to identify requirements for a corporate bookings solution. These requirements will be used to review the potential to utilise existing systems and determine the need for and scope of any potential procurement exercise. A Payments officer has been seconded to the Digital Services project and initial work undertaken to review the current position with regard to payments processing. There is a need for a procurement exercise but some further work to identify the scope of the requirement.	5%	
CPS16ICT02.2	Citizen account: investigate technologies that provide a single trusted view of the customer that can link data with other systems and can be used to provide improved services to the public.	31-Mar-2017	The Lagan Web Self Service module will form the basis of the customer portal and linked to the Scottish myAccount solution to deliver the secure Citizen Account. Installation and training is complete and further work undertaken to configure the solution for operation in the secure environment.	50%	
CPS16ICT02.3	Better Use of Data: develop a pro-active approach to service delivery based on analysis of customer data	31-Mar-2017	Development activities have embedded checklists to ensure service process scripts are updated to reflect changes to online services. Web site usage, together with contact centre calls, are being used to influence cross promotion of services.	45%	
CPS16ICT02.4	Information Sharing: develop a corporate approach that supports partnership working within council services and with partners in the best interests of service users.	31-Mar-2017	Development of open data is ongoing particularly with respect to the Roads, Transportation, Housing and Corporate Policy Unit. A separate requirement to link benefit applications with Free School Meals is also being pursued.	15%	
CPS16ICT02.5	Digital Awareness: support council staff to be familiar with	31-Mar-2017	The Digital public services working group and the personnel forum have	65%	

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	the use of technology to encourage innovation and new thinking around service delivery.		been consulted on proposals for promoting digital skills within the council. Some initial work has been undertaken to cascade this across the council.		
CPS16ICT02.6	Intranet Improvement	30-Sep-2016	Revised intranet design has been produced and the necessary templates for applying the content are being developed. The basic intranet site should be available from Q2 with service content being migrated across before the end of the current financial year.	25%	
CPS16ICT02.7	Unified Communications: Options appraisal and feasibility report on technology to support communication between remote workers followed by development of pilot and implementation	31-Dec-2016		0%	

ICT PRIORITY 3: Technology for the Moray Classroom

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16ICT03.1	Schools Infrastructure: Ensure the necessary infrastructure is in place to underpin future developments	31-Mar-2017	<p>Desktop – order forms have been sent to all primary and secondary schools to confirm the desktop device requirements. The orders for the secondary schools’ equipment have been placed and the rollouts are planned for school holidays; this will account for around 50% of the total number of devices to be installed.</p> <p>Servers – no work planned for Q1.</p> <p>Network – LAN switches for secondary schools have been ordered and installation is scheduled for the summer holidays. The audit of the telephone systems in the primary schools has been undertaken and options and costs for replacement have been identified.</p>	10%	
CPS16ICT03.2	Strategy: Work with Education ICT Strategy Group to deliver the ICT Strategy for Schools and Curriculum Development to enhance and support education delivery	31-Mar-2017	<p>Interactive Panels - preliminary meeting held with the supplier, AVM Impact, to clarify requirements and to plan the approach to the installation of the interactive boards. As at the end of June, requirements confirmed and orders placed for 29 schools, and installations completed for 22 of the 29 schools. Further installations are planned for the school holidays.</p> <p>Wi-Fi - wireless aerials procured via national IT peripherals contract. Work</p>	15%	

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
			<p>is in progress to organise 1st phase of cabling and installation of the aerials for the school holidays.</p> <p>Training Rooms / VC - rooms have been identified and some preliminary work has been undertaken to assess whether Glow can be used to provide the video conferencing functionality using Interactive panels and webcams rather than using dedicated VC units. If this approach is successful, it will save both time and money.</p>		
CPS16ICT03.3	Pupil Devices: Investigate options for providing 1:1 pupil devices at key stages of education including Bring or Buy your own device	31-Mar-2017	<p>Due date is 30 Aug 2017.</p> <p>Options and indicative pricing have been identified for an MDM pilot for the existing tablet devices on the schools' network. This will establish a proof of concept to underpin the move towards a 1:1 allocation of tablets in the future.</p>	5%	

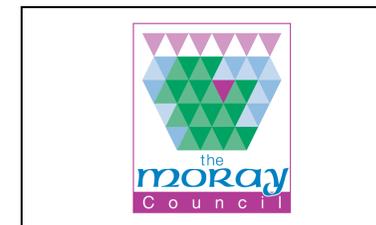
ICT PRIORITY 4: Delivering systems and Infrastructure

