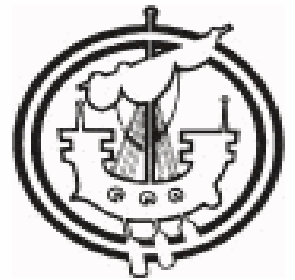


Comhairle nan Eilean Siar



Action and KPI Progress Report

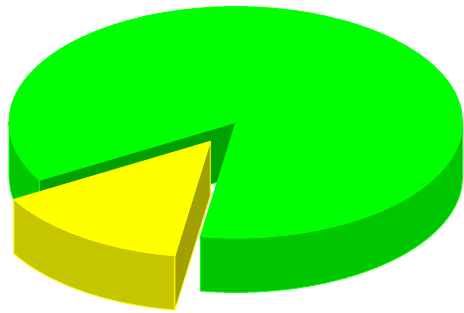
April 2024 - June 2024

CHIEF EXECUTIVE'S DEPARTMENT: Chief Executive

OVERALL PERFORMANCE - CHIEF EXECUTIVE'S DEPARTMENT: CHIEF EXECUTIVE

Actions

■ On Track	85.7%
■ Monitoring Required	14.3%
■ Off Track	0.0%
■ No Targets Set/ Ongoing	0.0%
Total:	100.0%

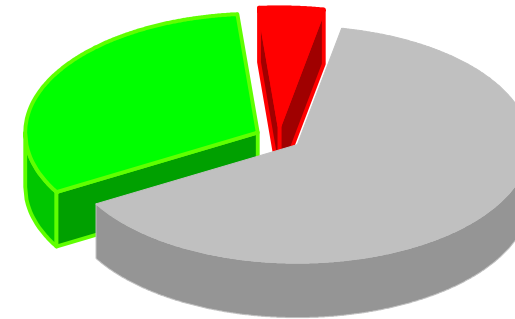


28 Actions reported on

- 24** Actions with at least 100% of target
- 4** Actions greater than 79 and less than 100% of target
- 0** Actions with less or equal to 79% of target
- 0** Actions with no target set / ongoing

KPIs

■ On Track	31.8%
■ Monitoring Required	0.0%
■ Off Track	4.5%
■ Annual	63.6%
Total:	100.0%



22 KPIs reported on

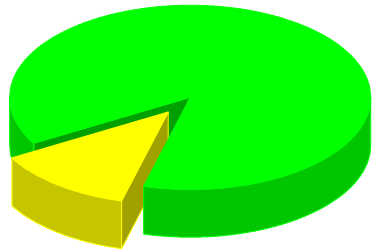
- 7** KPIs on track
- 0** KPIs monitoring required
- 1** KPIs off track
- 14** KPIs NA

Chief Executive's Directorate

Business Unit Overall Performance - Chief Executive's Directorate

Actions

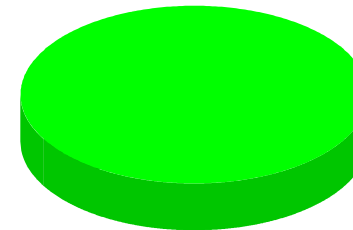
■ On Track	87.5%
■ Monitoring Required	12.5%
■ Off Track	0.0%
■ No Targets Set / Ongoing	0.0%
Total:	100.0%



8	Actions reported on
<hr/>	
7	Actions with at least 100% of target
1	Actions greater than 79 and less than 100% of target
0	Actions with less or equal to 79% of target
0	Actions with no target set / ongoing

KPIs

■ On Track	100.0%
■ Monitoring Required	0.0%
■ Off Track	0.0%
■ Annual	0.0%
Total:	100.0%



2	KPIs reported on
<hr/>	
2	KPIs on track
0	KPIs monitoring required
0	KPIs off track
0	KPIs NA

Comments - Chief Executive's Directorate

2024/25 Quarter 1 Progress Comment:

Community Engagement Unit

During the last Quarter, Regeneration team staff continued to work with successful recipients of RCGF assistance in Rounds 5-10. Additional reporting to the Scottish Government was made concerning projects that were reprofiled into this financial year. A claim for the £2m for Calanais was made in the period. Regular meetings are held to update on progress. Scottish Government announced a pause in this year's RCGF with no clarity on when it might be reinstated.

At a meeting in the 1st Quarter it was proposed to convene a series of community planning workshop events with partners and community representatives in late Summer 2024 to support the review and revision of the Local Outcome Improvement Plan (LOIP).

Staff were actively engaged in support of community groups that were successful in the first, second and third Rounds of the Islands Programme Funding. Reprofiled projects were also subject to discussion with the Scottish Government Islands Team. Support is also provided to projects to take them from designs to capital readiness. The team also support the Comhairle's strategic projects under the Island's Growth Deal - Destination Development. SG also announced a new Round of £3m for the Islands Programme Fund for 2024/25 and staff are engaging with community groups on potential bids.

Crown Estate Funding – Year Five of Crown Estate funding is currently being processed with staff engaging with area fora. Applications closed on 7th June. As expected, the amount sought against the ward allocation is significantly oversubscribed.

The newly introduced Pan Island application bid under Crown Estate had twenty four applications with these being assessed currently.

Primary 7 pupils from April – June completed their Dynamic Youth Awards by taking part in the Primary 7 Transition Programmes delivered by Community Learning & Development staff. These sessions focused on friendship, decision making and answered many of the questions the pupils had about moving to Secondary schooling.

TWO local young people were elected as Members of Scottish Youth Parliament representing the Western Isles. One has also been elected as a Trustee on the Scottish Youth Parliament Board.

David Macleay, Team Leader, Community Engagement Unit, 9th July 2024


Action Progress - Chief Executive's Directorate

Strategic 1.1.3. Investment in our buildings and infrastructure maximises effectiveness of available internal and external funding sources.

Objective:


Service Profile

Community Engagement Unit

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.3.1. Support delivery of RCGF (Regeneration Capital Grant Fund) economic development projects.	David Macleay - Team Leader - Community Engagement Unit	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
During the last Quarter, Regeneration team staff continued to work with successful recipients of RCGF assistance in Rounds 5-10. Additional reporting to the Scottish Government was made concerning projects that were reprofiled into this financial year. A claim for the £2m for Calanais was made in the period. Regular meetings are held to update on progress. Scottish Government announced a pause in this year's RCGF with no clarity on when it might be reinstated.							

Service Profile

Community Engagement Unit


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.3.14.Support delivery of Island's Programme Funding, Island's Growth Deal – Destination Development and eligible Comhairle funding bids on behalf of community bodies.	David Macleay - Team Leader - Community Engagement Unit	In Progress	01/04/2023	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

Staff were actively engaged in support of community groups that were successful in the first, second and third Rounds of the Islands Programme Funding. Reprofiled projects were also subject to discussion with the Scottish Government Islands Team. Support is also provided to projects to take them from designs to capital readiness. The team also support the Comhairle's strategic projects under the Island's Growth Deal - Destination Development. SG also announced a new Funding bid of £3m for the Islands Programme Fund for 2024/25 and staff are engaging with community groups on potential bids.

