

1718 Strategic Planning & Support Delivery Plan

Report Type: Actions Report

Report Author: Ellen Cavanagh

Generated on: 21 November 2017

2.0 Chief Executive


Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C. EX1718	Chief Executive (SSU)		30-Mar-2018	<div style="width: 54%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">54%</div></div>	Overall Strategic Planning & Support Progress	John Kelpie	John Kelpie
C.SP1718	Strategic Projects		30-Mar-2018	<div style="width: 59%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">59%</div></div>	Progress -	John Kelpie	John Kelpie
C.SP1718.07	Press & media	More effective press and media management	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">50%</div></div>	Proactive engagement	Adele McCourt	John Kelpie
C.SP1718.07.01	Press releases	Increase number of proactive press releases	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">50%</div></div>	work ongoing	Adele McCourt	John Kelpie
C.SP1718.07.02	Press queries	Further reduce the number of press queries	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">50%</div></div>	work ongoing	Adele McCourt	John Kelpie
C.SP1718.07.03	Media placements	Increase the number of media placements	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">50%</div></div>	higher level of placements being achieved	Adele McCourt	John Kelpie
C.SP1718.07.04	Media queries	Ensure all media queries are responded to within the timescales to meet reporter's deadlines and that queries are dealt with by the media office in the first instance	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">50%</div></div>	ongoing	Adele McCourt	John Kelpie
C.SP1718.07.05	Media familiarisation	Organise regular media familiarisation trips to promote City's offering and Council events and initiatives	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">50%</div></div>	being progressed in partnership with Visit Derry & CODA	Adele McCourt	John Kelpie

2.0 Chief Executive; 2.1 Business Support and Change Manager

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.SP1718.01	Approve Community Plan	To approve Derry City and Strabane District Council's community plan after a 12 week public consultation.	31-Oct-2017	<div style="width: 89%;"><div style="width: 89%;"></div></div> 89%	Consultation completed 15.09.2017. Report prepared. Final Plan to be agreed 19.10.2017	Rachael Craig	John Kelpie
C.SP1718.01.01	Agree Content		31-Oct-2017	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	Draft Content agreed at TCPP held on 30.5.17	Rachael Craig	John Kelpie
C.SP1718.01.02	Host another TCPP		31-Oct-2017	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	A further TCPP scheduled for 19.10.2017	Rachael Craig	John Kelpie
C.SP1718.01.04	Launch of Plan		31-Oct-2017	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%	Scheduled for 6 November	Rachael Craig	John Kelpie
C.SP1718.01.05	Consultation and Engagement Workshops		31-Oct-2017	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	Complete. Held in June	Rachael Craig	John Kelpie
C.SP1718.01.06	Development of Digital Animation of the Plan		31-Oct-2017	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%	To be complete by 06 November	Rachael Craig	John Kelpie
C.SP1718.01.07	Consultation Report Prepared		31-Oct-2017	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	complete	Rachael Craig	John Kelpie
C.SP1718.01.08	Amended Plan to TCPP for Approval		31-Oct-2017	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%	To be approved on 19.10.2017	Rachael Craig	John Kelpie
C.SP1718.02	Implementation Arrangements for Community Plan	To commence implementation arrangements for the community plan – including establishment of 8 Outcome delivery partnerships and performance management processes and reporting arrangements	30-Mar-2018	<div style="width: 76%;"><div style="width: 76%;"></div></div> 76%		John Kelpie	John Kelpie
C.SP1718.02.01	Implementation Arrangements Agreed		30-Mar-2018	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%	Agreed at SLT in July to commence with groups in Autumn/Winter	John Kelpie	John Kelpie
C.SP1718.02.02	Key Officers Engaged to Lead and Facilitate		30-Mar-2018	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	As per organisational structure. Discussion at SLT at end of July.	John Kelpie	John Kelpie
C.SP1718.02.03	Baseline Reporting Template	Baseline Reporting Template to be drafted and agreed.	30-Mar-2018	<div style="width: 30%;"><div style="width: 30%;"></div></div> 30%	to commence with groups in Autumn/Winter	John Kelpie	John Kelpie
C.SP1718.03	Action Plan to Mitigate Brexit	Development and implementation of an action plan to mitigate the impacts of Brexit	30-Mar-2018	<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%		John Kelpie	John Kelpie

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
	Impact						
C.SP1718.03.01	Lobbying Regional Government re Soft Border		30-Mar-2018	<div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div>	Ongoing. CE attending meetings in Dublin	John Kelpie	John Kelpie
C.SP1718.04	North West Strategic Partnership Working	Development of a detailed spending plan and work programme of activity across the three Regional Development Pillars for North West Strategic Partnership Working	31-Dec-2017	<div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div>		John Kelpie	John Kelpie
C.SP1718.04.01	Linkages to PFG DCSDC Economic & Community Plan Actions	Linkages to actions within PFG/North South Ministerial Council/Oireachtas policy. Linkages to Local Economic and Community Plan and Community Plan for DCSDC	31-Dec-2017	<div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div>	Ongoing. Meetings held in June/July 2017	John Kelpie	John Kelpie

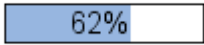







2.1 Business Support and Change Manager

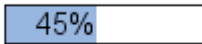


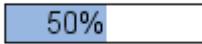
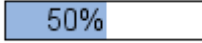

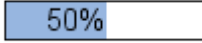
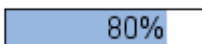
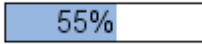

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.SP1718.02.04	Engagement re Clear Impact Software Procurement	Engagement at a regional level regarding Clear Impact software procurement	30-Mar-2018	 100%	Complete. Regional event attended. This will not be rolled out regionally this financial year.	Rachael Craig	John Kelpie