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16ICT04.1	Data Storage: Review if current arrangements are sufficient to meet future demands	31-Mar-2017	No work planned for Q1.	0%	
CPS16ICT04.2	Service desk: Secure updated software to manage service desk	31-Dec-2016	The collaborative procurement undertaken by Midlothian Council has now concluded and a site visit was undertaken to see the system in operation. Awaiting commercial information to feed into the business case.	5%	
CPS16ICT04.3	Information security: Ensure that security control systems are adequate and up to date	31-Mar-2017	Quick Quote document for the IT Health Check finalised and ready to publish.	5%	
CPS16ICT04.4	Infrastructure and device management: Programme to maintain ICT infrastructure and devices at the optimum level and to agreed standards	31-Mar-2017	Good progress is being made on a number of projects in the Infrastructure and Device Management plan; these include implementation of new antivirus software, corporate LAN phase 2, public / guest Wi-Fi, Email for Home Care staff, Multi-Functional Device replacement contract, and Virtual Desktop Infrastructure (VDI) implementation for Development Services.	20%	
CPS16ICT04.5	Business Improvement projects and applications maintenance	31-Mar-2017	Progress against the plan is steady at this stage with 4 projects completed, 15 in progress and 22 yet to start.	23%	

ICT PRIORITY 5: Partnership Working

Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
CPS16ICT05.1	Pathfinder North/ SWAN project	31-Oct-2016	Detailed design document completed. Integration sites and pilot sites established after some initial technical difficulties. Migration of Pathfinder sites to SWAN gaining momentum and circa 40% of sites completed by the end of June. Meeting with Capita scheduled for mid-July to look at contingency arrangements in the event that it is not going to be possible to migrate all Pathfinder sites to SWAN by the end of the contract in mid-September.	45%	
CPS16ICT05.2	Integration of Health and Social Care	31-Mar-2017	Nothing to report from an ICT Infrastructure perspective.	0%	

2016/17 Quarter to June Development Services Performance Report - Service Plan



Building Standards

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DevS16-19.1.1	Implement National eBuilding Standards System and review procedures accordingly	31-Aug-2016	The Service is continuing to work with ICT to ensure that the software requirements are appropriate. Training will be required on the new ways of working and all procedures are currently being reviewed to take account of the new processes.	80%	
DevS16-19.1.2	Continue and Improve Benchmarking with our benchmarking family leading to service improvements	31-Mar-2017	Moray's Building Standards service is leading an initiative to introduce benchmarking with other local authorities. All SOLACE group members (in the same group as Moray) agreed to benchmark from 2015/16. Moray is currently attempting to finalise the group's figures for 2015/16 but full buy-in and inputs to complete the information for 2015/16 are still required from one or two of the other authorities.	30%	
DevS16-19.1.3	Year on year improvement against National Performance Framework targets ensuring no red markers	31-Mar-2018	Nationally, and locally, processes and KPOs are being reviewed following the receipt of the National Verification Report received from Building Standards Division (BSD) for all 32 Local Authorities (providing Red, Amber, Green ratings on KPOs (Key Performance Outcomes). A national workshop held in May 2016 hosted by BSD discussed the report. The outcome of this workshop was the setting up of a working group, with representation from 7 consortia groups, which is due to meet by the end of July to review the Key Performance Framework outcomes and related issues including the relevance of the KPOs. Appointment of a new minister and other potential changes within the government and its status within the UK and the EU, may affect this group's agenda and vice versa and this in turn will have a knock on effect to what is done locally.	42%	

Development Management

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DevS16-19.2.1a	Review standard planning conditions - Transport	31-Aug-2016	Transportation are reviewing conditions, follow up meeting arranged for end of August. To be completed by December 2016.	30%	
DevS16-19.2.1b	Review standard planning conditions - Wind Farm	30-Sep-2016	Complete	100%	
DevS16-19.2.1c	Review standard planning conditions - Environmental Health/Contaminated Land/Private Water	30-Sep-2016	Complete	100%	
DevS16-19.2.1d	Review standard planning conditions - Landscaping/Planting/Waste	30-Nov-2016	Review commenced on landscaping. To be completed by end of December 2016.	20%	
DevS16-19.2.2	Update Buildings at Risk Register - Report to Committee on derelict Buildings and relevant proposed actions	31-Dec-2016	Report to P & RS Committee September 2016. Completed update of risk register.	100%	
DevS16-19.2.3a	Review Development Management Procedures, since e-planning - produce timetable for implementation	30-Sep-2016	Complete	100%	
DevS16-19.2.3b	Review Development Management Procedures, since e-planning - implement	31-Mar-2017	Work underway and due to be completed by end of April 2017	50%	
DevS16-19.2.4	Design Guidance – Shop Fronts & Signs (Report to Committee January 2017)	31-Jan-2017		0%	