Service Profile

Chief Executive's Office

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.3.15.Development and delivery of major infrastructure projects, meeting targets associated with safety management, programme, cost and quality.	Dan MacPhail - Senior Projects Manager	In Progress	01/04/2022	31/03/2027	24%	25%	 YELLOW

ACTION PROGRESS COMMENTS

LEWIS RESIDENTIAL CARE (GOATHILL DEVELOPMENT) – CONSTRUCTION CONTRACT

The 12-month Defects Period ended in May 2024. There remain outstanding defects which the Contractor is in the process of rectifying. A commercial agreement has been reached in principle and requires to be formally concluded. The project delivery team continue to provide post construction support to property management and care teams.

BARRA AND VATERSAY COMMUNITY CAMPUS


There remain affordability issues on this high value / high risk capital project. The project requires a reset and various aspects have been progressed since April 2024 across financial, technical, educational, legal and political aspects. A Special Meeting of the Comhairle is due to meet on 11 July 2024 and will consider options for delivery.

Strategic 3.1.4. Our communities are safe, inclusive, and resilient.

Objective:

Service Profile

Community Engagement Unit

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.4.1.Ensure delivery, quality assurance and development of Youth and Community Work services to support the outcomes of the Community Learning and Development (CLD) Plan	Fiona MacInnes-Begg - Extended Learning Manager	In Progress	01/04/2022	31/03/2027	85%	25%	 GREEN

ACTION PROGRESS COMMENTS

In 2023, NHS Western Isles in partnership with CLD and wider partners are undertaking a trial of the Children & Young Peoples' Place Standard tool to gather information from young people which will shape potential changes in communities. Results will be shared, once collated.



The CLD Annual Report is being worked on at present reflecting the work of the section. It will be reported to Committee once complete. The CLD Steering Group met to discuss the new iteration of the CLD Partnership Plan due to be published in September 2024. A review of the current plan was completed, and any actions identified as continuing will be reflected in the new plan which will be drafted over the summer months,

Pointers Consultation – a consultation on Pointers was undertaken in response to a request from Education Committee, following the suggestion that it would be used to house the Bairns Hoose (Taigh Solus) for the authority. Responses from users presented a very positive picture in terms of support via Pointers groups. Another venue was deemed more appropriate for the project.

Scottish Youth Parliament (SYP) Elections have been held with two candidates being successful and will represent the Western Isles at the Scottish Youth Parliament. Alannah Logue is from Lewis and Ellie Denehy is from Barra. Alannah Logue has also been elected as a Trustee on the Scottish Youth Parliament Board.

Interviews took place to recruit to a CLD post in Uist on a 0.5 basis and the recommended candidate has now started in post.

Crown Estate Funding – Year Five of Crown Estate funding is currently being processed. Applications closed on 7th June with meetings scheduled to review the applications and agree the successful bids in the coming weeks. As expected the amount sought against the ward allocation is significantly oversubscribed. A new Pan Island section had twenty-four applications with the outcome of discussions still to be advised.

Primary 7 pupils from April – June completed their Dynamic Youth Awards by taking part in the Primary 7 Transition Programmes delivered by Community Learning & Development (CNES). These sessions focused on friendship, decision making and answered many of the questions the pupils had about moving to the Nicolson.

Duke of Edinburgh Award Expeditions – Expedition season is upon us with several expeditions taking place across the Western Isles with young people participating at Bronze and Silver level predominantly. These opportunities can help develop transferrable skills such as leadership, resilience and team building skills for island young people.

Strategic 4.1.1. Communities are empowered and continue to be at the heart of our decision making.

Objective:

Service Profile

Community Engagement Unit

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.1.2.Support the Community Planning Partnership (CPP) to deliver the Local Outcome Improvement Plan (LOIP) and Locality Plans.	David Macleay - Team Leader - Community Engagement Unit	In Progress	01/04/2022	31/03/2027	25%	25%	

ACTION PROGRESS COMMENTS
 At a meeting in the 1st Quarter it was proposed to convene a series of community planning workshop events with partners and community representatives in late Summer 2024 to support the review and revision of the Local Outcome Improvement Plan (LOIP).

Service Profile

Community Engagement Unit


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.1.4.Review and deliver the Comhairle's Communication Strategy	James Mackinnon - Communications Officer	In Progress	01/04/2022	31/03/2027	84%	25%	

ACTION PROGRESS COMMENTS
 The Communications Strategy is intended to benefit the Comhairle and its internal and external stakeholders by promoting better understanding of the Comhairle's role in the community and its contribution to the life of those who live in the Outer Hebrides and other stakeholders. The development of a new Communications Strategy has been delayed as a result of the impact of last year's cyber-attack on the Comhairle's website. The strategy will be completed once a decision has been taken on the restoration or replacement of the website.

Service Profile



Community Engagement Unit

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.1.7.Support delivery of the Comhairle's Community Engagement Strategy including Youth Voice and Community Voice opportunities.	David Macleay - Team Leader - Community Engagement Unit	In Progress	01/04/2024	31/03/2027	25%	25%	 GREEN


ACTION PROGRESS COMMENTS

Crown Estate Funding – Year Five of Crown Estate funding is currently being processed with staff engaging with area fora. Applications closed on 7th June. As expected, the amount sought against the ward allocation is significantly oversubscribed .
 A new Pan Island application had twenty four applications with these being assessed currently.
 Primary 7 pupils from April – June completed their Dynamic Youth Awards by taking part in the Primary 7 Transition Programmes delivered by Community Learning & Development staff. These sessions focused on friendship, decision making and answered many of the questions the pupils had about moving to Secondary schooling.
 TWO local young people were elected as Members of Scottish Youth Parliament representing the Western Isles. One has also been elected as a Trustee on the Scottish Youth Parliament Board.

Strategic Objective: 4.1.5.Effective governance of the Comhairle is in place.

Service Profile

Chief Executive's Office

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.49.CIAP: Implement the Accounts Commission's recommendations for improvement from the Comhairle's Best Value Assurance Report 2022.	Malcolm Burr - Chief Executive	In Progress	29/09/2022	31/03/2025	75%	75%	 GREEN

ACTION PROGRESS COMMENTS

As per the Best Value Assurance Report: Comhairle nan Eilean Siar prepared by Audit Scotland and published by the Accounts Commission (Commission) on 29 September 2022, there are nine recommendations for improvement and the Accounts Commission require the Comhairle to develop and publish a prioritised and timetabled plan to enable it to make progress against the following areas identified.

