

REPORT TO BUSINESS SERVICES COMMITTEE – 16 NOVEMBER 2017

BUSINESS SERVICES' 2017-18 SERVICE PLAN – MID-YEAR PROGRESS REPORT APRIL-SEPTEMBER 2017 (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

- 1.1 **Acknowledge progress made delivering priority projects identified in the Business Services' 2017-18 Service Plan and as detailed in the Appendix to this report;**
- 1.2 **Instruct the Director of Business Services to continue to provide updates on a six-monthly basis confirming progress in the delivery of priority projects**

2 Background/Discussion

2.1 At its meeting on 20 April 2017, Business Services Committee agreed the Business Services' 2017-18 Service Plan. The plan outlined the nine priority projects for the council that all Services would focus on as well as four further core projects that will inform and underpin service delivery across Business Services for the next year.

2.2 The nine priority project are:

- Active Travel – led by Infrastructure Services
- Affordable Housing – led by Infrastructure Services
- Balancing the Books – led by Business Services
- City Region Deal – led by Infrastructure Services
- Climate Change – led by Infrastructure Services
- Estate Rationalisation – led by Business Services
- Governance – led by Business Services
- Peterhead Campus – led by Education & Children's Services
- Regeneration – led by Infrastructure Services

The four core Service projects are:

- Community Empowerment
- Digital Innovation
- A Workforce Fit for the Future
- Council Transition

2.3 These projects have a range of key actions identified which allow progress to be evidenced and monitored.

- 2.4 This Committee agreed in September 2016 that it should receive six-monthly progress update reports for scrutiny purposes. The report for the period April-September 2017 is attached as an Appendix.
- 2.5 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and had no comments to make and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

3 Scheme of Governance

- 3.1 The Committee is able to consider and take a decision on this item in terms of Section C.1.1 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to the Committee's powers to decide on all policy issues and resource matters (within agreed budgets) relating to those functions delegated to Business Services Committee.

4 Implications and Risk

- 4.1 An equality impact assessment is not required because the report is to inform committee on performance and does not have a differential impact on any of the protected characteristics.
- 4.2 There are no staffing and financial implications arising from this report. Actions described within the Service Plan will be delivered within the resources allocated to the Service by the budget setting process.
- 4.3 The following Risks have been identified as relevant to this matter on a Corporate Level and Strategic Level:

Aberdeenshire Corporate Risks:

- ACORP001 – Budget Pressures
- ACORP002 – Changes in government policy, legislation and regulation
- ACORP003 – Workforce
- ACORP004 – Business and Organisational Transformation
- ACORP005 – Working with other organisations
- ACORP008 – Data Protection & Cyber Security

Business Services' Directorate Risks:






- BSSR001 – Balancing the Books
- BSSR002 – Estate Rationalisation
- BSSR003 – Future Governance
- BSSR004 – Community Empowerment
- BSSR005 – A Workforce Fit for the Future
- BSSR006 – Digital Innovation
- BSSR007 – Council Transition

- 4.4 There is no impact on any of the key town centres therefore a Town Centre Impact Assessment is not required.





Ritchie Johnson
Director of Business Services






Report prepared by Debbie McGilvray
Date 31 October 2017


Business Services 2017-18 Service Plan Delivery – Mid-Year Progress Report – April-September 2017


Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed










APPENDIX

Code & Title		Status Icon	Progress Bar	Due Date	Latest Note	Responsible Officer
Priority 1 - BALANCING THE BOOKS						
1.01	Delivery of savings as per budget templates as per Committee cycle		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2018	Savings delivery process has been enhanced in 2017/18 through the new committee structure. Detailed reporting of savings as part of the revenue monitoring is made to the committee in line with the agreed revenue budget monitoring timetable.	Alan Wood
1.02	Council priorities 2017/18 delivery updates - quarterly to Senior Leadership Team (SLT)		<div style="width: 30%;"><div style="width: 30%; background-color: #4f81bd; color: white; text-align: center;">30%</div></div>	31-Mar-2018	An approach for reporting the updates to SLT has now been agreed and dates in place for SLT performance sessions throughout 2017/18.	
1.03	Budget and priorities consultation programme to continue throughout 2017/18		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2018	The Budget Priorities Consultation Programme was undertaken and led by the Corporate Communications Team through the "Summer of Engagement" programme.	
1.04	Development of Council priorities		<div style="width: 60%;"><div style="width: 60%; background-color: #4f81bd; color: white; text-align: center;">60%</div></div>	31-Mar-2018	Draft priorities were developed and endorsed by Full Council in June	


Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
2017-22 as per timetable				2017. An engagement programme is underway with residents, communities, employees, members and Administration which will finish in early October. Recommendations for the final set of priorities, based on the outcome of the engagement, will be made to the Administration and SLT in late October with a draft final Council Plan incorporating the priorities presented to Full Council in November 2017.
1.05 - Equalities Impact Assessments to be fully integrated into Medium Term Financial Strategy process		<div style="width: 100%;"><div style="width: 100%; background-color: #4F81BD; height: 10px;"></div></div> 100%	31-Mar-2018	Equality Impact Assessments (EIAs) are now fully mainstreamed into organisational business. Full guidance is available on the intranet and individual 1-2-1 assistance is available as required.
1.06 - Budget savings templates updated to inform 17/18 and indicative 4 years to 2022		<div style="width: 75%;"><div style="width: 75%; background-color: #4F81BD; height: 10px;"></div></div> 75%	30-Apr-2017	Templates will be updated as part of the Medium-Term Financial Strategy process managed by the Budget Strategy Group.
1.07 - 2018/19 budget report - Senior Leadership Team		<div style="width: 75%;"><div style="width: 75%; background-color: #4F81BD; height: 10px;"></div></div> 75%	31-Jan-2018	On target for January 2018.
1.08 - 2018/19 budget report - Policy & Budget Steering Group		<div style="width: 75%;"><div style="width: 75%; background-color: #4F81BD; height: 10px;"></div></div> 75%	31-Jan-2018	On target for January 2018.
1.09 - 2017-2022 budget and Council priorities agreed by Aberdeenshire Council		<div style="width: 25%;"><div style="width: 25%; background-color: #4F81BD; height: 10px;"></div></div> 25%	28-Feb-2018	The Council Plan and priorities alongside the Medium Term Financial Strategy will be presented to Full Council in November 2017. An engagement programme is currently underway based on the draft priorities endorsed by Full Council in June 2017 and this will inform the final priorities and draft plan considered by Council.







Code & Title	Status Icon	Responsible Officer
Priority 2 - ESTATE RATIONALISATION		Allan Whyte



Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
2.01 - WorkSPACE proposals completed for the towns of Banff, Turriff, Stonehaven, Peterhead, Huntly and Aboyne		<div style="width: 50%;"><div style="width: 50%; background-color: #4F81BD; height: 10px;"></div></div> 50%	31-Mar-2018	Works completed for Peterhead, Huntly and Turriff.




Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
2.02 - Implementation of workSPACE project at Fraserburgh i.e. Chamber		<div style="width: 50%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 50%	31-Mar-2018	<p>Progress with Fraserburgh workspace:</p> <ul style="list-style-type: none"> • 51 & 55 Mid Street closed. Staff transferred to Grampian House and Maconochie Road offices. • Works to 14-16 Saltoun Square to commence soon following meeting with staff to sign off works which allow Dover Lodge staff to move in and release Dover Lodge (Jan 2018). • 1-3 Saltoun Project on site. 12-month programme due for completion in June 2018. (Contractor reporting possible extension to this date)
2.03 - Business case concluded for Banchory office facilities		<div style="width: 10%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 10%	31-Mar-2018	Banchory business case being developed.
2.04 - Business case developed and considered for the use of the former Eilon Academy sites		<div style="width: 30%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 30%	31-Mar-2018	A public engagement event will be going ahead in November 2017 and a masterplan submitted to Planning in January/February 2018.
2.05 - Business case approval for the new council office in Aberdeenshire		<div style="width: 10%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 10%	31-Mar-2018	Work is progressing in accordance with the Council decision of 26 January 2017.
2.06 - Determination of future use of Woodhill House		<div style="width: 0%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 0%	31-Mar-2018	This links to the Council decision at 2.05 above.
2.07 - Depot programme: Key depot at Macduff nearing completion and construction in progress at Inverurie, with commencement later in 2017 for Mintlaw, Stonehaven and Turriff		<div style="width: 25%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 25%	31-Mar-2018	A full review of the depot strategy is currently being undertaken in line with the Council decision of June 2017. This will be presented to Council early in 2018 with consultation with all Area Committees.
2.08 - Number of operational properties now below 700		<div style="width: 80%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 80%	31-Mar-2018	Current number of facilities used for operational purposes stands at 672. A number of activities and projects are currently being progressed which will result in the further reduction of around 20 facilities over next 12 months.
2.09 - Standard approach across the council for field-based and mobile workers to connect to applications and information from any device		<div style="width: 100%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 100%	31-Mar-2019	This action will be deleted as it is incorporated into 6.10.
2.10 - Integrate Skype with external telephony and add follow-me functionality for		<div style="width: 100%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 100%	31-Mar-2018	100% complete ahead of schedule. All users now have Skype integrated with external telephony and a Skype number which




Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
all users				remains personal to them regardless of workplace location.


Code & Title	Status Icon	Responsible Person
Priority 3 - GOVERNANCE		Karen Wiles


Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
3.01 - Further procurement training for procuring officers to be delivered over April 2017			30-Apr-2017	Following the roll-out to Services of the BOrganised Contract Management System that is used to record all procurements/contracts with a value exceeding £10k, a number of updates have been made to this system by CPSS to make it easier to use and provide a greater level of functionality. Procurement training has been arranged for procuring officers for 2 November 2017. Invitations have been issued to all Heads of Service to request that procuring officers attend. The training will cover a wide variety of topics, including: the structure of BOrganised, how to create a contract summary record, how to find out more information from the contract summary, amending a contract, reporting and searching BOrganised. The User Guides have also been updated and are being made available to all procuring officers. Further procurement training needs will continue to be assessed and appropriate training developed and delivered over the next few months.
3.02 - A programme of ALDO training on new Scheme of Governance for Members and Officers to be delivered			31-Jul-2017	An online ALDO course on the Scheme of Governance has been developed and feedback from testing has been considered and taken on board. Final editing is currently underway with a view to go live on 1 November 2017
3.03 - Full review of new Scheme of Governance			31-Dec-2018	Work on the scheduled review of the Scheme of Governance in June 2018 is underway. A draft timetable for officer and Member engagement has been produced with a view to reporting to Full Council in June 2018. Initial Service feedback has been requested by end November 2017 and first stage engagement with Members through the Procedures Committee is planned for January 2017.





Code & Title	Status Icon	Responsible Officer
Priority 4 - COMMUNITY EMPOWERMENT		Kate Bond
Code & Title	Status Icon	Due Date
4.01 - Part 2 - Community Planning		31-Mar-2018

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
4.01.01 - Action Planning phase initial selection of monitoring indicators		<div style="width: 25%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 25%	31-Mar-2018	Performance measures are being identified as part of developing the action plans supporting the Local Outcomes Improvement Plan (LOIP). In addition, the Community Outcomes Profile Tool and key indicators within SIMD will be used over the life of the LOIP (10 years) to determine progress and reduction of socio-economic inequality.
4.01.02 - Development of Risk Register		<div style="width: 20%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 20%	31-Mar-2018	A draft risk register is being developed as part of the action planning for the Local Outcomes Improvement Plan.
4.01.03 - Engagement and participation on priorities with communities, partners and other stakeholders		<div style="width: 50%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 50%	31-Mar-2018	The priorities identified in the LOIP and the locality planning approach was informed by previous engagement including engagement undertaken to develop the Local Community Plans 2016-2019 and engagement within Peterhead, Fraserburgh and the Banff and Macduff localities. Communities are being given the opportunity to give their views on the LOIP priorities as part of the current engagement on the draft Council priorities during the period August – October 2017. A range of engagement approaches have been adopted including with the Citizens' Panel, with residents and communities via online surveys, social media, local and regional media as well as face to face sessions within wards. Partners and Members also can 'have their say' through workshops and the online surveys. Priority focused engagement will also continue to take place in the coming months via the Citizens' Panel, ADP community engagement forums, locality based communities' engagement and