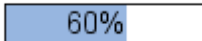
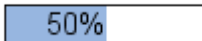
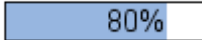
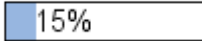
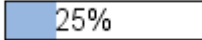


2.1 Director - Legacy

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.SP1718.05	Year of Youth 2019	Development of a dedicated Year of Youth for 2019	30-Mar-2018	<input type="text" value="50%"/>	work ongoing	Oonagh McGillion	John Kelpie
C.SP1718.06	European Capital of Culture	stage 1	31-Oct-2017	<input type="text" value="50%"/>	on target for submission of phase 1	Oonagh McGillion	John Kelpie

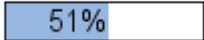
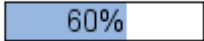
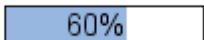
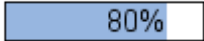


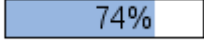
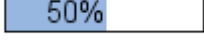

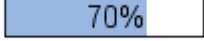
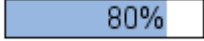
2.1 Lead Assurance Officer


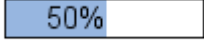
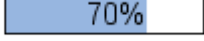
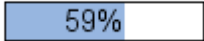
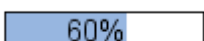
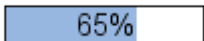
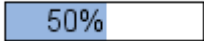
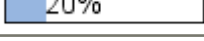

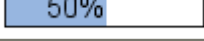
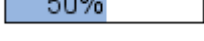
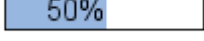

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.AS1718	Assurance SSU Service Plan 2017/18		30-Mar-2018		Service progress -	Denise McDonnell	
C.AS1718.01	Highest Levels of Good Governance- Audit	Establish & maintain the highest levels of good governance- Audit	30-Mar-2018		Objective progress -	Denise McDonnell	John Kelpie
C.AS1718.01.01	Managing Fraud in a Changing Environment	Continue to deliver Fraud awareness training throughout the organisation in accordance with the Northern Ireland Office's best practice guidance – 'Managing Fraud in a Changing Environment'.	30-Sep-2017		197 staff have now participated in the Fraud Awareness Training plus 11 staff at CODA. Currently working with HR to develop an E-Learning Programme. Target for this year met (160 staff) - Further sessions will be delivered upon demand.	Denise McDonnell	John Kelpie
C.AS1718.01.02	Audit Needs Assessment	Production of an Audit Needs Assessment to inform audit work in the next 3 to 5 years	31-May-2017		Completed – Audit Needs Assessment presented to and approved by the Assurance, Audit & Risk Committee on the 29th June 2017	Denise McDonnell	John Kelpie
C.AS1718.02	Highest Levels of Good Governance- Risk	Establish & maintain the highest levels of good governance- Risk.	30-Mar-2018		Objective progress-	Denise McDonnell	John Kelpie
C.AS1718.02.01	Review of Risk Reporting Systems	Review of risk reporting systems to ensure Council assurance requirements continue to be satisfied.	30-Jun-2017		Reporting systems reviewed by Insurance & Risk Manager and Lead Assurance Officer. Continuing to provide quarterly Service Risk Reports to Heads of Service, and Council's Corporate Risk Register reported to SLT on a quarterly basis. Existing reporting mechanisms to Assurance Audit & Risk Committee to continue.	Denise McDonnell	John Kelpie
C.AS1718.02.02	Review of Risk Structures	Review of risk structures to ensure no service gaps in Risk Register review processes.	30-Sep-2017		Majority of structures reviewed at this stage	Denise McDonnell	John Kelpie
C.AS1718.02.03	Reporting System Liability Claims Analysis	Establish reporting system to ensure liability claims analysis is included as part of Corporate Health & Safety review processes.	30-Sep-2017		Reporting system established. Claims information is included in Director Health & Safety meetings and any issues from these meetings are reported through to the Corporate Health, safety and Wellbeing Committee.	Denise McDonnell	John Kelpie

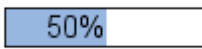
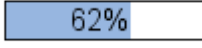
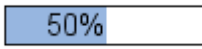


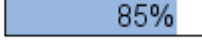
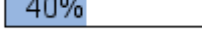
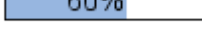



Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.AS1718.03	Highest Levels of Health & Safety Systems - Health & Safety	Establish & maintain the highest levels of health & safety systems and practices- Health & Safety.	30-Mar-2018		Objective progress-	Denise McDonnell	John Kelpie
C.AS1718.03.01	Improve Upon OHSAS 18001 Systems	Further improve upon OHSAS 18001 systems within DCSDC by reviewing and updating all procedures in relation to its delivery within service areas.	30-Mar-2018		Further 2 procedures have been updated (internal audit and management review).	Denise McDonnell	John Kelpie
C.AS1718.03.02	Roll out Asset Management System	Finalise the roll out of the asset management system (asset HQ) across all council premises	30-Sep-2017		All council buildings now report any faults through the asset management system. However, property related functions of the system require further attention.	Denise McDonnell	John Kelpie
C.AS1718.03.03	CHS 10 Working Day Observation	As an improvement opportunity, CHS will spend 10 working days over the 2017/2018 period within high risk service areas throughout council. This time will be spent observing and learning about the specific service area	30-Mar-2018		To date a further 2.5 days have been rolled out with Strahans Road depot and Skeoge.	Denise McDonnell	John Kelpie
C.AS1718.03.04	RIDDOR Trends	Continue to review and report on RIDDOR trends within council	30-Mar-2018		Ongoing - All RIDDORs under review, to date three employee RIDDORs have been recorded.	Denise McDonnell	John Kelpie
C.AS1718.04	Establish & Maintain Efficient Service Delivery- Payroll		30-Mar-2018		Objective progress-	Denise McDonnell	John Kelpie
C.AS1718.04.01	Integrate Payroll Staff Into Strand Rd Building	Fully integrate payroll Staff into one Office Location (in Strand Rd Building)) to harmonise payroll procedures and spread payroll load evenly	31-Dec-2017		All payrolls are now being completed in the Derry Office however full harmonisation of procedures will take place when the Section has a full staff complement in place again.	Denise McDonnell	John Kelpie
C.AS1718.04.02	Increase Staff Receiving Payslips Via Email to at least 60%		30-Mar-2018		Currently 54.5% of employees paid during 2017/18 have received their payslip electronically.	Denise McDonnell	John Kelpie
C.AS1718.05	Establish & Maintain Efficient Service Delivery - Business Continuity		30-Mar-2018		Objective progress-	Denise McDonnell	John Kelpie
C.AS1718.05.01	Business Continuity Plans	Validate & test Business Continuity Plans throughout the organisation	31-Dec-2017		Work is ongoing in relation to the development, validation and testing of	Denise McDonnell	John Kelpie

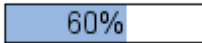

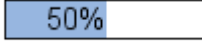
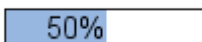
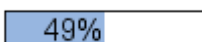




Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
					Business Continuity Plans throughout the Council.		
C.AS1718.05.02	Training - Emergency Plan	Deliver training in the operation and delivery of the emergency plan and conduct simulated emergency exercises scenarios to test, debrief and verify the validity of the plan internally and externally with stakeholders. It is intended to carry out 3 exercises throughout the year (to include SLT, Elected Members and External Partners)	30-Mar-2018		The Emergency Plan has been activated and fully tested as a result of the recent flooding emergency. A full debrief of this emergency is scheduled to take place in October 2017. A future exercise will be scheduled for Members.	Denise McDonnell	John Kelpie
C.AS1718.05.03	Develop Partnerships & Represent Council	Develop partnerships/networks and relationships with stakeholders including Cross Border Bodies and represent Council on external training and test exercises	30-Mar-2018		Work is continuously ongoing in this area.	Denise McDonnell	John Kelpie
C.AS1718.05.04	SMS Messaging Service	Implement an SMS messaging service and carry out periodic testing.	30-Jun-2017		Preferred supplier identified - system currently being tested and will be implemented within a few weeks.	Denise McDonnell	John Kelpie
C.AS1718.06.01	Etenders NI for all Procurement Activity	Implementation and roll out of the Etenders NI for all procurement activity under £30k by September and subsequently for all procurement activity over £30k by the end of March 2018.	31-Dec-2017		The use of Etenders NI for procurement activity under £30k is now underway.	Denise McDonnell	John Kelpie
C.AS1718.06.02	Upgrade of Agresso System	Upgrade of Agresso system to allow online ordering to be implemented	31-Dec-2017		Upgrade of Agresso was approved by Committee in June 2017 and contract was agreed and signed. Project plan to be developed with clear timeframes regarding implementation.	Denise McDonnell	John Kelpie
C.AS1718.06.03	Purchasing Structures - Online Ordering and Procurement	Establish purchasing structures and develop Cross departmental group to agree processes for online ordering and procurement	31-Dec-2017		Discussions regarding purchasing structures are at the early stages with a view to being agreed with Directors over the coming months	Denise McDonnell	John Kelpie
C.AS1718.06.04	Implementation and Rollout of New Purchase to Pay System	-- enter action details here --	30-Mar-2018			Denise McDonnell	John Kelpie


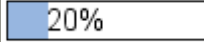
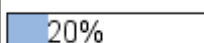
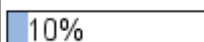
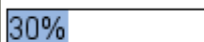


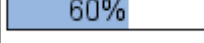
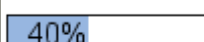
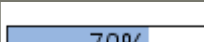


2.1 Lead Democratic Services & Improvement Officer

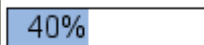
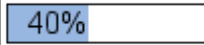
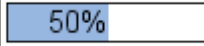