Recommendations:



1. The Comhairle should identify clear and specific overall priorities and actions for taking forward its vision.
2. Elected members should ensure they provide strategic oversight and challenge to progress the Comhairle's vision and priorities.
3. The Comhairle should develop medium- to long-term financial planning and strategic workforce and asset management planning.
4. In developing capital projects, including its community hub proposals, the Comhairle should ensure projects are supported by robust business cases and that lessons are learned from the Goathill project in areas such as funding and resourcing.
5. The Comhairle should improve its process for identifying and realising savings opportunities, including opportunities from cross-council and partnership working. It should ensure that opportunities for digital efficiencies are fully explored.
6. The Comhairle and partners should develop the LOIP alongside a clear performance management framework to deliver achievable shared outcomes.
7. The Comhairle should develop ongoing training opportunities for members and officers, including making equalities training mandatory for all staff and increasing members' uptake of training.
8. The Comhairle should develop and communicate its area working arrangements more clearly, building on the good practice already in place.
9. The Comhairle should improve communications throughout the council, including communicating the Comhairle's priorities.

Following the Best Value Assurance Audit undertaken by Audit Scotland in 2022 an action plan has been prepared and it was approved by the Comhairle in December 2022. Work is now underway by services and Corporate Management Team to deliver the actions set out.



The BVAR Action Plan Progress Report was presented to the Audit and Scrutiny Committee in February 2024 and, as such, the completion date has been amended from 31.12.2023 to 31.03.2025. While the actions are not yet fully complete, there has been good progress to date. A further update will be presented at the September 2024 series of meetings.

Scorecard - Chief Executive's Directorate

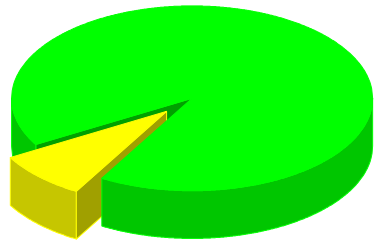
2024/25 SBP PIs - Chief Executive's Directorate	Unit	Target	Actual	Indicator	Comments
1.1.3. IDU001: Safety Management – Number of RIDDOR incidents. Responsible Officer: Dan MacPhail	#	0.00	0.00	 GREEN	This indicator provides the number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents that occur on projects that come under the remit of the Investment Delivery Unit i.e. Capital projects with a value greater than £1M. The main reason for measuring this aspect of safety management is to provide ongoing assurance that risks are being adequately controlled.
4.1.1. CE001b: Number of Local Media press releases (Trend KPI). Responsible Officer: James Mackinnon	#	0.00	81.00	 GREEN	Trend analysis KPI, therefore, no target set.

Human Resources and Performance

Business Unit Overall Performance - Human Resources and Performance

Actions

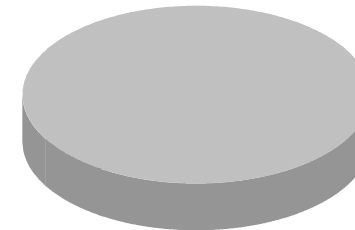
On Track	91.7%
Monitoring Required	8.3%
Off Track	0.0%
No Targets Set / Ongoing	0.0%
Total:	100.0%



12	Actions reported on
11	Actions with at least 100% of target
1	Actions greater than 79 and less than 100% of target
0	Actions with less or equal to 79% of target
0	Actions with no target set / ongoing

KPIs

On Track	0.0%
Monitoring Required	0.0%
Off Track	0.0%
Annual	100.0%
Total:	100.0%



6	KPIs reported on
	KPIs on track
0	KPIs monitoring required
0	KPIs off track
6	KPIs NA

Comments - Human Resources and Performance

2024/25 Quarter 1 Progress Comment:

The HR and Performance service has supported the preparation of the new business plans for 2024/25 alongside Risk Management Plans, Business Continuity Plans and Training Plans. These were approved by the Comhairle in April 2024.

The Human Resources and Performance 2024/25 business plan work is now underway with Q1 (1 April – 30 June 2023) reporting complete.

During Q1 the end of year Report on Public Performance 2022/23 was presented to the Audit and Scrutiny Committee. Supporting continuous improvement remains a key area of work and the work on self-assessment was presented to Audit and Scrutiny Committee in June 2024 as was the work on Corporate Governance. As we move into Q2, quality assurance on the 2023/24 data continues and reporting should be completed by the time we move into Q3.

The Training Team has continued to deliver a wide programme of face to face/Teams training and to ensure that LearnPro provides diverse online training. The Training Annual Report for 2023/24 was presented to Audit and Scrutiny Committee in June 2024. All services presented training plans to the Comhairle, and work is now underway to set out mandatory training and to ensure training courses meet changing demands.

Health & Safety remains integral to ongoing provision and recovery of services and Health & Safety Advisors are supporting services with the completion and review of risk assessments. The incident reporting system is operating well with managers being able to access health and safety management data with ease. Health and Safety service meetings continue and are reported to the JCC for information.

The Accredited Training Team is continuing to deliver a wide range of employability programmes and Modern Apprenticeships and work is underway to prepare for the 2024/25 school-based Foundation Apprenticeships. The interest in Foundation Apprenticeships continues to increase amongst pupils and the service is focused on ensuring that provision is available to meet demand.

The cyber-attack on 7 November 2023 has continued to impact HR and Performance services through disruption to our IT systems. Interim measures remain in place and the service aims to have full restoration in place during 2024/25. The team has continued to support the full range of HR services and to support employee wellbeing with innovative support available through the Employee Assistance Programme, the Occupational Health Service and HR advice.

While many employees are now in the office full time, the majority of employees continue to work within a hybrid model. Work is underway with the Assets and Infrastructure team to look at options to support this increased office presence and an updated policy is currently being developed.

Employee wellbeing remains a focus for the service and the Comhairle. As well as the Employee Assistance Programme, Health Assured, which provides employees with 24/7 access to support, the Comhairle has an Occupational Health provider, PAMS OH and an Occupational Health Nurse. With sickness absence levels remaining above the LGBF average, it is important to continue to support employees return to work and this is done through health promotional work, OH referrals, the provision of fit notes and phased returns to work and sickness absence review meetings.

The Resilience Team, via the Western Isles Emergency Planning Co-ordinating Group is working in partnership on a range of exercises to test and assess resilience across the Islands. During Q1 there was a North of Scotland exercise on resilience and there were also three local exercises to support the Resilience Partnership Multi-agency work. There continues to be a rolling programme of work to ensure policies remain up to date.