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
4.01.04 - Refinement/fine tuning based on responses from communities and partners		<div style="width: 25%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 25%	31-Mar-2018	as part of the commissioned research into deprivation in Aberdeenshire. The actions identified within the Local Outcomes Improvement Plan and locality planning approaches for Peterhead, Fraserburgh and Banff & Macduff have been agreed by the Board on 20 September 2017 to enable publication by the statutory date of 1 October 2017. However, the action plans will continue to be refined as the engagement and consultation process continues through 2017 and 2018.
4.01.05 - Local Outcomes Improvement Plan published by 1 October 2017		<div style="width: 100%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 100%	01-Oct-2017	The Aberdeenshire LOIP was approved by the Community Planning Partnership Board on 20 September 2017 and published on 1 October 2017 - http://www.ouraberdeenshire.org.uk/four-priorities/local-outcomes-improvement-plan/
4.01.06 - Delivery of a locality planning framework		<div style="width: 100%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 100%	31-Mar-2018	The Aberdeenshire Community Planning Partnership Board agreed a locality planning approach in March 2017. The initial focus for locality planning was agreed as Banff & Macduff, Fraserburgh and Peterhead based on an evidence based approach that considered a range of key data for all intermediate geographies in Aberdeenshire (based on SIMD data zones) and the Community Outcomes Profile Tool (Improvement Service). The locality planning approach for Peterhead was agreed by the Board on 20 September 2017 and work continues based on the approaches in Fraserburgh and Banff & Macduff. http://www.ouraberdeenshire.org.uk/locality-planning-approach-peterhead/

Code & Title	Status Icon	Due Date
4.02 - Part 3 - Participation Requests		31-Mar-2018

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
4.02.01 - Develop a process to support community bodies undertake participation requests including		<div style="width: 100%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 100%	31-Mar-2018	A process has been developed, in line with the statutory guidance supporting Part 3 of the Community Empowerment (Scotland) Act 2015. Guidance and forms are available on the council's website -

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
guidance material for communities and services in line with guidance and regulations				http://www.aberdeenshire.gov.uk/council-and-democracy/community-empowerment/ . The scheme of governance has been updated to enable Chief Officers to manage outcome improvement processes. Community groups are encouraged to discuss possible requests with Area Managers and their local Elected Member in advance of making a formal request to support understanding of the process. The process will be reviewed once a Participation Requests has been received and managed through the process. An engagement policy is also being developed (October 2017) to ensure appropriate engagement, consultation and participation becomes embedded into the culture of the organisation.
4.02.02 - Develop and deliver annual reporting arrangements		<div style="width: 15%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 15%	31-Mar-2018	An initial process has been developed to publish requests, decisions and outcomes on the website. Consideration is being given to an annual reporting approach which could be incorporated into the annual performance report reviewed by Full Council in September each year. This will be further developed as part of developing the performance reporting arrangements for the Council Plan 2017-2022.
Code & Title	Status Icon	Due Date		
4.03 - Part 9 - Allotments			31-Mar-2018	
Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
4.03.01 - Collate and detail all current allotment sites, areas and measurements		<div style="width: 75%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 75%	31-Mar-2018	
4.03.02 - In partnership with local communities, understand community/individual interest and waiting lists to enable the identification and development of potential future sites		<div style="width: 30%;"><div style="background-color: #4F81BD; height: 100%;"></div></div> 30%	31-Mar-2018	Consultation exercise to commence before March 2018.

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
4.03.03 Develop draft food growing strategy for approval by Members		<div style="width: 0%; height: 15px; background-color: #0070C0; border: 1px solid black;"></div> 0%	31-Mar-2018	Work on this action has started however guidance from Scottish Government following workshops attended in September 2016 is still awaited.