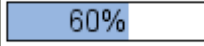
Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.DI1718	Democratic Services and Improvement SSU Service Plan 2017/18		30-Mar-2018		Service progress-	Ellen Cavanagh	John Kelpie
C.DI1718.01	Established and Recognised as a Cohesive and High Performing Team	Establish and be recognised as a cohesive and high performing team which is recognised and valued within Council as providing specialist support and guidance and where there is a proactive approach to learning and gaining new knowledge.	30-Mar-2018		Objective progress-	Ellen Cavanagh	John Kelpie
C.DI1718.01.01	Team Building Initiative	Delivery of at least one inclusive team building initiative	30-Mar-2018		options identified for Dec /Jan 18 and circulated for staff feedback	Ellen Cavanagh	John Kelpie
C.DI1718.01.02	Monthly and Quarterly Meetings and PDPs	Continued commitment to monthly and quarterly meetings and the use of PDPs	30-Mar-2018		One staff member at level 1 outstanding. to be extended where appropriate. Ongoing monthly meetings. Quarterly meeting format under review	Ellen Cavanagh	John Kelpie
C.DI1718.01.03	Showcase Team - Staff Engagement Event	Showcase team at Council staff engagement event in June	30-Jun-2017		Presentation on work of team completed at engagement event on 23rd June 17.	Ellen Cavanagh	John Kelpie
C.DI1718.01.04	Technology Use - Team Building Tool	Enhanced use of technology as a communication and team building tool	30-Mar-2018		Staff recording leave on Ellen's calendar. Use of shared folders.	Ellen Cavanagh	John Kelpie
C.DI1718.02	Comfortable Environment for Staff & Visitors	Provision of a clean, safe, welcoming and comfortable environment for staff and visitors, with state of the art facilities.	30-Mar-2018		Objective progress-	Ellen Cavanagh	John Kelpie
C.DI1718.02.01	Safeguarding Capacity Building Programme	Rollout safeguarding capacity building programme across all frontline services	31-May-2017		Further sessions are currently being planned over October/November and December.	Ellen Cavanagh	John Kelpie
C.DI1718.02.02	Benchmarking Process	Undertake benchmarking process and identify areas for improvement/ good practice	30-Sep-2017		Improvement objectives now monitored on Covalent. We are participating in the APSE benchmarking process and initial figures have been produced by APSE	Ellen Cavanagh	John Kelpie
C.DI1718.02.03	Cleaning/Support Services	Extend the provision of cleaning/ support services	30-Jun-2017		Recruitment process to be advanced	Ellen Cavanagh	John Kelpie
C.DI1718.02.04	Standardise Staff Catering Facilities	Standardise staff catering facilities across the HQ sites	30-Sep-2017		Tenderer selected. Initial contract meeting to take place beg Nov.	Ellen Cavanagh	John Kelpie

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.DI1718.02.05	Hot Desking/Meeting Room Booking Systems	Develop systems and procedures for hot desking and meeting room booking	30-Jun-2017		Hot desk facilities in place. Electronic booking system operational	Ellen Cavanagh	John Kelpie
C.DI1718.02.06	Work with E&R Staff Re Reducing Water, Paper and Energy	.Work with staff in E&R in respect of reducing water, paper and energy use	30-Mar-2018		Water signage in place. Office bins removed.	Ellen Cavanagh	John Kelpie
C.DI1718.02.07	Upgrade Public Toilet Facilities - Strand Road	Upgrade public toilet facilities at Strand Road site	30-Jun-2017		hand dryer facilities being investigated.	Ellen Cavanagh	John Kelpie
C.DI1718.03	Handling and Processing of Information	Effective handling and processing of information that meets our legal obligations, protects people and represents good practice.	30-Mar-2018		Objective progress-	Ellen Cavanagh	John Kelpie
C.DI1718.03.01	Finalisation and Population of File Plan Structures		30-Jun-2017		Initial proposals identified and to be piloted in DSI Unit	Ellen Cavanagh	John Kelpie
C.DI1718.03.02	Management of Hardcopy Files in Centralised Areas	Introduction of formalised approach to management of hardcopy files in centralised areas	30-Sep-2017		Review of basement being organised. Schedule to be drawn up for staff to review own areas.	Ellen Cavanagh	John Kelpie
C.DI1718.03.03	Privacy Impact Assessment and Notices	Rollout of effective approach to privacy impact assessment and notices	30-Mar-2018		Developing guidelines and templates for use. Privacy impact assessments being carried out for CCTV systems.	Ellen Cavanagh	John Kelpie
C.DI1718.03.04	Organisation Audit of Personal Data	Co-ordinate an organisation wide audit of personal data and other information	30-Sep-2017		Developing audit templates and information notices for staff.	Ellen Cavanagh	John Kelpie
C.DI1718.03.05	Compliance With the GDPR	Develop and introduce arrangements to ensure compliance with the GDPR	30-Mar-2018		Gathering information and developing procedures/policies to reflect changes.	Ellen Cavanagh	John Kelpie
C.DI1718.03.06	Designate Data Protection Officer		31-May-2017		Recruitment in progress. Interviews to be held w/b 27 Nov.	Ellen Cavanagh	John Kelpie
C.DI1718.03.07	FOI Disclosure Log	Developing FOI disclosure log for publication to web	31-Dec-2017		To renew discussions with digital services following staff reorganisation	Ellen Cavanagh	John Kelpie
C.DI1718.04	Improved Outcomes for Citizens	Improved outcomes for citizens through ensuring effective management of resources and having arrangements in place to promote continuous improvement.	30-Mar-2018		Objective progress-	Ellen Cavanagh	John Kelpie
C.DI1718.04.01	Covalent Development	Continued development / deployment of Covalent for performance reporting and management	30-Mar-2018		Ongoing - Improvement Objective now being tracked on Covalent	Ellen Cavanagh	John Kelpie