Economic Development

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DevS16-19.6.01	Closure of the Keith Conservation Area Regeneration Scheme	30-Jun-2016	Programme Ceased end of March, Final report submitted to Historic Scotland and report to ED&IS Committee September, 2016. Programme subject to auditing by Scottish Government until 2023	100%	
DevS16-19.6.02	Complete work on the Castle to Cathedral to Cashmere per the agreed programme	31-Dec-2016	Sculptures procured, sign and interpretation in process of manufacture, Events scheduled and being developed. On schedule for completion	40%	
DevS16-19.6.03	Development and operation of New European Structural Investment Funds, which involve, business growth, loans etc.	31-Mar-2017	Programme pending finalisation by SG of administration of programmes. Various strategic interventions pending including Business Support (Business Gateway Local Growth Accelerator Programme commencement of Business Loans Scotland {BLS}), Employability & LEADER. LEADER programme is anticipated to be led by TSiMoray subject to final agreement of Scottish Govt. BLS anticipated to commence on August 2016 Poverty & Social Inclusion intervention to be submitted by partners led by Moray	25%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
			Council. The potential UK Brexit will have an impact on the delivery of any of the new programmes. We anticipate that new programmes may only go as far as end of March 2018		
DevS16-19.6.04	Audit of closed programmes for ESF, ERDF and Fisheries Fund	30-Jun-2016	Scottish Government audit of Moray programmes and projects successfully completed. Closed EU programmes files need to be kept for up to 20 year as the European Commission can audit in that time.	100%	
DevS16-19.6.05	Facilitate community groups to re-establish Doors Open Day during the last weekend of September as a local event and increasingly and event to attract visitors from outside Moray	30-Sep-2016	Through Elgin CARS & Moray Heritage connections 17 locations have signed up for DOD 2016 to be held Sat Sept 17. Other venues have expressed interest to participate in 2018	75%	
DevS16-19.6.06	Develop and implement proposal for future financing of Museums service	31-Mar-2018	Inventory underway	25%	
DevS16-19.6.07	Review operation of Business Gateway Moray in comparison with other rural authorities including Argyll and Bute	31-Mar-2018	Business Gateway (Moray) staff transferred from Highland Opportunity Ltd in June 2016. Shared service agreement remains with Highland Council for shared delivery of elements of the service. Post Quarter 1 will be able to establish savings from closure of HOL. Begin review in 2017	10%	
DevS16-19.6.08a	Working with MEP media services promote Moray as a place to live work and invest & work of the Moray Economic Partnership through various media - Complete preparation work for "Its Moray" promotion in May 2016	31-May-2016	"This is Moray" Videos launched June 13, 2016, posted on MEP Facebook page and shared.	100%	
DevS16-19.6.08b	Working with MEP media services promote Moray as a place to live work and invest & work of the Moray Economic Partnership through various media - Moray Christmas Campaign December 2016	31-Dec-2016	General promotion of Moray as a place to live work and visit on-going for example advertorial in Business Scotland Summer Edition	25%	
DevS16-19.6.09	Development procurement proposal for Media Services for 2017 onwards	30-Sep-2016	Task team formed to develop invitation to tender. Appointment deadline by end of March 2017	10%	
DevS16-19.6.10	Develop and begin to implement an action plan to address issues identified in the 2014-15 SLAED performance report and related data sets. Review of Moray Economic Strategy and development of a vision to support bids for a "City Deal " equivalent in Moray	31-Dec-2016	Briefing provided by Scottish Future Trust, June 2016, background economic database gathered to help provide context for bid. Learning from S. Ayrshire about Ayrshire Regional Growth Deal. Collated updates of existing MES programmes	25%	
DevS16-19.6.11	Participate in Regional Skills Investment Board linking with HIE, SDS, Employability Partnership & Moray College to identify and facilitate provision of employers skills and training needs	31-Mar-2017	Provided input to review of inputs included in Regional Skills Assessments; participated in RSIP Board skills evidence base advisory group and the development of a talent attraction and retention strategy.	25%	
DevS16-19.6.12	Develop a town centre regeneration bid and implementation of priority elements of the Elgin Town	31-Mar-2017	(P&D) Stage 1: Application has been submitted to the Regeneration Capital Grant Fund for works at Bus Station, environmental improvements outside Town Hall, TC	(25%)	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
	Centre Charrette: High Street vacant shops and accommodation above shops, bus station improvements, and signage.	31-Aug-2016	WiFi & Digital signage. Vacant premises survey of ground and upper floors completed & development feasibility work has started. If the application is successful a target date will have to be set but the work will not start until April 2017. (DM) All outstanding projects ongoing and some complete with charrette report going back to ED & I committee in September 2016.	50% (Av) (75%)	
DevS16-19.6.13a	Coordinate Council input to events logistics of Council services for Piping at Forres	30-Jun-2016	In the region of 20,000 visitors attended the 4 th European Pipe Band Championships on June 25. Completed. Post event lessons learned and on-gong discussions for 2017	100%	
DevS16-19.6.13b	Copy of Coordinate Council input to events logistics of Council services for Findhorn Bay Festival	30-Sep-2016	Findhorn Bay Festival launched programme of events July 14. For Festival 21-26 September. Castle to Cathedral to Cashmere (Sword, Fire & Stone) event scheduled for August 13&14, 2016. Enchanted Forest (new event) scheduled for Nov 2016.	75%	
DevS16-19.6.14	Support establishment of LEADER 2014-2020 programme and Fisheries Fund programme 2014-2020	30-Jun-2016	The Highlands & Moray FLAG has been established, SLA & operation details with Marine Scotland are being finalised. LEADER programme is anticipated to be led by TSi Moray subject to final agreement of Scottish Govt which has not yet been finalised hence a delay in this actions completion. No current action required from the Council.	50%	
DevS16-19.6.15	Support groups to gain access to finance for development at Pluscarden Abbey	31-Mar-2017	On-going	25%	