Code & Title	Status Icon	Due Date
4.04 Part 10 - Participation in Public Decision Making		31-Mar-2018



Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
4.04.01 - Increase understanding of Participatory Budgeting in communities and within the Community Planning Partnership (CPP) through the delivery of participatory budgeting approaches across Aberdeenshire in 2017		<div style="width: 25%; height: 15px; background-color: #0070C0; border: 1px solid black;"></div> 25%	31-Mar-2018	Six Participatory Budgeting processes were undertaken in June 2017 and these are being independently evaluated. The PB steering group will review the evaluation to identify any key learning points which will inform the development of guidance and support material to further embed the use of PB. Specific work is being undertaken to identify how PB could be used outwith grant making processes for example building on the use of the mini-public to involve communities in decision making.


Code & Title	Status Icon	Responsible Officer
Priority 5 - A WORKFORCE FIT FOR THE FUTURE		Laura Simpson



Code & Title	Status Icon	Due Date
5.01 - Today & Tomorrow's Workforce		31-Dec-2017


Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
5.01.01 - Regular key facts, data profiling		<div style="width: 75%; height: 15px; background-color: #0070C0; border: 1px solid black;"></div> 75%	31-Dec-2017	Quarterly Management Information reports are being produced for senior management on a range of workforce metrics. Service specific data is also being collated and issued, where requested; this includes workforce profiles, sickness absence data, Working



Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
5.01.02 - Data accuracy		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	31-Dec-2017	Time Directive thresholds, and business mileage. As part of the iTrent development plan, work is ongoing to develop robust establishment controls in order to ensure that data held within iTrent is accurate and meaningful. The intention is for these controls to be fully rolled out by March 2018. HR officers are also working with colleagues from Finance and E&CS to ensure that staffing data for teachers is up-to-date; this is required to support the ongoing budget setting process.
Code & Title				
5.02 - Resourcing Strategy				
Status Icon  Due Date 30-Sep-2018				
Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
5.02.01 - Recruitment and Retention		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	30-Sep-2018	All operational HR Advisors to receive refresher training on the Workforce Toolkit in order to undertake workforce planning meetings with their respective Service Partners at the start of each annual budget planning process to assist Services with future planning. It is intended that workforce planning will be embedded into annual budget and service planning by 2018.
5.02.02 - Managing Departures		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Dec-2017	The Discipline, Grievance and Work Performance Ability procedures have been reviewed and updated bringing them into line with ACAS Guidelines. PiP (Policies in Practice) sessions have been updated to reflect the new agreed procedures. Monitoring of the impact of new procedures has commenced using Case Management System and Cherwell. There has been an increase in effective use of employee relations policies, employees have a better understanding of behaviour expected. Poor behaviour and performance is acted on more effectively. More challenging behaviours and poor performance is being acted upon sooner due to support being offered to Services

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
				from HR Advisors. Procedures have been streamlined and brought into line with ACAS Guidelines to enable more effective actions by line managers.
5.02.03 - Aberdeenshire Brand		<div style="width: 0%; height: 15px; background-color: #0070C0;"></div> 0%	31-Dec-2017	Work on hold whilst outcomes of One Aberdeenshire project are known. Branding will tie into vision and values resulting from One Aberdeenshire.
5.02.04 - Redeployment & Reskilling - revised policy		<div style="width: 20%; height: 15px; background-color: #0070C0;"></div> 20%	31-Mar-2018	Initial draft of redeployment policy/procedure completed. Small


Code & Title	Status Icon	Due Date
5.03 - Pay & Reward Strategy		30-Sep-2018


Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
5.03.01 - Competitive pay and grading structures		<div style="width: 20%; height: 15px; background-color: #0070C0;"></div> 20%	20-Sep-2018	Modelling of projected impact of SLGLW on pay structure undertaken - results shared with Pay Strategy Steering Group and Finance. Discussion paper to be drafted for next Steering Group in December on proposed review of pay structure and T&Cs.
5.03.02 - Implementation of SJC Job Evaluation Scheme (version 3)		<div style="width: 45%; height: 15px; background-color: #0070C0;"></div> 45%	31-Mar-2018	Approximately 50% of job included within sample have now been evaluated. Anticipated that all jobs will have been evaluated by late November. Intention to develop and implement processes for using Version 3 of Scheme in early 2018.