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.DI1718.04.02	Audit Report 2016/17 Recommendations	Take forward recommendations arising from 2016/17 Auditor report	30-Mar-2018		2017/18 audit ongoing. TOR of committees changed in line with 2016/17 recommendations.	Ellen Cavanagh	John Kelpie
C.DI1718.05	Council's Aspirations	Proactive and innovative delivery of the Council's aspirations for good decision making, equality of opportunity and sustainable development.	30-Mar-2018		Objective progress-	Ellen Cavanagh	John Kelpie
C.DI1718.05.01	Support Council Officers in Screening and EQIA	Continue to support Council Officers in the Screening and EQIA processes when developing or reviewing Council policies/service delivery	30-Mar-2018		4 Screening questionnaires have been completed to date in the 2017-18 year	Ellen Cavanagh	John Kelpie
C.DI1718.05.02	Review and update 'Code of Practice on Producing Information'		31-Jul-2017		Reviewed policy approved in September 2017	Ellen Cavanagh	John Kelpie
C.DI1718.05.03	Achieve "Louder Than Words" Charter	Achieve "Louder Than Words" Charter for front line service areas – starting with Guildhall	30-Mar-2018		No progress to date	Ellen Cavanagh	John Kelpie
C.DI1718.05.04	Sign up to Mental Health Charter	Council sign up to "Mental health Charter" to create and open and inclusive workplace for staff who may have a mental health issue	30-Sep-2017		Charter to be presented to meeting on 7 November.	Ellen Cavanagh	John Kelpie
C.DI1718.05.05	Staff Guide for Meetings and Events	Develop a guide for staff when organising meetings and events to ensure accessibility and inclusion	30-Sep-2017		Draft document in progress	Ellen Cavanagh	John Kelpie
C.DI1718.05.06	Equality Assurance and Oversight Group Meetings - Community Plan	Host Equality Assurance and Oversight Group meetings to monitor delivery of commitments made within Community Plan	30-Mar-2018		Meeting held on 26 October to update on Community Planning consultation.	Ellen Cavanagh	John Kelpie
C.DI1718.05.07	Enhanced Impact Assessment	Development of enhanced impact assessment process (carried over)	30-Sep-2017		Enhanced Impact Assessment process used in analysis of Community Plan	Ellen Cavanagh	John Kelpie
C.DI1718.06	Improved Access to Council Services and Facilities in Other Languages	Improved access to Council services and facilities in other languages and formats and promotion of indigenous languages.	30-Mar-2018		Objective progress-	Ellen Cavanagh	John Kelpie
C.DI1718.06.01	Support the Council's Languages Working Group	Support the Council's Languages Working Group to review and update language policies and associated procedures (i.e. courtesy codes for dealing with members of	30-Sep-2017		Draft committee papers being prepared for next meeting of working group.	Ellen Cavanagh	John Kelpie



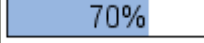
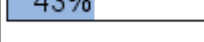
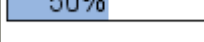
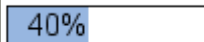
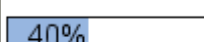
Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
		the public, Language Action Plans etc).					
C.DI1718.06.02	Evaluation of the Council's Irish Language Services Programme	Undertake an evaluation of the Council's Irish Language Services Programme	31-Jan-2018		A review questionnaire has been compiled and circulated to forum members and service users. Deadline for responses has been set for 24th November following which an evaluation report will be compiled identifying suggested areas for action and/or improvement.	Ellen Cavanagh	John Kelpie
C.DI1718.06.03	Irish Language Community Network Forum	Continue to support and facilitate the Irish Language Community Network Forum in partnership with others within the Irish Language sector	30-Mar-2018		A meeting of the Irish Language Community Network Forum is scheduled to take place on Thursday 15th November. The forum now meets three times per year.	Ellen Cavanagh	John Kelpie
C.DI1718.06.04	Explore Potential for an Ulster-Scots Community Network Forum	Explore the potential demand for an Ulster-Scots Community Network Forum in association with relevant partner organisations	30-Sep-2017		Council is reviewing the potential demand for an Ulster-Scots Community Network as part of its review of language policies. Council has met with relevant stakeholders from the Ulster-Scots community but no decision has yet been taken.	Ellen Cavanagh	John Kelpie
C.DI1718.06.05	Identify Funding Opportunities- Irish language/Ulster-Scots	Identify available funding opportunities to help support the development and promotion of Irish language/Ulster-Scots projects and/or events/activities within the Council area	30-Mar-2018		Council has partnered with Libraries NI and submitted a joint application to Foras na Gaeilge to fund an Irish Language Literary Event due to be held on 16th November. The application is currently undergoing assessment.	Ellen Cavanagh	John Kelpie
C.DI1718.07.	Improved Customer Satisfaction	Deliver improved customer satisfaction by improving customer support services and processes	30-Mar-2018		Additional World Host Training scheduled for front line staff. Reception Charter being compiled.	Ellen Cavanagh	John Kelpie
C.DI1718.07.01	Validate Statistics from Telephone Reporting software	Fully develop and validate the statistics from the Telephone Reporting software and issue monthly reports to SLT.	30-Jun-2017		final reports being developed,	Ellen Cavanagh	John Kelpie
C.DI1718.07.02	Customer Service Briefings to Team Meetings	Deliver Customer Service Briefings to Team Meetings	31-Jul-2017		ongoing process	Ellen Cavanagh	John Kelpie
C.DI1718.07.03	Provide Training on Telephone Functionality to Staff		31-May-2017		Final session arranged.	Ellen Cavanagh	John Kelpie
C.DI1718.07.04	Telephone Indicators and Implement	Develop corporate telephone indicators and implement monitoring through SLT	30-Sep-2017		Telephone Statistics validated. reporting to commence at SLT	Ellen Cavanagh	John Kelpie