Environmental Health

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DevS16-19.3.1	Environmental Health - Continue utilisation and development of the hand held device and apps	31-Mar-2017	All relevant staff now have tablets, training and are required to use these for data collection. Optimisation of app continues, optimisation of data management created by app continues	100%	
DevS16-19.3.2	Environmental Health - Implement change management plan to address workload issues across the range of functions in Environmental Health resulting in a more flexible team, increased support for food associated work and reduced work on contaminated land	31-Aug-2016	33% agreed due to be completed 2 Oct 2016 66% expected to be completed by Jan 2017 100% expected to be completed by Mar 2017	0%	

Planning and Development

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DevS16-19.5.01	Finalise and Adopt guidance on Developer Obligations	30-Sep-2016	Final version reported to and agreed at P&RS Committee on 14th June. Guidance being prepared to send off to Scottish Government with aim of adopting in September 2016.	95%	
DevS16-19.5.02	Finalise and Adopt guidance on Rural Groupings	30-Sep-2016	Final version agreed at P&RS Committee on 14th June 2016. Guidance being prepared to send off to Scottish Government with aim of adopting in September 2016.	95%	
DevS16-19.5.03	Finalise and Adopt guidance on Open Space	30-Jun-2017	Audit work is 50% complete and aim is to present a draft strategy to P&RS Committee in November, followed by public consultation.	25%	
DevS16-19.5.04	Finalise and Adopt guidance on Wind Energy	30-Apr-2017	Being reported to committee on 6 th Sept followed by public consultation	60%	
DevS16-19.5.05	Review and Update Accessible Housing Supplementary Guidance (led by housing colleagues)	31-Oct-2016	Draft approved for consultation at P&RS Committee on 19th April. Final version being reported to P&RS Committee on 6th September.	80%	
DevS16-19.5.06a	Local Development Plan (LDP) - Prepare first stage of next LDP with Housing Needs & Demand	31-May-2017	Annual Development Plan Scheme agreed by Committee in February 2016. Annual Monitoring Report going to Committee in September 2016. The Local Development Plan is reviewed every 5 years so the next review is due to commence in mid-2017 and preparation for this review has already been scheduled.	25%	
DevS16-19.5.06b	Local Development Plan (LDP) - Prepare Main Issues Report	31-Dec-2017	Annual Development Plan Scheme agreed by Committee in February 2016. Annual Monitoring Report going to Committee in September 2016. The Local Development Plan is reviewed every 5 years so the next review is due to commence in mid-2017 and preparation for this review has already been scheduled. Early work has started on identifying the main issues and progressing a series of Topic Papers.	5%	
DevS16-19.5.07	Finalise and Adopt masterplan for Elgin South	31-Oct-2016	Draft approved at P&RS Committee on 19th April which was then subject to public consultation. Final version being reported to P&RS Committee on 1st November.	85%	
DevS16-19.5.08	Adopt masterplan for Dallas Dhu, Forres	30-Jun-2017	Architecture and Design Scotland panel reviewed draft proposals in February 2016 Draft Masterplan currently being prepared.	50%	
DevS16-19.5.09	Complete the transfer of The Street Naming and Numbering process will transfer from Direct Services to Planning and Development	31-Mar-2017	Transfer completed on 1st April 2016	100%	
DevS16-19.5.10	Launch a new Webmap system and a programme of corporate awareness will be carried out to highlight the benefits of Webmap	31-Mar-2017	Work progressing with ICT	15%	

