

Appendix 1 – Draft Plan for Improvement

Consultation and Service Development		
Action	Responsible Officer	Timescale
<p>The Outdoor Education Service (OES) will carry out a consultation exercise with the key aims of Improvement and Involvement. The consultation will have the following objectives –</p> <ul style="list-style-type: none"> • Challenge and develop the current service • Identify and implement quality improvements • Align the Service with user expectations and priorities • Set targets for the service • Develop closer working relationships with WDC schools and establishments <p>The consultation will examine the views and opinions of stakeholders within the following sectors -</p> <ul style="list-style-type: none"> • Primary • Secondary • Early Years • More Choices More Chances • Instrumental Music Service • Social Work Services (Health Care & Criminal Justice) 	Senior Outdoor Education Officer	To be set

Cost Reduction		
Action	Responsible Officer	Timescale
The Council's Corporate Procurement Section will be provided with information from which a specification can be drawn up for a tender document to secure a contract for catering.	Senior Outdoor Education Officer	To be set
A sample of the highest-cost invoices incurred by the OEC will be sent to Corporate Procurement from each of the suppliers used within the past year. Corporate Procurement will make a comparison of the price paid for the particular type of product against the available Council contracts for that type of purchase.	Senior Outdoor Education Officer	To be set

Promotion & Marketing		
Action	Responsible Officer	Timescale
The Service will conclude its arrangements for its existing website and will consult with the Council's ICT & Finance Service to establish a micro-site for the OES from the Council's own website.	Senior Outdoor Education Officer	To be set
The Service will develop and deliver presentations to Head Teachers and other Officers within the Council, as appropriate, to promote the OEC. And encourage active participation in the consultation exercise	Senior Outdoor Education Officer	To be set

Scale of Charges		
Action	Responsible Officer	Timescale
<p>The Service will meet with the Facilities Section Head (HEEDS) to establish an appropriate scale of fees for the hire of the facilities at the OEC.</p> <p>The service will ensure that promotion of the letting facility at the OEC will be incorporated into the Council's halls letting service and will feature in the appropriate section of the Council's website.</p>	Senior Outdoor Education Officer	To be set

Scale of Charges		
Action	Responsible Officer	Timescale
The Service will cease accepting bookings beyond a 2-year period and will only accept bookings from outwith West Dunbartonshire when all schools within the Authority area have been made aware of the availability and have had the opportunity to select suitable dates.	Senior Outdoor Education Officer	To be set

Performance Objectives & Management		
Action	Responsible Officer	Timescale
<p>The Service will establish performance objectives for 2011–2012 in consultation with the Head of Service (Quality).</p> <p>Service Standards will be written to reflect the priorities of the Service to meet customer expectations</p> <p>The Service will write an operational plan for 2011-2012 to be entered into the Council's performance management system.</p> <p>The Service will risk assess the operational plan and detail mitigating actions for any identified risks.</p>	Senior Outdoor Education Officer	To be set