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
	Monitoring						
C.DI1718.07.05	Develop Customer Services Strategy C/f		30-Sep-2017		Baseline data collated to inform strategy	Ellen Cavanagh	John Kelpie
C.DI1718.07.06	Provide Training on the On Line Portal on Customer Feedback		31-Dec-2017		Data on Customer Service standards and expectations gathered.	Ellen Cavanagh	John Kelpie
C.DI1718.07.07	Customer Satisfaction Surveys	Assist in the development and issue of Customer Satisfaction Surveys across Council services.	30-Mar-2018		Member Customer Satisfaction Survey completed annually - will be completed in February 2018	Ellen Cavanagh	John Kelpie
C.DI1718.07.08	Progress Work Against CSE Criteria		30-Mar-2018		existing initiatives support CSE	Ellen Cavanagh	John Kelpie
C.DI1718.07.09	Feedback Arrangements	Review arrangements for consulting / seeking customer and other stakeholder views /feedback	29-Sep-2017		work being progressed in collaboration with other councils and APSE	Ellen Cavanagh	John Kelpie
C.DI1718.08	Provide Support to Elected Members	Provide effective support to Elected Members and promote efficient, open and transparent governance and decision making	30-Mar-2018		Consistent ongoing support to Members in all relevant areas inc. allowances, training, Committee Papers, IT, general queries.	Ellen Cavanagh	John Kelpie
C.DI1718.08.01	NI Charter Plus - Elected Member	Progression towards assessment for NI Charter Plus for Elected Member Development (Assessment April 2018).	30-Mar-2018		Work ongoing against criteria. PDP process completed and training needs identified and being sourced. Evidence being collated.	Ellen Cavanagh	John Kelpie
C.DI1718.08.02	Assess Members Satisfaction	Assess Members satisfaction with Member support services; develop and implement improvement actions as necessary.	30-Mar-2018		Satisfaction survey to be completed in February 2018. Improvement actions from previous survey being actioned.	Ellen Cavanagh	John Kelpie
C.DI1718.08.03	Electronic Voting System - Council Meetings	Implement electronic system for recording votes in Council meetings	31-Oct-2017		Software procured. Improvements in display of voting results being investigated.	Ellen Cavanagh	John Kelpie
C.DI1718.08.04	Improve Transparency of Council Business		30-Mar-2018			Ellen Cavanagh	John Kelpie
C.DI1718.08.04.1	Availability of Meeting Papers		30-Nov-2017		Considering the display of Meeting minutes within Council meeting packs alongside the relevant item.	Ellen Cavanagh	John Kelpie
C.DI1718.08.04.2	Increasing the Time of Release of Meeting Papers		31-Dec-2017		Meeting papers and minutes generally being circulated to Members ahead of statutory deadlines	Ellen Cavanagh	John Kelpie

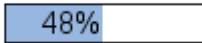
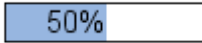

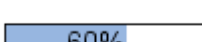




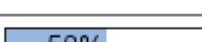
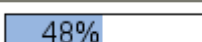
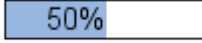

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.DI1718.08.04.3	Confidential Papers - Closed Business	Specifying when confidential papers have been considered and the rationale for consideration in closed business	28-Feb-2018		Procedural requirements considered for functionality on Mod Gov plus legal requirements.	Ellen Cavanagh	John Kelpie
C.DI1718.08.05	Publishing Members Declarations of Interests		30-Mar-2018		Procedural requirements considered for functionality on Mod Gov plus legal requirements.	Ellen Cavanagh	John Kelpie
C.DI1718.08.06	Committee Software and Webcasting Service	Improved use of functionality of Committee software and webcasting service	30-Mar-2018		The following being progressed; providing minute text on meeting packs on website; automatic publishing of Declaration of Interests, specifying when confidential information is to be considered. Report considered on extending webcasting to Council Committees.	Ellen Cavanagh	John Kelpie
C.DI1718.08.07	Development of Civic Protocol Document		30-Jun-2017		Document approved by Council	Ellen Cavanagh	John Kelpie
C.DI1718.08.08	Staff Protocol when Engaging with Mayor	Development of a standards protocol for staff when engaging with Mayor	30-Jun-2017		Currently being developed.	Ellen Cavanagh	John Kelpie

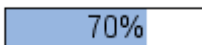

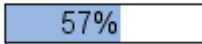

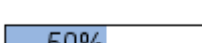


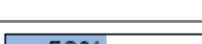
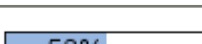

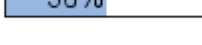


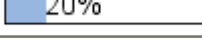
2.1 Lead Finance and Funding Officer

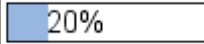

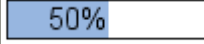
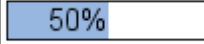
Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.AS1718.06	Highest Levels of Good Governance in Strategic Finance & Procurement	Establish & maintain the highest levels of good governance/ Establish & maintain the highest level of procurement systems and practices/ Establish and maintain efficient service delivery- Strategic Finance & Procurement.	30-Mar-2018	<div style="width: 12%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 12%	Objective progress-	Alfie Dallas	John Kelpie
C.FF1718	Finance & Funding Service Plan 2017/18		30-Mar-2018	<div style="width: 34%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 34%	Service Progress -	Alfie Dallas	John Kelpie
C.FF1718.01	Good Governance/Efficient Service Delivery - Strategic Finance	Establish & maintain the highest levels of good governance/ Establish & maintain efficient service delivery - Strategic Finance.	30-Mar-2018	<div style="width: 48%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 48%	Objective progress-	Alfie Dallas	John Kelpie
C.FF1718.01.01	Year End Accounts	Preparation of year end accounts and agreement of out-turn for 2016/17 by statutory deadline	30-Jun-2017	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 100%	Completed. Accounts submitted by 30th June 2017 and Audited Accounts approved by GSP in September 2017.	Alfie Dallas	John Kelpie
C.FF1718.01.02	Completion of Rates Estimates for 2018/19	Completion of rates estimates for 2018/19 by statutory deadline of 15th February 2018.	15-Feb-2018	<div style="width: 10%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 10%	Ongoing. Draft position to be discussed with Members in December 2017.	Alfie Dallas	John Kelpie
C.FF1718.01.03	Issue 10 Monthly Management Information Reports	Issue 10 monthly management information reports to Directorates.	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 50%	Ongoing. Monthly reports issued and Quarter 1 and Quarter 2 reports submitted to GSP Committee.	Alfie Dallas	John Kelpie
C.FF1718.01.04	Phase 3 Efficiency Plan and Monitoring of Performance	Lead to ensure agreement of Phase 3 efficiency Plan and monitoring of performance.	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 50%	IESE work completed. Implementation plan to be agreed as part of rates estimates process.	Alfie Dallas	John Kelpie
C.FF1718.01.05	New Budgetary Control Procedures	Completion of new budgetary control procedures.	30-Mar-2018	<div style="width: 30%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 30%	Ongoing	Alfie Dallas	John Kelpie
C.FF1718.02	Highest Levels of Good Governance- Funding	Establish & maintain the highest levels of good governance- Funding.	30-Mar-2018	<div style="width: 46%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 46%	Objective progress-	Alfie Dallas	John Kelpie
C.FF1718.02.01	Financial Plan and Funding Strategy	Updating of medium term financial plan and funding strategy including Strategic allocation of capital funding	31-Dec-2017	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 50%	Prepared. To be considered and agreed by Members as part of rates estimates process.	Alfie Dallas	John Kelpie
C.FF1718.02.02	Funding for Council's Strategic Capital Plan	Co-ordinate and secure funding for Council's strategic capital plan and major corporate projects	30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 100%;"></div></div> 50%	Ongoing. Significant funding awards have been secured (e.g. Interreg Greenways) and significant applications ongoing (e.g.	Alfie Dallas	John Kelpie