Trading Standards

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DevS16-19.4.1a	Contribute to the SOLACE / COSLA strategic review of trading standards, including options for regional and national delivery. Membership of steering group - Report to COSLA leaders	31-Jul-2016	Recommended options made to full Council on 29 th June 2016.	100%	
DevS16-19.4.1b	Contribute to the SOLACE / COSLA strategic review of trading standards, including options for regional and national delivery. Membership of steering group - Future milestones dependent on outcome of report to COSLA leaders	31-Mar-2017	Progress against this is dependent on DevS16-19.4.1a and decision of COSLA leaders.	0%	

2016/17 Quarter to June Direct Services Performance Report - Service Plan



Administration

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DirS16-19A.15a	ISO 9001 Assessments and Internal Audits are planned and conducted to ensure that our processes are controlled and managed efficiently and effectively and communicate outcomes to staff.	31-Mar-2017	Awaiting new contract	0%	
DirS16-19A.15b	ISO 9001 - Manage the transition and changes in requirements from the 2008 version to the new 9001:2015 version of the quality standard.	31-Mar-2017	Work has commenced, training sessions are planned and work ongoing.	10%	
DirS16-19A.16a	Act on our Customers' Feedback to the service we deliver	31-Mar-2017	<p>67% of respondents to a survey in 2016 had concerns over litter. The service ran a successful litter campaign in 2015/16 and intends to run another campaign in 2016/17 (Action DirS16-19E.2 in the service plan)</p> <p>60% of survey respondents in 2016 suggested that changes to recycling centres and depots could encourage them to use these more often. And 23% wanted more information on centres and depots along with better opening times and better facilities. The services is continuing with the intervention campaign to persuade Moray residents to fully utilize available services and thereby to recycle more (Action DirS16-19E.1a2 in the service plan)</p> <p>80% of respondents in 2016 thought that potholes were a concern. The service convened a workforce based group to review reactive maintenance practices in 2015/16 which appears to have had a positive effect on the speed and quality of road repairs. In 2016/17 the service will continue to work with Society of Chief Officers for Transportation in Scotland (SCOTS) to improve road asset management (Action DirS16-19R.8 in the service plan)</p>	30%	

Consultancy

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DirS16-19C.11a	Complete Flood Risk Management Delivery Plans	31-Mar-2017	The Plan was published in June 2016. The actions in the plan will be implemented from 2016-2022	100%	
DirS16-19C.11b	Develop Surface Water Management Plans for Elgin, Buckie Keith, Rothes and Forres.	31-Mar-2017		30%	
DirS16-19C.11c	Develop Flood Risk Management Asset Management System	31-Mar-2017		50%	
DirS16-19C.4	Replace failed Seatown Bridge, Cullen – delayed from previous plan.	30-Jun-2016	The bridge is complete and open to the public. This includes footpaths leading to the bridge and construction of a seawall to prevent shingle migration on to the access road (east side). The old bridge has been removed. There has been a problem sourcing the correct size of rock armour for the seaward side of the bridge abutments and scour protection on the landward side. This has been resolved and rock placement should be complete by the end of August.	95%	

Environmental Protection

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DirS16-19E.12a	Maximise School meal service in Keith Secondary school by investigating and monitoring purchases, conducting pupils surveys and inviting parents to sample school meals through an invitation evening	31-Mar-2017	Survey completed and changes implemented, parents invited an open evening to sample food on offer to pupils – 20 families took up the invitation. Foot fall has increased slightly in the last term	100%	
DirS16-19E.12b	Maintain current meal uptake across primary schools following increase in meal price	31-Mar-2017	Meal price not implemented as yet – A video of the local produce used in school meals has been made and put on u tube with a link to it in the letter to parents informing them of the impending meal price increase	20%	
DirS16-19E.12c	Engage with Education to form a joint approach to collecting unpaid meals and encouraging those pupils entitled to FSM to fill out the appropriate forms	31-Mar-2017	Audit is working with the benefits section to capture households that are entitled to benefits to ensure they are claiming for free school meals	50%	
DirS16-19E.13a	Review the Moray Council's Core Paths Plan. Draft document for consultation	31-Mar-2017	The Access Officer has carried out an initial review.	10%	
DirS16-19E.13b	Work with the Central Elgin Regeneration Charrette team to prepare a Draft Cooper Park Master Plan subject to identifying external funding.	31-Mar-2017	Work on the charrette has not progressed. Members have effectively agreed that the charrette projects are currently not a corporate priority – the balance of the economic development budget which could have been used for revenue financing in 16/17 was cut and no capital provision was made for the charrette in the capital plan despite listing as a budget pressure	0%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DirS16-19E.14a	Investigate all options for a site for a new Elgin Cemetery and consult with local Elected Members	31-Mar-2017	A site has been identified within Elgin South Master plan. More detailed site investigations are required to see if ground is suitable.	15%	
DirS16-19E.14b	Present report to ED&I Committee on the outcome of the Burial and Cremation (Scotland) Bill currently being considered by the Scottish Government	31-Mar-2017	Staff have participated in a workshop with Scottish Government and await final implementation guidelines from Scottish Government before preparing the report.	15%	
DirS16-19E.16b	Environmental Protection - Address the main actions that have arisen from the 2015 Employee survey in conjunction with Human Resources	31-Mar-2017	-Regular scheduled meetings being held with front line staff in Lands & Parks and Waste Management Sections. Monthly progress meetings held with colleagues from HR	0%	
DirS16-19E.1a1	Meet government recycling targets through continued and sustained monitoring together with enhanced promotional and publicity materials	31-Mar-2017	Ongoing	25%	
DirS16-19E.1a2	Continue with the Intervention Campaign to persuade Moray residents to fully utilize available services and thereby to recycle more	31-Mar-2017	Ongoing	25%	
DirS16-19E.1b	Progress with Joint Energy from Waste Project with Aberdeenshire and Aberdeen City councils, reporting to committee as required	31-Mar-2017	Workshops and meetings ongoing to inform IAA2 and Procurement Process. Planning approval in front of Aberdeen city members in October.	25%	
DirS16-19E.1c	Progress the Moycroft rationalization project to final design and award of contract (Subject to approval of funding by elected members)	31-Dec-2016	Discussion ongoing with all stakeholders to now include office accommodation option at Ashgrove to inform strategy for progression of project.	25%	
DirS16-19E.2	Run a litter campaign as a catalyst for future promotional activities.	31-Mar-2017	Ongoing	25%	