Code & Title	Status Icon	Due Date
5.04 - Being the Best We Can Be		31-Mar-2018



Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
5.04.01 - Employee Development Lifecycle - revised EAR process		<div style="width: 80%; height: 15px; background-color: #0070C0;"></div> 80%	31-Mar-2018	The Personal Performance Planning (PPP) document is intended to replace the Employee Annual Review (EAR). It is currently being reviewed by the HR Policy Groups and others.
5.04.02 - Employee Development Lifecycle - revised framework		<div style="width: 80%; height: 15px; background-color: #0070C0;"></div> 80%	26-Jan-2018	The Personal Performance Planning (PPP) document is intended to replace the Employee Annual Review (EAR). It is currently being








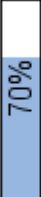




Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
				reviewed by the HR Policy Groups and others.







Code & Title	Status Icon	Due Date
5.05 - Health & Wellbeing		31-Mar-2018

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
5.05.01 - Absence Management - monitor success of focussed support programmes for managers and employees through cross-service steering group		<div style="width: 50%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 50%	31-Mar-2018	Focused training for managers and employees continues to be delivered to support improved attendance - mental health and specific policy training being the primary source of this. Stress reduction sessions have begun to be rolled out to employees to support this specific identified need - this is expected to increase in volume over the next 12 months. Policy in practice training will also continue to be proactively delivered across the organisation with the focus of this programme on services with an identified need for intervention.

Code & Title	Status Icon	Responsible Officer
Priority 6 - DIGITAL INNOVATION		Nicola Graham

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
6.01 - Single sign-on to key business systems which can support single sign-on		<div style="width: 10%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 10%	31-Mar-2018	Single Sign On has been enabled for Office 365 and Bodet. The user experience on AskFred and AskHR will be improved shortly with the enablement on those systems. An audit of existing systems is being carried out to identify and prioritise systems suitable for single sign on. These will be added to the ICT Roadmap which is currently in development.
6.02 - Link meeting room video conferencing equipment to Skype		<div style="width: 5%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 5%	31-Mar-2018	A successful pilot of MS Surface Hubs has taken place at Woodhill House. This will be rolled out to more offices before the end of the year.

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
6.03 - Integrate Skype with external telephony and implement follow-me functionality			31-Mar-2018	Completed. All users now have Skype integrated with external telephony and a personal Skype number which follows them wherever they are working.
6.04 - Extend wireless networks to further corporate sites			31-Mar-2018	The new wireless rollout has now been completed with a total of 39 corporate sites (mostly larger offices and depots) and 33 libraries now using the system. Most of these sites, along with some parts of Schools and Academies where public facing services such as Community Education are situated now have free self-service public access WiFi delivered as myAberdeenshireWiFi.
6.05 - Staff can connect to council email and other services from any device (BYOD - Bring Your Own Device)			31-Mar-2018	All staff with aberdeenshire.gov.uk email addresses can now access their email and files stored on Office365 from their own devices should they wish. Bring Your Own Device will feature as the O365 Adoption Programme theme for December.
6.06 - Increase the range of online services available via myAberdeenshire			31-Mar-2018	The myAberdeenshire project, a single logon for access to Council Services online, continues to expand the range of services available to users: All in-house web forms are now automatically filled out for the customer using myAberdeenshire. Alert service is now active, offering job alerts, school and road closures and local events. myAberdeenshire wifi has been rolled out across 39 Corporate sites and 33 libraries. Birth/Death/Marriage certificate requests are soon to be live. eStore Payments project due to be delivered by January will enable payments to be made using myAberdeenshire login. A detailed communication plan has been created in partnership with the corporate communication team, to advertise all services available with a myAberdeenshire account to Aberdeenshire residents.
6.07 - Work with services to understand the digital skills gaps within our workforce and community and propose strategies to support the development of digital skills			31-Mar-2018	The Digital Skills strategy and action plan for our workforce was approved by SLT in September. A replacement Service Manager, with responsibility for this area, has now been appointed to take this forward. A Digital Skills strategy for our communities is in draft and is due to be consulted on internally with the various stakeholders for the final quarter of 2017
6.08 - Publish all appropriate council data sets on an Open Data discovery site for			31-Mar-2018	The Open Data Strategy has been published on the website. Open data discovery site has been put into place, primarily for managing