Norma Skinner, Head of HR and Performance, 09 July 2024


Action Progress - Human Resources and Performance

Strategic Objective: *1.1.2.Digitalisation supports the local infrastructure, customer engagement and business development.*



Service Profile

Strategy and Organisational Change


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.2.4.Implement and monitor the Comhairle's Digitalisation Strategy 2022-2027.	Charlene Macmillan - Strategy Officer	In Progress	01/04/2023	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
<p>The Digitalisation Strategy has now been approved by Comhairle committee and is moving to early, implementation phase with departments now required to report against outcomes.</p> <p>Following the recent cyber-attack, a number of interventions have been prioritised for implementation, and others are being reviewed and updated. A monitoring report will be submitted to Committee towards the end of 2024.</p> <p>The Comhairle has also undertaken a Digital Maturity Assessment and will shortly be undergoing a Data Maturity Assessment with a view to supporting the development of the Scottish Digital Office Data Transformation Framework.</p>							

Strategic 1.1.4.Increased level of skills across our communities and workforce.

Objective:

Service Profile

Employability Services


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.4.3.Support delivery of the Comhairle and Skills Development Scotland (SDS) Charter through review and implementation of the Employability Strategy.	Dolina Smith - Employability Services Manager	In Progress	01/04/2023	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
<p>The Accredited Training team continues to work in close partnership with Skills Development Scotland (SDS), ensuring that work priorities closely dovetail and maximise support to young people.</p> <p>Through the Charter and Local Employability Partnership, the Accredited Training Team and SDS local team continue to work in partnership to support the employability needs of young people. SDS Career Advisers, DYW Co-ordinator collectively offer support to school pupils based in the Nicolson, Sir E Scott, and Castlebay, this model is currently been implemented into Sgoil Lionacleit. All events are collectively planned and delivered in partnership. The last few years have been aimed at supporting the direct needs of young people, currently widening the knowledge requirements to parents who are the young people's primary influencers. Monthly Parent drop-in sessions are in place.</p> <p>The work of the Chartership has recently been highlighted within The Nicolson's HMI inspection as good practice. The Authority is the second highest achieving authority in ensuring all pupils are supported through a partnership offer and on route to a positive destination. The action plan is currently been refreshed to acknowledge the work that has been undertaken over the past two years and to put in place an action plan that will support all partners to work in collaboration and collectively working to one plan. All actions are been taken forward in partnership with SDS.</p>							

Strategic 3.1.3.Planning and infrastructure meet the needs of our communities.

Objective:

Service Profile

Strategy and Organisational Change

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.3.6.Work with partners to support strategic	Linda Cunningham - Strategy Officer	In Progress	01/04/2023	31/03/2027	50%	50%	 GREEN



planning with our communities.

ACTION PROGRESS COMMENTS

The Comhairle was allocated £20m of Levelling-Up Partnership (LUP) funding at the November 2023 Autumn Statement. The first stage of the partnership involves a four month 'deep dive' where Department for Levelling-Up, Housing and Communities (DLUHC) officials understand the local economy and local development opportunities. Officials visited in May 2024, to be followed by a further visit to facilitate development of the LUP Investment Plan.

The UK Shared Prosperity Fund Six Monthly Monitoring Report (1 October to 31 March 2024) was digitally submitted by 1 May 2024. UK Government assessment of the report has confirmed release of the initial payment for the year 3 stage of the funding programme, as per the approval process.

The Public Consultation regarding Transport Scotland's Islands Connectivity Plan Draft Strategic Approach Paper and updated Draft of the Plan for Vessels and Ports closed on 3 May 2024. The Comhairle's consultation response was considered and approved at the April 2024 Series. The Consultation Report is to be published by end July 2024. Further Key Stakeholder meetings with Transport Scotland are to follow.

A Comhairle Seminar on Fixed Links was held on June 20 and was attended by Transport Scotland officials.


A Public Pre-Consultation response to the SFRS 'Shaping our Future Service: Your Say' Survey was approved at the June Series. The Scottish Police Authority is providing support for local scrutiny and engagement with the SPA took place at the end of May, and is to be continued going forward.

Strategic 3.1.4. Our communities are safe, inclusive, and resilient.

Objective:

Service Profile

Resilience and Training

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.4.18. Implement and monitor the Resilience Strategy 2023-2028, and update associated policies.	Murdo A. Mackay - CE - Resilience and Training Manager	In Progress	01/04/2024	31/03/2028	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

The Resilience Strategy 2023-2028 was approved by the Comhairle in April 2023. The Strategy will be reviewed periodically and progress will be reported.

Associated policies are updated on a regular basis and tested via exercises.


The Comhairle continues to engage with multi-agency partners and regional partnerships including the Western Isles Emergency Planning Coordinating Group (WIEPCG) and the Highlands and Islands Local Resilience Partnership.

Strategic 3.1.5. Reduce inequality and poverty and promote social mobility.

Objective:

Service Profile

Strategy and Organisational Change

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.5.5. Support the work of the Community Planning Partnership's Child Poverty Strategy and Action Plan.	Linda Cunningham - Strategy Officer	In Progress	01/04/2023	31/03/2027	25%	25%	 GREEN


ACTION PROGRESS COMMENTS

In partnership with NHS Western Isles, the next draft update of the Outer Hebrides Community Planning Partnership 2023/24 Local Child Poverty Action Report (LCPAR) is expected to be submitted at the November 2024 Committee Series. The LCPAR update work is progressing in this regard.

Service Profile




Employability Services

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.5.6.Support young people and parents into work through Employability Programmes.	Dolina Smith - Employability Services Manager	In Progress	01/04/2023	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
<p>The Accredited Training team continue to support a range of employability programmes. This helps ensure that participants can be supported through the employability programme that is right for them.</p> <p>Employability programmes have been developed to not only support young people into employment, but, to include those who are underemployed, living in jobless households and those with very young dependants. Information sessions are been held in partnership with key agencies and a task force has been formed as a subgroup of the Local Employability Partnership. The team offer a wide range of support all developed around the individuals needs. A joint programme with DWP and Harland and Wolff is seeing 5 parents undergoing an intense 10 week training program that will guarantee employment in qualified posts.</p> <p>Collaboration with partners to form a single island offer is underway. The team are undergoing a data exercise and working on a partnership website that will host the local offer.</p>							

Service Profile

Employability Services


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.5.7.Develop and implement a Learning and Development Strategy.	Dolina Smith - Employability Services Manager	In Progress	01/04/2024	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
<p>A Learning and Development Plan is in draft.</p>							

Strategic 4.1.2.Reduction in our carbon footprint and development of an island route map to net zero.

Objective:

Service Profile

Strategy and Organisational Change


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.2.7.Implement and monitor the Comhairle's Climate Change Strategy 2022-2027.	Dr Anna Hulme - Senior Researcher	In Progress	01/04/2023	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
<p>Performance monitoring on the Comhairle's Climate Change Strategy is ongoing and will be reported on at Committees in 2024. A report on progress will also be published on the Climate Change webpage of the CnES website.</p>							

Strategic 4.1.3.Equality of opportunity is increased.