Roads

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DirS16-19R.16b	Roads Maintenance - Address the main actions that have arisen from the 2015 Employee survey in conjunction with Human Resources	31-Mar-2017	Ongoing. The service is proactively working with HR to address issues raised. An action plan has been developed and some quick wins implemented. Communications with Management/Operation staff are improving through structured meetings, notice boards, toolbox talks etc. A series of posters/postcards with key messages have been distributed along with a summary booklet containing info on what we have done to date to improve issues raised.	50%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DirS16-19R.3	Develop a business case to replace inefficient lanterns with LED light sources over 5 years and implement subject to funding	31-Mar-2017	Business case has been produced, reported to members and approval given to proceed. The Service has recently improved communications focused around this invest to save project by producing a list of frequently asked questions published these on the internet, developed a dedicated internet page for the project, sent communication emails to elected members etc A work programme is currently being developed. 600 LED lanterns have been installed this current financial year.	50%	
DirS16-19R.8	Continue to work with SCOTS to develop Roads Asset Management Planning.	31-Mar-2017	On-going. An external audit report has been produced (June 16) with the service developing an action plan to meet issues identified. In addition, officers attend regular workshops/meetings to ensure we are aware of any developments.	25%	
DirS16-19R.9	Develop further business cases for covered salt storage (e.g. Dufftown Depot)	31-Mar-2017	On-going. A depot review has taken place which raises concern about the future facility at this location. Talks are on-going with reference to consider shared facility option with another service.	10%	

Transportation

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DirS16-19T.10	Promote development in Buckie Harbour, including the Buckie Shipyard area, whether with Offshore renewables companies or local companies	31-Mar-2017	The two documents produced on the Moray Council Response - Technical Proposal and Commercial Proposal have been submitted to Moray Firth Offshore Renewables Limited (MORL). Delay in the Contracts for Difference (CFD) (2nd round) announcement has meant a delay in MORL announcing preferred port, which is now expected Q1of 2017. Discussions ongoing with Beatrice Offshore Wind farm Limited (BOWL). About to conclude options agreement on contingent port. A formal decision has been made for Operation and Maintenance (O&M) to go to Wick. The contaminated land survey and valuation for the Shipyard is expected to be completed by the end of August 2016. Negotiations will commence for sales/tenant thereafter.	0%	
DirS16-19T.5a1	New local bus service 34 replacing stagecoach service for Garmouth and Kingston	31-Dec-2017	Service No 334 is implemented and operating satisfactorily	100%	
DirS16-19T.5a2	New twice weekly bus service to Aberlour, Archiestown and Knockando with Elgin,	31-Dec-2017	Service No 366 is implemented and operating satisfactorily	100%	
DirS16-19T.5a3	Buses used on Service 31 and 32 to be fully cycle accessible.	31-Dec-2017	Both services cycle accessible	100%	
DirS16-19T.5a4	Real time bus displays to be fitted at Findhorn and Kinloss.	31-Dec-2017	This is currently under investigation	0%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
DirS16-19T.5b1	Continue to improve customer engagement and develop better demand led transport such as Dial A Bus and use of Community Transport.	31-Mar-2017	Continue to improve and develop as opportunities present	0%	
DirS16-19T.5b2	Maintain current high levels of customer satisfaction as expressed in feedback surveys.	31-Mar-2017	This will be discussed at next Moray Forum Transport Seminar	0%	
DirS16-19T.5b3	Seek opportunities to increase the flexibility of demand responsive transport	31-Mar-2017	Continue to improve and develop as opportunities present	0%	
DirS16-19T.6	Work with officials from Transport Scotland to ensure that Moray sections of the A96 are prioritized in the A96 dualling project.	31-Mar-2017	Contractor appointed. Stakeholder meeting scheduled for next quarter	0%	
DirS16-19T.7	With HITRANS procure and use a study of the A95 route to attract funding from Transport Scotland for road improvements.	31-Mar-2017	MES creating a stakeholder group	0%	