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
					Peace and City Deals).		
C.FF1718.02.03	Monitoring and Reporting Tool - Funding Applications	Develop a monitoring and reporting tool to record all Council funding applications and progress	31-Dec-2017		Ongoing. Delayed due to City Deal/Growth Deal work. Revised deadline set.	Alfie Dallas	John Kelpie
C.FF1718.02.04	Local Asset Due Diligence for Transfer of Ebrington	Lead on and complete local asset due diligence for transfer of Ebrington and liaise with SIB to ensure completion of final due diligence and way forward	30-Mar-2018		Ongoing. Due diligence cannot be completed until market testing and tenant negotiations complete.	Alfie Dallas	John Kelpie
C.FF1718.02.05	Liaise with SIB - Exercise Completed	Liaise with SIB to ensure Investment proposition exercise completed by required date	31-Dec-2017		SIB work completed. Recommendations being considered by officers.	Alfie Dallas	John Kelpie
C.FF1718.03	Highest Levels of Good Governance - Airport		30-Mar-2018		Objective progress-	Alfie Dallas	John Kelpie
C.FF1718.03.01	Delivery of Funds for City of Derry Airport	Continue to work with the Department of Transport to ensure the successful delivery of and drawdown of funds for the Public Service Obligation for City of Derry Airport	30-Mar-2018		Ongoing. First 6 months of claims agreed and processed.	Alfie Dallas	John Kelpie
C.FF1718.03.02	NI Executive Funding spent Appropriately on Route Development and Infrastructure	Ensure that an effective process is put in place to ensure that the NI Executive funding allocated for route development and Infrastructure is spent appropriately	30-Sep-2017		All necessary documentation provided by Council to obtain EU approval and business case. Delayed due to NI Executive position and absence of Ministers.	Alfie Dallas	John Kelpie
C.FF1718.03.03	Completion of Business Plan for City of Derry Airport	Liaise with CoDA (Operations) Limited to ensure completion of medium term business plan for City of Derry Airport.	31-Dec-2017		SIB engaged to prepare medium term plan and Executive ask.	Alfie Dallas	John Kelpie

2.1 Lead Human Resources Officer






Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.HR1718	HR SSU Service Plan 2017/18		30-Mar-2018		Service Progress -	Paula Donnelly	John Kelpie
C.HR1718.01	Organisational Design & Effective Resourcing		30-Mar-2018		Objective progress-	Paula Donnelly	John Kelpie
C.HR1718.01.1	Review and Confirm Remaining Posts in Structure		30-Apr-2017		10% remaining to include payroll, capital development, and Chief Executive's section	Paula Donnelly	John Kelpie
C.HR1718.01.2	Publish Organisational Charts		30-Apr-2017		60% high level charts taken to committee. Remaining charts to be entered on the e learning system and to be brought to JCNC	Paula Donnelly	John Kelpie
C.HR1718.01.3	Complete Review of Operational Staff and Agree Staffing Levels		30-Mar-2018		Working group established to review differences in terms and conditions of environmental operational staff. Audit of differences currently ongoing.	Paula Donnelly	John Kelpie
C.HR1718.01.4	Terms and Conditions - Agree Plan with TU's	Identify key differences in terms and conditions and agree a plan with Trade Unions to address these	30-Mar-2018		Audit commenced with key differences in terms and conditions	Paula Donnelly	John Kelpie
C.HR1718.01.5	Review and Develop a Plan to Reduce Overtime		31-Dec-2017		10% Plan currently being developed prioritising review of overtime. Agreement reached at JCNC in relation to formula for buyout of overtime.	Paula Donnelly	John Kelpie
C.HR1718.01.6	Recruitment Process Action Plan	Review each stage of recruitment process and develop an action plan	30-Jun-2017		Review of recruitment processes currently ongoing	Paula Donnelly	John Kelpie
C.HR1718.02	Healthy Workplace		30-Mar-2018		Objective progress-	Paula Donnelly	John Kelpie
C.HR1718.02.1	Health & Wellbeing Strategy	Develop Health & Wellbeing strategy incorporating BeWell plan	30-Apr-2017		Health & Wellbeing strategy currently being developed	Paula Donnelly	John Kelpie
C.HR1718.02.2	Volunteering Policy	Develop Volunteering policy and promote Volunteering opportunities	30-Sep-2017		Volunteering opportunities promoted through Be Well. Policy currently being developed	Paula Donnelly	John Kelpie
C.HR1718.02.3	Implement Attendance Policy		30-Mar-2018			Paula Donnelly	John Kelpie