Objective:

Service Profile

Strategy and Organisational Change

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.3.4.Implement and monitor the Corporate Workforce Plan 2024-2027.	Norma Skinner - CE - Head of Human Resources and Performance	In Progress	01/04/2024	31/03/2027	25%	25%	 GREEN



ACTION PROGRESS COMMENTS

The Corporate Workforce Plan 2024-2027 has been developed and was approved by the Recognised Trade Unions in August 2023. The plan was approved by the Comhairle's Policy and Resources Committee for approval in September 2023.

Implementation work is now underway and services are developing their operational workforce plans.


To support Comhairle employees a new intranet page was launched in December 2023 with access to HR and related corporate information – such as Health and Safety, Health and Wellbeing, Training and IT. A new Employee Assistance Programme App, (Wisdom App) was also launched. This App provides a free and confidential service to employees and their families, 24 hours a day, 7 days a week.

Strategic 4.1.5.Effective governance of the Comhairle is in place.

Objective:

Service Profile

Strategy and Organisational Change

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.2.Review and implement the Organisational Development Strategy.	Fiona Knape - Team Leader, Organisational Development	In Progress	01/04/2022	31/03/2027	90%	100%	 YELLOW

ACTION PROGRESS COMMENTS


The Organisational Development Strategy 2018-2022 was approved by the Comhairle in December 2018 and an action plan developed thereafter. The action plan covers five key themes: 1. communication; 2. future skills; 3. apprenticeships; 4. performance management and quality assurance; and 5. equality and diversity. Progress with delivery of the action plan was presented to the Corporate Management Team and outstanding actions will be carried forward to the new Organisational Development Strategy once approved.

The impact of the pandemic on the public sector has seen significant changes being introduced and offered opportunities for the Comhairle to think how we deliver services now and in the future. It is important, therefore, that the Comhairle has a new strategy and workforce plan in place which will drive and deliver change across services while ensuring our employees continue to be sufficiently trained, qualified, and experienced to deliver quality services which meet current and anticipated service needs. The Organisational Development Strategy is currently being reviewed and this will give the Comhairle time to reflect on the new circumstances that we are faced with following its response to and recovery from the pandemic.

The Comhairle experienced a criminal cyber incident on 7 November 2023. The effect of the cyber incident and the loss of staff resources have impacted the development of the new Organisational Development Strategy. The Corporate Strategy 2022-2027 was approved in October 2021 and reviewed in 2023 to ensure that it continues to state and communicate the ambition, aspirations and commitments of the Comhairle. The new Organisational Development Strategy will be aligned to the Corporate Strategy 2024-2027 which was approved in December 2023.

Service Profile

Resilience and Training

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.66.CIAP: Implement the Corporate Training Internal Audit Follow Up Review (FU02-23/24) recommendations.	Norma Skinner - CE - Head of Human Resources and Performance	In Progress	24/04/2023	31/12/2024	70%	50%	 GREEN

ACTION PROGRESS COMMENTS

As per the Internal Follow Up Review Corporate Training Final Report – FU02-23/24 12 March 2024, Internal Audit note that out of the 11 follow up recommendations made in the original report 5 appear to have been fully implemented, and management have confirmed that the remaining recommendations will be implemented by late 2024.

- Action 2.4 recommended: The nominated first aiders should ensure that a monthly check is undertaken to confirm that the boxes are up to date at all times and that a First Aider is always on duty. Additionally, all first aid notices in the Comhairle estate to be refreshed and brought up to date. - Action By: Resilience and Training Manager
 - Progress as at 12 March 2024: Senior Health and Safety Officer is liaising with first Aiders to ensure First Aid boxes are checked and replenished. It is planned to send out a letter to First Aiders to remind them of their duties in accordance with the Comhairle's First aid procedure. Notices will be updated after the First Aiders are all trained in March.



- Action outstanding: First Aid Posters require to be updated due completion Apr 24

Progress update: COMPLETE

- Action 2.5 recommended: Line Managers to arrange to have staff booked onto the Corporate Induction courses who have not done so for 2022/23.

- Action By: Corporate Management Team

- Progress as at 12 March 2024: Training Team was chasing up all new starts after receiving new start lists from HR. Cyber-attack has impacted Training team ability to check this. Aim to restart this shortly.

- Action outstanding: Restart this process once post cyber-attack normality has been resumed.

Progress update: Reminders continue to be sent to new starts and managers until corporate induction completed. COMPLETE

- Action 2.6 recommended: Going forward all new staff will be issued with their Corporate Induction date at job offer stage and reminders will continue until such a time as the corporate induction processes has been completed.

- Action By: Corporate Management Team

- Progress as at 12 March 2024: This is a priority for HR and Performance in 24/25. Work has commenced to co-ordinate this work, between HR, Training and Employability. CMT will require to be involved in supporting this initiative.

- Action outstanding: Ongoing

Progress update: This requires the HR system to be fully operational. In the interim, Trainers are cross checking against new starts list.

- Action 2.7 recommended: Arrangements to be made for IT and Schools IT to enable teaching staff to have access to the Training Calendar, LearnPro and the Intranet.

- Action By: Corporate Management Team

- Progress as at 12 March 2024: Teaching staff have access to Learnpro. The intranet and training calendar is unavailable currently to Education employees based in schools. Education have notified the Training team that this is on the list to look at for consideration of the training calendar to be moved onto Glow. However there has to be discussion over clearances for a glow account.

- Action outstanding: Ongoing

Progress update: Education IT have been reminded that this remains an outstanding priority. Education staff continue to have access to LearnPro.

- Action 2.8 recommended: Arrangements to be made that a designated employee in HR provides the Training section with a list of new starts at the end of each month in order that all new staff are captured

and reconciled to attendances on corporate induction courses.

- Action By: Corporate Management Team

- Progress as at 12 March 2024: This was initiated however the cyber-attack interrupted this process. New staff are currently being nominated by their managers or self-appointing. Work is underway to recommence capturing and reconciling staff to Corporate induction. Cognos software which is used to run the report, and which was impacted by the Cyber-attack is looking to be reinstated shortly.

- Action outstanding: Ongoing

Progress update: This is now available. COMPLETE

- Action 2.10 recommended: Consideration should be given to having a single corporate database within the training section in order that there will be a singular point of facts that can be relied on as part of day-to-day task management and strategy delivery.

- Action By: Head of HR and Performance

- Progress as at 12 March 2024: A scoping exercise was undertaken with a view to having a combined Learn and TMS System. Some costings have been received which are above the current budget, therefore other options are currently being explored.


- Action outstanding: Decision to be made about the chosen way forward.

