

Key Successes

1. European Election and Oban South and the Isles By election completed successfully
2. New PMA implemented and progress made on appointment of new staff to support it.
3. Tiree Community Council by election successfully completed
4. Successful launch of extended train service into Oban.
5. Successful commencement of the 2014/15 capital programme with tenders received and contracts awarded for the school summer break and design work in progress for the October break works.
6. Award of school transport contracts in Islay, achieving savings
7. IRRV excellence in innovation finalist for implementation of the Empty Homes Policy and introduction of the double council tax charge
8. Housing benefit follow-up audit concluded by Audit Scotland and no further scrutiny required.

Key Challenges

1. Referendum process to be delivered in September
2. Implement actions from Accounts Commission report for the service
3. By election Oban North and Lorn
4. Preparation for the delivery of free school meals to all P1-P3 pupils from January 2015.
5. Preparation for the roll out and installation of IT equipment across all Primary school kitchens by January 2015.
6. Delivery of pilot to be up and running for 1 September in respect of the Local Support Services Framework (LSSF) for enhanced provision of triage, digital skills and personal budgeting skills support in advance of the roll out of Universal Credit
7. Continue with implementation of Highland Council Lync pilot and evaluate Education Lync pilot
8. Finalise call-off order under new SWAN contract and sign Minute of Agreement with Highland Council
9. HR recruitment processing requests and issuing of contracts are below the target of 2 days this is due to a combination of staff turnover and the implementation of a weekly recruitment list for education for a temporary period. The actual turnaround was 3-4 days.
10. Customers satisfied with the information they receive about the council remains at 36% against a target of 40%. This is the level from the 2013 Citizen's Panel.

Action Points to address the Challenges

1. Election team planning for overnight count in place
2. Action plan in place and all actions complied with up to relevant date
3. Election team working on the administration of the process
4. Continuation of a multi service implementation group to scope out financial and operational issues, and ensure that the delivery plan is on track to ensure P1 – P3 free school meals are delivered.
5. Continuation of the IT project Board and working group to ensure that this IT roll out can be achieved while working on the delivery of P1 – P3 free meals.
6. Weekly project review meetings being held with Department of Work and Pensions to progress Local Support Services Framework pilot.
7. Continue working to project plan with assistance from Exactive. Education Lync project evaluation to be complete after summer holidays with input from Education.
8. Legal schedules being reviewed following amendments. Target to complete late August.
9. Temporary recruitment to the transactional team in HR has been carried out in the interim to improve processing time in contract issue and recruitment processing. Permanent recruitment is underway.
10. The Customer Service Board on 8 August will consider a paper on the Citizen’s Panel, which is planned for September.

Changes to the Corporate Plan, Departmental Plan, Service Plans or Scorecards

Plan	Changes required	Lead	Date of change