2016/17 Quarter to June Housing and Property Services Performance Report - Service Plan



Priority 1 - Increase Housing Supply and Industrial Portfolio

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
HPS16-19.1.01	Develop a database of enquiries for the lease and sale of Council Properties	31-Mar-2017	Schedule of requirements drafted and submitted to ICT for creation of database.	10%	
HPS16-19.1.02a	Acquire new land for development of industrial units at The Enterprise Park, Forres	31-Mar-2017	Negotiations progressing with HIE. Location of land agreed and draft heads of terms being developed.	10%	
HPS16-19.1.02b	Service land for development at March Road, Buckie	31-Mar-2018	Pre Planning Application meeting held and outline proposals developed. Two expressions of interest received for two of the plots.	10%	
HPS16-19.1.03	Deliver the two year design and property management for the £22m (4 schools) projects on time and within the approved revised budget.	31-Mar-2017	Project progressing on site with agreed with agreed overtime payments to contractor of Mechanical and Electrical works during school holiday period to achieve overall completion by 31 March 2017. Negotiated contract sum agreed over the £19.25m budget for full scope of works and saving priorities discussed with client. Final account now agreed for the modular classrooms	60%	
HPS16-19.1.04	Complete projects in relation to B/B schools amounting to £4.4m on time and within budget.	31-Mar-2017	This budget has reduced to £3.3m max due to tendering problems, with some projects deferred until 2017. Agreed works for 2016 progressing during the holiday period	25%	
HPS16-19.1.05	Complex needs building, at Lhanbryde (£2.5m) on time and within budget	31-Mar-2017	Tender returned within Client budget and accepted. Early works progressing on site.	5%	
HPS16-19.1.06	Deliver the Moray Strategic Local Programme 2016/19 - 50 new builds per year	31-Mar-2017	14 completions in Q1. 2 houses on site with completion in July 2016. A further 16 on site in July 2016. A number of projects programmed to start later in the year but completion dates still to be agreed.	30%	
HPS16-19.1.07	Progress affordable housing development at Bilbohall South to mitigate potential financial risks to the Housing	31-Mar-2017	On 21 June 2016, Communities Committee approved the procurement of a Bilbohall masterplan as the first stage of obtaining planning consent for affordable	20%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
	Revenue Account		housing development. On 13 Sept 2016, the Communities Committee will consider the commissioning of consultants to prepare the masterplan.		
HPS16-19.1.08	Review Local Housing Strategy 2015-18	30-Sep-2016	Annual LHS review for 2015/16 to be presented to Communities Committee on 13 September 2016.	25%	
HPS16-19.1.09	Implement Local Housing Strategy actions for 2016/17	31-Mar-2017	Updated LHS Action Plan to be presented to Communities Committee on 13 September 2016.	25%	
HPS16-19.1.10	Achieve target spend of £6.908m on Moray Strategic Local Programme	31-Mar-2017	The Scottish Government issued the Moray Strategic Local Programme Agreement for 2016/17 on 27 June 2016.	25%	

Priority 2 - Tackle Homelessness

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
HPS16-19.2.01	Review Homelessness Strategy Action Plan	30-Sep-2016	Review of Action Plan 2015/16 to be presented to Communities committee on 13 September 2016.	80%	
HPS16-19.2.02	Implement Homelessness Strategy Action Plan 2015-18 - Achieve 2016/17 Actions	31-Mar-2017	Action Plan for 2016/17 to be presented to Communities Committee on 13 September 2016.	80%	
HPS16-19.2.03	Annual appraisal of temporary accommodation charging policy	30-Jun-2016	Annual appraisal presented to Communities Committee on 21 June 2016.	100%	
HPS16-19.2.04	Council's approach to Housing Options to be considered following publication of Scottish Government's Housing Options Guidance	30-Sep-2016	Proposals for approach to be considered by Communities Committee on 13 September 2016.	50%	
HPS16-19.2.05	Model future temporary accommodation needs	30-Sep-2016	Future temporary accommodation requirements to be presented and agreed by Communities Committee on 13 September 2016.	20%	