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.HR1718.02.4	Initiatives to Reduce Absence	Continue to review and implement processes and initiatives to reduce Absence	30-Mar-2018			Paula Donnelly	John Kelpie
C.HR1718.02.5	Procurement Exercise	Complete procurement and exercise to include Occupational Health, employee assistance and employee benefits	31-Dec-2017			Paula Donnelly	John Kelpie
C.HR1718.03	Employee Relations & Staff Engagement		30-Mar-2018		Objective progress-	Paula Donnelly	John Kelpie
C.HR1718.03.1	Review Employee Investigations	Review the current approach to employee investigations to identify how these can be completed in a more timely manner	30-Apr-2017		HR staff have received training. Templates currently being finalised. Training to be organised for managers.	Paula Donnelly	John Kelpie
C.HR1718.03.2	Progress Initiatives to Improve Staff Engagement	Continue to review and progress initiatives and processes to improve staff engagement	30-Mar-2018		Staff engagement event held in June. Be Social committee established. HR staff working closely with heads of service to ensure team meetings etc are taking place.	Paula Donnelly	John Kelpie
C.HR1718.03.3	Review Staff Recognition	Continue to review and propose approaches to staff recognition	30-Jun-2017		Plans under way for staff recognition event in December	Paula Donnelly	John Kelpie
C.HR1718.03.4	Promote BeSocial	Establish and promote BeSocial with a focus on developing Strabane/Derry employees relations	30-Apr-2017		Be Social committee created and first Be Social event held in June. Council choir established and due to meet in September	Paula Donnelly	John Kelpie
C.HR1718.04	Employment Policy		30-Mar-2018		Objective progress-	Paula Donnelly	
C.HR1718.04.1	HR Policies	Continue programme of review and development of HR policies	30-Mar-2018		Programme in place for policies for 2017-18. Policy working group meeting in September to finalise policies.	Paula Donnelly	John Kelpie
C.HR1718.04.2	Standard Documentation and Processes/Quality Monitoring System	Review standard documentation and processes and implement quality monitoring system with the HR section	30-Mar-2018		Standard documentation developed for absence and ER activity	Paula Donnelly	John Kelpie
C.HR1718.05	Organisational Development		30-Mar-2018		Objective progress-	Paula Donnelly	John Kelpie
C.HR1718.05.1	Training Needs Analysis	Complete corporate and departmental training needs analysis and incorporate in training plan	23-Jun-2017			Paula Donnelly	John Kelpie
C.HR1718.05.2	Competency Framework	Review the competency framework and incorporate within the relevant processes	30-Sep-2017			Paula Donnelly	John Kelpie
C.HR1718.05.3	Review Induction Programme	Review induction programme and amend accordingly	31-May-2017		Induction taking place for all new employees. Corporate introduction to be	Paula Donnelly	John Kelpie

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
					developed in September to include e learning module.		
C.HR1718.05.4	Employee Appraisal System	Further imbed employee appraisal system across the organisation	31-May-2017		PDP process commenced for posts below head of service.	Paula Donnelly	John Kelpie
C.HR1718.05.5	leadership and Management Development	Develop leadership and management development for all levels across the organisation	30-Sep-2017		Heads of service/lead officers taking part in pilot of leadership academy.	Paula Donnelly	John Kelpie
C.HR1718.05.6	E Learning	Continue to develop and promote E learning	30-Mar-2018		Roll out of mandatory courses commenced.	Paula Donnelly	John Kelpie
C.HR1718.05.7	Review compliance Training	Review current approach to compliance training	31-May-2017		Review of compliance training commenced and action plan to be agreed in September	Paula Donnelly	John Kelpie

2.1 Lead Legal Services Officer

Code	Title	Description	Due Date	Progress Bar	Latest Status Update	Managed By	Assigned To
C.LS1718	Legal Services SSU Service Plan 2017/18		30-Mar-2018	<div style="width: 73%;"><div style="background-color: #4f81bd; width: 73%;"></div></div> 73%	Service Progress -	Philip Kingston	John Kelpie
C.LS1718.01	Highest Levels of Good Governance – Legal		30-Mar-2018	<div style="width: 73%;"><div style="background-color: #4f81bd; width: 73%;"></div></div> 73%	Objective progress-	Philip Kingston	John Kelpie
C.LS1718.01.1	Maintain Council Constitution		30-Mar-2018	<div style="width: 50%;"><div style="background-color: #4f81bd; width: 50%;"></div></div> 50%	ongoing, up to date	Philip Kingston	
C.LS1718.01.2	Review Council Standing Orders		31-Dec-2017	<div style="width: 50%;"><div style="background-color: #4f81bd; width: 50%;"></div></div> 50%	members consultation complete	Philip Kingston	John Kelpie
C.LS1718.01.3	Commence Implementation of Lexcel Accreditation Scheme		30-Sep-2017	<div style="width: 100%;"><div style="background-color: #4f81bd; width: 100%;"></div></div> 100%	commenced	Philip Kingston	John Kelpie
C.LS1718.01.4	Maintain and Update Deeds Audit in respect of Council Property		30-Mar-2018	<div style="width: 95%;"><div style="background-color: #4f81bd; width: 95%;"></div></div> 95%	ongoing	Philip Kingston	John Kelpie

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