Progress update: Service continuing to explore other options.

Service Profile

Human Resources



ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.67.CIAP: Implement the Management of Sickness Internal Audit Follow Up Review (FU03-23/24) recommendations.	Norma Skinner - CE - Head of Human Resources and Performance	In Progress	19/06/2023	31/03/2026	10%	10%	 GREEN

ACTION PROGRESS COMMENTS

As per the Internal Audit Follow Up Review Management of Sickness Final Report – FU03-23/24 27 May 2024, Internal Audit note that out of the 9 follow up recommendations made in the original report 1 is fully implemented, and management have confirmed that the remaining recommendations are ongoing. It should be noted that the service was affected by the cyber-attack in November 2023, and understandably the focus has been to resume normal practice as a priority. Internal audit recommendations will continue to be worked on and implemented as required.

- Action 2.1 recommended: HR/OD to work with the Training section to provide an up-to-date Training programme for new and existing Line Managers to provide them with the knowledge and tools to manage sickness absence and identify and control any issues. - Action By: Head of HR and Performance - Progress as at 27 May 2024: Delayed due to staffing resources.
Progress update:

- Action 2.2 recommended: The Sickness absence policy approved in 2019 should be reviewed and updated to ensure best practice processes.
- Action By: HR Manager
- Progress as at 27 May 2024: CMT and JCC have been advised that a review of the policy will be undertaken over coming months. Employee engagement will take the form of a suite of questions within the forthcoming survey employees.
- Action outstanding: Employee engagement. Fully informed review of existing policy and procedures.
Progress update:

- Action 2.3 recommended: A new Employee Health & Wellbeing Strategy should be put in place, and the Stress Prevention Policy should be reviewed and updated as required.
- Action By: HR Manager
- Progress as at 27 May 2024: Delayed due to staffing resources. Stress audit has commenced and CMT has been notified. - Action outstanding: Review of Employee Health & Wellbeing Strategy and Stress Prevention Policy
Progress update:

- Action 2.4 recommended: Resourcelink and MyView functionality should be developed and extended to allow for a more streamlined process to support HR and Payroll processes at the earliest opportunity. - Action By: Head of HR and Performance - Progress as at 27 May 2024: Delayed due to cyber incident and staffing resources. The HR and Payroll project to move Resourcelink to the cloud is now underway. Once complete work will commence to review system functionality with the aim of increasing the use of online processes to current replace paper and manual based processes. - Action outstanding: Target Implementation date of March 2026
Progress update:

- Action 2.5 recommended: HR to remind Managers of the importance of seeking OH Referrals earlier in the process to allow Return to Work matters to be undertaken prior to an employee's return.
- Action By: HR Manager
- Progress as at 27 May 2024: Report presented to CMT relating to a review of the sickness absence policy and procedures. Meetings to be scheduled with each HoS to review departmental sickness absences data.
HR is currently reviewing template documentation to support managers more proactive manage employee absences in line with policy.
- Action outstanding: Ongoing
Progress update:

- Action 2.6 recommended: Managers should be reminded of the importance of completing the correct FINs and Return to Work Interviews in order to ensure HR and Payroll are advised of the necessary work to be undertaken timeously to avoid unwanted errors occurring.

- Action By: HR Manager

- Progress as at 27 May 2024: Payroll continue to issue notification of payroll deadlines for the processing of FIN forms. HR are reviewing FIN forms to make them more user friendly. -

Action outstanding: Ongoing

Progress update:

- Action 2.7 recommended: A more proactive approach to Wellbeing promotion and support should be

implemented in addition to EAP signposting in order to ensure early intervention to wellbeing issues. This

approach should align with the longer term approach laid out in the Employee Health & Wellbeing Strategy. This role should then be reviewed after a period of time. - Action By: HR

Manager

- Progress as at 27 May 2024: New EAP resource Wisdom launched and promoted internally. Work on-going with comms to promote EAP. Employee intranet pages contains resources including Health and Wellbeing, cycle to work scheme and trauma Informed information.

- Action outstanding: Ongoing

Progress update:

- Action 2.8 recommended: HR should proactively promote all wellbeing schemes available to employees

on a regular basis.

- Action By: HR Manager


- Progress as at 27 May 2024: Work on-going with comms to promote EAP.

- Action outstanding: Ongoing

Progress update:

Scorecard - Human Resources and Performance

2024/25 SBP PIs - Human Resources and Performance	Unit	Target	Actual	Indicator	Comments
1.1.4. CE110: Percentage of Comhairle apprentices completing a social care apprenticeship. Responsible Officer: Dolina Smith	%	52.00	Annual		Baseline Year 2022/23: 40%. The service have set milestone targets increasing year on year towards a target of 60% of Comhairle apprentices completing a social care apprenticeship by 2030.
1.1.4. CE115: Percentage of Comhairle apprentices enrolled on a social care apprenticeship. Responsible Officer: Dolina Smith	%	46.00	Annual		Baseline Year 2022/23: 40%. The service have set milestone targets increasing year on year towards a target of 60% of Comhairle apprentices enrolled on a social care apprenticeship by 2030.
4.1.2. - CE111: Percentage of fleet mileage from Zero Direct Emissions vehicles. Responsible Officer: Anna Hulme	%	22.80	Annual		<p>Sustainable Scotland Network: Public Bodies Duties reporting requirements - LPI updated annually by 30 November in accordance with the Climate Change (Duties of Public Bodies Reporting Requirements) (Scotland) Order 2015, as amended by the Climate Change (Duties of Public Bodies: Reporting Requirements) (Scotland) Amendment Order 2020 which took effect for reporting periods commencing on or after 1 April 2021.</p> <p>The service has set milestone targets increasing year on year towards a target of 52.5% of fleet mileage from Zero Direct Emissions vehicles by 2030.</p> <p>Progress towards decarbonising Comhairle's fleet in support of target of Zero Direct Emissions by 2038.</p>
4.1.3. - CE053: Percentage of employees in the highest 10% of earners that are female (exc. Teachers). Responsible Officer: Carmen MacDonald	%	50.00	Annual		Baseline Year 2014/15: 49.4%. The service have set milestone targets increasing 1% year on year towards a target of 55% of employees in the highest 10% of earners that are female (exc. Teachers) by 2030.
4.1.5. CE055 (LGBF: CORP06b): Sickness Absence Days per FTE Employee (exc. Teachers). Responsible Officer: Carmen MacDonald	Days	10.00	Annual		<p>A service prioritisation for improvement Target of 10 Days was set in 2021/22 with a view to reducing the actual result year on year towards the national tolerance level by 2030.</p> <p>For reference: Scottish average: ___ Days LGBF Family Group average: ___ Days</p>