Priority 3 - Manage our Assets Effectively

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
HPS16-19.3.01	Achieve target spend of £1.015m for Moray Home Energy Efficiency Programme (2015-16)	31-May-2016	Spend achieved by the 31 May 2016 cut-off for grant draw down was £991k. Small shortfall of £24k due to savings achieved on programme administrative costs.	100%	
HPS16-19.3.02	Implement a Carbon weighting to Corporate Energy Efficiency Projects	31-Mar-2017	New Energy Officer appointed with start in August 2016	0%	
HPS16-19.3.03	Complete the review of the Council's Energy Policy	31-Mar-2017	New Energy Officer appointed with start in August 2016	0%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
HPS16-19.3.04	Complete a programme of priority repair work to estate roads	31-Mar-2017	Projects complete.	100%	
HPS16-19.3.05	Implement Moray Home Energy Efficiency Programme for 2016/17	31-Mar-2017	Moray 2016/17 HEEPS allocation of £906k confirmed by Scottish Government on 4 March 2016. The Council's application for grant funding submitted to SG on 15 April 2016. Offer of grant for £906k issued by SG on 7 June 2016. Good progress has been made on programme delivery.	25%	
HPS16-19.3.06	Achieve target of £600k spend for Private Sector Housing Grants in 2016/17	31-Mar-2017	Spend at end of Q1 was £105k with a legally committed figure of £302k.	20%	
HPS16-19.3.07	Begin to develop Asset Management plan for offices in consultation with relevant Services	31-Mar-2017	Review of office space allocations within H&P carried out within DBS flexible working allowances. This will then be rolled out to other Services as part of a Corporate Landlord approach	20%	
HPS16-19.3.08	Achieve target of £10.76m Housing Investment Programme spend in 2015/16	31-Mar-2017	Overall budget expenditure of £1.722m achieved to end June, with current commitments of £4.96m	20%	
HPS16-19.3.09	Achieve target of £23m non housing property capital investment spend in 2016/17	31-Mar-2017	Project commitments of £19.4m (including 4 Schools Project) and significant expenditure boost in Q2 expected during the school summer holidays	5%	

Priority 4 - Improve Service Quality

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
HPS16-19.4.01	Review performance in 2015/16 and agree targets for 2016/17 across service activities – report to Committee	30-Jun-2016	Report presented to Committee on 21 June 2016. Committee have agreed to a reduced performance framework and a further report to be presented to Committee in September 2016.	100%	
HPS16-19.4.02	Annual Charter Report to Scottish Housing Regulator	31-May-2016	Annual Return on Charter (ARC) submitted to regulator on 20 May 2016.	100%	
HPS16-19.4.03	Review internal charges both in Property and the DLO to ensure best value	31-Mar-2017	The review of internal charges will begin in 2016/17 and due to scope of this work, it may even move into 2017/18 before the revised charging rates are finalised.	0%	
HPS16-19.4.04	Complete Business Plan for future delivery of Building Services	31-Dec-2016	Not started	0%	
HPS16-19.4.05	Annual Charter Performance Report issued to tenants and service users, as required by the Scottish Housing Regulator	31-Oct-2016	Details provided for ARC submission which will inform the report.	25%	
HPS16-19.4.06	Review of Service and sectional risk registers	31-Dec-2016	Risk Registers updated in April 2016 to reflect decisions relating to the Capital and Revenue Budgets.	0%	
HPS16-19.4.07	Complete review of the Out of Hours Service	30-Sep-2016	Information to support the review is currently being gathered.	10%	

Action Code	Action Title	Due Date	Latest Status Update	Status Progress	Status Icon
HPS16-19.4.08	Implement tenant scrutiny of housing services by Tenant Scrutiny Panel	31-Mar-2017	Service Improvement Panel has completed Stage 1 of scrutiny training programme	20%	
HPS16-19.4.09	Review the Council's approach to asbestos management	31-Mar-2017	On programme to complete options appraisal by March 2017.	30%	
HPS16-19.4.10	Review of Property Services/Design which will begin in 2016/17 but unlikely to conclude until 2017/18	31-Mar-2017	Not started.	0%	
HPS16-19.4.11	Review of Housing Business Plan to consider future risks and affordability around the Housing Revenue Account	31-Oct-2016	Information gathered and submitted to Arneill Johnston (consultant). Due to work pressures the consultant has indicated that there may be a delay their end to complete the modelling but even if this extends to December there will still be time to consider and implement any findings.	40%	