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
public consumption and re-use				publications on the website, located at publications.aberdeenshire.gov.uk. We currently have around 50 datasets available on the website. The recent GIS implementation means it will be straightforward to upload another 100+ datasets for use by members of the public. These will be uploaded as part of the project implementation.
6.09 - Introduce new collaboration and information management services through Office365			31-Mar-2018	Office365 was launched in May and is now available to all staff with an aberdeenshire.gov.uk email address. This allows staff to access their email, calendar and other collaboration services from any internet-connected device. Files can be stored and shared in OneDrive and Sharepoint and staff can communicate and collaborate through Yammer and Teams. A well-publicised Adoption Programme is underway to encourage staff to use these new services and change the way they work. Good engagement has been seen from staff along with excellent support from the new Digital Champions.
6.10 - Complete rollout of standard approach across the council for field-based and mobile workers to connect from any device			31-Mar-2019	We have developed a mobile application that allows field-based and mobile workers in Waste Services to conduct vehicle health and safety checks using Android or Windows 10 devices. System is now in the live environment. This has led to the creation of another mobile application that allows field-based and mobile workers to conduct Road Site Safety Surveys, and is about to be deployed for user testing. Both systems synchronise with a back-end database that allows access from an admin system so information can be checked in real time and changes can be made to the assets that are being checked etc. All uploaded and updated data is shared with all field mobile devices. A business case, detailing other potential business uses and benefits to using this approach, has been prepared and is awaiting approval.
6.11 - Website customer portal provides access to council services e.g. council tax, benefits, schools, housing, roads and waste			31-Mar-2019	Over the last six months we have worked on the following for the myAberdeenshire portal: <ul style="list-style-type: none"> • Updated “nearest recycling points” element on the portal to include the new recycling categories for neighbourhood glass • The mapping component has been updated to use the new GIS maps instead of Google.

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
				<ul style="list-style-type: none"> New alert types: Music Centres, Libraries, Leisure Centres and Road Closures are planned to be launched during October. Expansion of myAberdeenshireWifi across Libraries and Council offices. Working on a new payments solution for customers on the website.
6.12 Complete Master Data Management Programme		<div style="width: 30%; background-color: #4f81bd; height: 15px; display: inline-block;"></div> 30%	31-Mar-2020	The first phase of the project has been scoped and estimated costs associated with the work have been reviewed. A report on the next steps is being prepared for the next Digital Aberdeenshire Group.
6.13 Complete a programme of service delivery transformation		<div style="width: 100%; background-color: #4f81bd; height: 15px; display: inline-block;"></div> 100%	31-Mar-2020	Closing this action. Details of Service Delivery covered in more detail with specific targets in other actions.

Code & Title	Status Icon	Responsible Officer
Priority 7 - COUNCIL TRANSITION		Kate Bond

Code & Title	Status Icon	Progress Bar	Due Date	Latest Note
7.01 - Induction pack ready for testing		<div style="width: 100%; background-color: #4f81bd; height: 15px; display: inline-block;"></div> 100%	17-Apr-2017	Induction pack developed and issued electronically in May 2017.
7.02 - Familiarisation Day		<div style="width: 100%; background-color: #4f81bd; height: 15px; display: inline-block;"></div> 100%	09-May-2017	Held on 9 May 2017 with 61 attendees.
7.03 - Induction programme commences 11 May 2017		<div style="width: 100%; background-color: #4f81bd; height: 15px; display: inline-block;"></div> 100%	31-May-2017	Only two seminar sessions outstanding on date of update (25/9/17) and then a formal report will be prepared to wrap up the programme. Any ongoing CPD will be passed to HR.
7.04 - Inaugural Full Council		<div style="width: 100%; background-color: #4f81bd; height: 15px; display: inline-block;"></div> 100%	18-May-2017	
7.05 - Seminar programme (June-October 2017)		<div style="width: 100%; background-color: #4f81bd; height: 15px; display: inline-block;"></div> 100%	31-Oct-2017	All seminars now complete and attendance captured for each.
7.06 - Councillor CPD programme (October 2017 onwards)		<div style="width: 100%; background-color: #4f81bd; height: 15px; display: inline-block;"></div> 100%	31-Mar-2018	