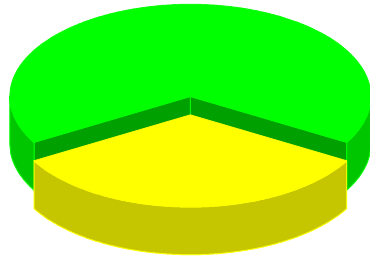
2024/25 SBP PIs - Human Resources and Performance	Unit	Target	Actual	Indicator	Comments
4.1.5. CE054 (LGBF: CORP06a): Sickness Absence Days per FTE Employee (Teachers). Responsible Officer: Carmen MacDonald	Days	6.00	Annual		<p>A service prioritisation for improvement Target of 6 Days was set in 2021/22 with a view to reducing the actual result year on year towards the national tolerance level.</p> <p>For reference: Scottish average: ___ Days LGBF Family Group average: ___ Days</p>

Internal Audit

Business Unit Overall Performance - Internal Audit

Actions

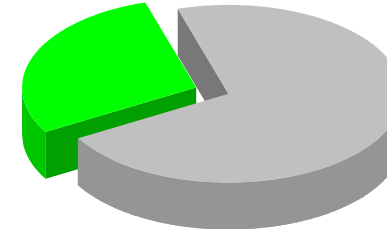
On Track	66.7%
Monitoring Required	33.3%
Off Track	0.0%
No Targets Set / Ongoing	0.0%
Total:	100.0%



3	Actions reported on
2	Actions with at least 100% of target
1	Actions greater than 79 and less than 100% of target
0	Actions with less or equal to 79% of target
0	Actions with no target set / ongoing

KPIs

On Track	28.6%
Monitoring Required	0.0%
Off Track	0.0%
Annual	71.4%
Total:	100.0%



7	KPIs reported on
2	KPIs on track
0	KPIs monitoring required
0	KPIs off track
5	KPIs NA

Comments - Internal Audit

2024/25 Quarter 1 Progress Comment:

2024/25 Quarter 1 Progress Comment:

As at the end of Quarter 1, the annual operational plan has been approved and there have been four reviews undertaken and three ongoing. Some of the reviews being undertaken relate to the 23/24 operational plan which was impacted by the cyber-attack. Reviews carried forward are being carried out as and when they're possible. Three reports were presented to A&S Committee in June 2024 and one follow-up report.

Work continues on the operational plan as planned, with carried forward reviews being undertaken in order to complete the 23/24 plan. Some reviews planned for the current year may still be impacted by the cyber-attack effects on data, however terms of reference and scope will be discussed with service managers with a view to complete all reviews where possible. A review on the cyber attack response arrangements and lessons learnt is due to be undertaken over the coming months and reported to the committee later in the year.

Sandy Gomez, Chief Internal Auditor, 8th July 2024


Action Progress - Internal Audit

Strategic 4.1.5. Effective governance of the Comhairle is in place.

Objective:

Service Profile

Internal Audit


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.50.To independently review and report on the adequacy of controls in relation to the council's key risks.	Sandy Gomez - Chief Internal Auditor	In Progress	01/04/2023	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

The service continues to work to complete the approved operational plan for 2024/25.

Service Profile

Internal Audit


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.51.To prevent, detect and investigate fraud committed against the council.	Sandy Gomez - Chief Internal Auditor	In Progress	01/04/2023	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

There have been no active investigations in 2024/25.

Service Profile

Internal Audit

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.55.CIAP: Implement Audit Scotland's recommendations for improvement from the Comhairle's 2021/22 Annual Audit Report	Sandy Gomez - Chief Internal Auditor	In Progress	01/12/2021	31/03/2025	80%	100%	 YELLOW



ACTION PROGRESS COMMENTS

The Comhairle's Annual Audit Report 2021/22 published by the Commission on 1 December 2022 brought forward seven recommendations from previous audits and five are now complete. The Comhairle experienced a criminal cyber incident on Tuesday, 7 November, which had a significant impact on service ability to complete the two outstanding recommendations as planned. Subsequently, these two tasks will be progressed in the 2024/25 business plan for completion.

The IT Service is working with the Incident Management Team and the Resilience Team to ensure lessons learned from the cyber incident are built into their Business Continuity, Cyber Resilience, and Disaster Recovery Plans.

The Procurement Guide and Tender Evaluation Guide have been reviewed, updated, and finalised. As agreed with Internal Audit, training was to be carried out by the end of the financial year 2023/24. However, the Comhairle experienced a criminal cyber incident on Tuesday 7th November. Consequently, the training has taken a back seat to other priorities. A LearnPro module had been drafted which has now been lost, but attempts are being made to re-create it and once finalised it will be rolled out during 2024/25.

Scorecard - Internal Audit

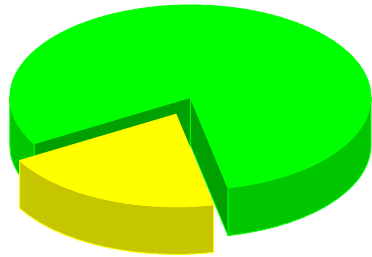
2024/25 SBP PIs - Internal Audit	Unit	Target	Actual	Indicator	Comments
4.1.5 CE144: Percentage of Service Audit Reports followed up by individual Services. Responsible Officer: Sandy Gomez	%	90.00	Annual		
4.1.5 CE145: Percentage of audit recommendations accepted by management. Responsible Officer: Sandy Gomez	%	90.00	100.00		All recommendations accepted by management.
4.1.5 CE146: Cost of Internal Audit per day recharged to the user. Responsible Officer: Sandy Gomez	£	650.00	Annual		
4.1.5 CE147: Percentage of Internal Audit client satisfaction surveys that were positive. Responsible Officer: Sandy Gomez	%	90.00	100.00		All surveys returned positively.
4.1.5 CE148: Percentage of Internal Audit reports issued to management within 14 days of completion of field work. Responsible Officer: Sandy Gomez	%	85.00	Annual		
4.1.5 CE149: Percentage of Audit Plan completed. Responsible Officer: Sandy Gomez	%	80.00	Annual		
4.1.5 CE150: Cost of Internal Audit per £1m of Net Expenditure. Responsible Officer: Sandy Gomez	£	2,750.00	Annual		

Law and Governance

Business Unit Overall Performance - Law and Governance

Actions

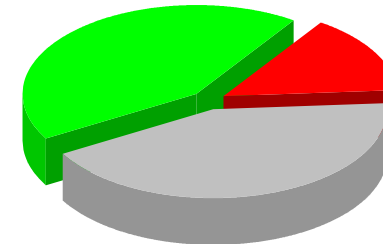
On Track	80.0%
Monitoring Required	20.0%
Off Track	0.0%
No Targets Set / Ongoing	0.0%
Total:	100.0%



5	Actions reported on
4	Actions with at least 100% of target
1	Actions greater than 79 and less than 100% of target
0	Actions with less or equal to 79% of target
0	Actions with no target set / ongoing

KPIs

On Track	42.9%
Monitoring Required	0.0%
Off Track	14.3%
Annual	42.9%
Total:	100.0%



7	KPIs reported on
3	KPIs on track
0	KPIs monitoring required
1	KPIs off track
3	KPIs NA

Comments - Law and Governance

2024/25 Quarter 1 Progress Comment:

In Q1, one of our solicitors resigned to move to another employer. Work is underway to recruit in order to fill the gap, but at present Legal Services manages to continue to provide comprehensive cover. All other areas within the service have continued to operate as usual.

Tim Langley, Head of Law and Governance, July 2024


Action Progress - Law and Governance

Strategic 1.1.5. Growth in small and medium sized businesses demonstrated.

Objective:

Service Profile

Legal and Procurement Services

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
1.1.5.5. Support community wealth building through encouragement of economic, social and environmental sustainability.	Tim Langley - Head of Law and Governance	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

During 2022/23, The Senior Procurement Officer worked on reviewing and improving documentation and processes to promote community wealth building (CWB) through procurement. In 2023-24, that process continued in areas such as the supply of fresh fruit and vegetables and the development of the Annual Procurement Report and Procurement Strategy to try to maximise the opportunities for local spend.

Since the previous report a supplier survey has been undertaken in order to discover the barriers to tendering for suppliers and in particular local business. A lack of awareness was flagged up as an issue and this has been addressed by the advertising of contract opportunities on the Comhairle website and through the Social Media activities of both the Comhairle and Business Gateway. Early indications had show that this had been very successful in increasing the outreach and informing potential bidders. Links were also placed on the Comhairle website to the various ways bidders could seek help with the bidding process. This has obviously been somewhat curtailed due to the criminal cyber incident experienced by the Comhairle in November 2024.


Work is ongoing to promote opportunities with local suppliers and this has included the development of a framework for Butcher meat to replace the previous single supplier process. This maximises the opportunities for Comhairle outlets to use their most local supplier and spread the spend across the sector. This has been very successful and it is hoped to use this route for future local opportunities as appropriate.

Strategic 4.1.5. Effective governance of the Comhairle is in place.

Objective:

Service Profile

Legal and Procurement Services

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.7. Provide a comprehensive and efficient legal service to the Comhairle	Tim Langley - Head of Law and Governance	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

A newly-introduced legal case management system became operational in 2022/23 and is providing efficiencies in terms of generating documents and filing. The service was severely




affected by the cyberattack which caused all of the service's servers and the IDOX filing system to be inaccessible, thereby limiting the available records to emails and the few paper files still in existence. Despite that, the service continued to provide an effective service in 2023/24 as far as could be possible given the lack of records.

In Q1 2024/25, one of the solicitors resigned. Steps are underway to recruit to fill the gap. The services continues to provide an effective service in the meantime. Filing is now largely by Teams which is working well.

Service Profile

Legal and Procurement Services


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.8.Support the Western Isles Licensing Board in relation to the Licensing (Scotland) Act 2005.	Tim Langley - Head of Law and Governance	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

The service continues to support the Western Isles Licensing Board in relation to the Licensing (Scotland) Act 2005.

Service Profile

Governance Services

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.9.Provide a comprehensive and efficient service to Elected Members to ensure compliance with statutory requirements.	Derek MacKay - Governance and Elections Manager	In Progress	01/04/2022	31/03/2027	20%	25%	 YELLOW


ACTION PROGRESS COMMENTS

The section continues to support the Comhairle's governance framework. A review and consultation on Community Council Governance Documents has been completed and approved at the September 2023 series of meetings. Community Council elections have been completed with 26 Community Councils formed. Initial training to Community Councils was undertaken in February/March 2024 with further training and seminars to be organised.

Preparation for the UK PGE has commenced. The outcome of the review of polling places and polling districts was reported to the February 2024 series of meetings.

Service Profile

Legal and Procurement Services








ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.10.Provide a corporate travel facility	Tim Langley - Head of Law and Governance	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

Travel is organised so as to try to minimise increasing costs, particularly of air travel.

In Q4 2023/24, recruitment to an admin post to cover travel was successful. That continues in Q1 2024/25.

Scorecard - Law and Governance

2024/25 SBP PIs - Law and Governance	Unit	Target	Actual	Indicator	Comments
4.1.5. - CE004: Percentage of taxi/private hire licences issued (Apr-Mar) within statutory time limits (9 months). Responsible Officer: Iain Smith	%	100.00	100.00	 GREEN	During the period 01.04.24 - 30.06.24, 14 taxi/ private hire licences were issued, 100% within the statutory timescale (Q1: 14)
4.1.5. - CE005: Percentage of public entertainment licences issued within statutory time limits (9 months). Responsible Officer: Iain Smith	%	100.00	100.00	 GREEN	During the period 01.04.24 – 30.06.24, 4 public entertainment licences were issued, 100% within the statutory timescale (Q1: 4)
4.1.5. - CE033: Percentage of Minutes delivered within 10 working days of the meeting. Responsible Officer: Derek MacKay	%	90.00	0.00	 RED	
4.1.5. - CE095: The total cost of Members expenses, excluding salary (Trend KPI). Responsible Officer: Belle A Scott	£	57,854.03	Annual		<p>The target is last year's actual result for year on year benchmarking.</p> <p>A summary of Members' expenses are made available to the public on the Comhairle's website, within the Council Members section, at: https://cne-siar.gov.uk/home/your-council/council-members/ NB: You may need to copy and paste the URL in to your web browser.</p>
4.1.5. - CE097: Total cost of Comhairle travel for Employees and Elected Members. Responsible Officer: Belle A Scott	£	221,428.90	Annual		As there was no data recorded for the 2022/23 due to the criminal cyber incident experienced by the Comhairle on 7 November 2023, the Target is the same as the actual result in 2022/23 for benchmarking performance.
4.1.5. - CE099: External legal advice rate (%) to overall legal service cost. Responsible Officer: Tim Langley	%	0.97	Annual		The aim of this LPI is to show how much the Comhairle has spent on external legal advisors (as a percentage of the overall cost of legal services provided to the Comhairle) where that spend was necessary because Legal Services, which could have carried out that work internally, were not able to do so because of their capacity or capability.
4.1.5. - CE114: Corporate Travel Record: Reduce Comhairle travel bookings by 10% in comparison to previous year. Responsible Officer: Belle A Scott	#	728.00	583.00	 GREEN	<p>Corporate travel bookings reduced by 20% in comparison to the base year 2022/23 (Target).</p> <p>NB: Due to the loss of staff resources and the restructuring of the booking service during 2023, the data is not comparable to the previous year (2023/24).</p>