







# Best Value Improvement Plan 2008

Appendix 1



**Theme: Continuous Improvement**  
**Objective: IP04-Develop a culture to support best value and continuous improvement across the organisation**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Evaluate all services against the key PSIF criteria and create a continuous improvement plan for every service		Sandra Brysland; Moray Nichol		30/06/2008
Participate in the PSIF project and pilot the full framework in 5 key services		Sandra Brysland; Moray Nichol		30/09/2008
Support implementation of the new Chartermark Award Programme		Moray Nichol		31/03/2009
Support implementation of the Investors in People (IiP) Award Programme		Moray Nichol		31/03/2009




**Theme: Continuous Improvement**  
**Objective: IP10-Establish robust arrangements from which the council is able to demonstrate the competitiveness of its services**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Develop a systematic approach to competitiveness		Sandra Brysland; Moray Nichol		30/06/2008
Implementation of approach to competitiveness		Moray Nichol		31/03/2009



**Theme: Continuous Improvement**  
**Objective: MP1-Ensure robust review and option appraisal is undertaken on all services**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Develop strategy for a systematic approach to service-level option appraisal		Sandra Brysland; Moray Nichol		30/06/2008
Implement strategy for a systematic approach to service-level option appraisal		Moray Nichol		31/03/2009


Theme: **Efficient Government**  
 Objective: **IP04-Develop a culture to support best value and continuous improvement across the organisation**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Development of a systematic approach to activity-based and unit-costing		David Connell		30/09/2008
Set and Monitor Efficient Government Targets		David Connell		31/03/2009
Review 06/07 Efficiency Statement and Produce 07/08 Statement		David Connell		31/08/2008




Theme: **Organisational Development**  
 Objective: **IP01-Establish arrangements and working practices which demonstrate openness and accountability in strategic decision making processes**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Produce Action Plan from Improvement Services Report on Member-Officer relations		Liz Cochrane		30/06/2008
Implement Action Plan for Member-Officer Relationships		Liz Cochrane		31/03/2009


Theme: **Organisational Development**  
 Objective: **IP03-Ensure robust and effective scrutiny arrangements, including the involvement of opposition elected members, covering the council's decision making processes as well as service performance, are put in place**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Undertake an option appraisal of potential decision-making scrutiny structures		Liz Cochrane		30/06/2008




Theme: **Organisational Development**  
 Objective: **IP04-Develop a culture to support best value and continuous improvement across the organisation**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Develop an Internal Communications Strategy and Action Plan		Louisa Mahon		30/04/2008
Implement Action Plan for Dignity at Work		Tricia O'Neill		31/12/2008
Prepare new 2009 Staff Survey		Angela Terry		31/01/2009




Theme: **Organisational Development**  
 Objective: **IP05-Review political and managerial structures to ensure that they operate effectively and are complementary**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Complete recruitment of key posts identified in Brodies report		Tricia O'Neill		30/06/2008




Theme: **Organisational Development**  
 Objective: **IP06-Provide elected members with support and training to discharge their functions**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Implement phase 2 of training for elected members		Liz Cochrane		31/01/2008
Complete a Training Needs Analysis and produce Phase 3 Training programme		Angela Terry		31/03/2008
Implement Elected Member Training programme		Angela Terry		31/12/2008

Theme: **Organisational Development**  
 Objective: **MP2-Implement a leadership and management development programme**





Action Title	Status Icon	Assigned To	Start Date	Due Date
Develop a CMT leadership and management development programme		Angela Terry		30/06/2008
Develop a Senior Managers Development Programme		Angela Terry		30/06/2008
Develop a Supervisors Development Programme		Angela Terry		30/06/2008

Theme: **Organisational Development**  
 Objective: **MP3-Review community engagement activity for efficiency and effectiveness**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Implement and monitor revised consultation strategy		Anne Clegg		31/03/2009
Develop draft Community Engagement Strategy		Anne Clegg		31/03/2009
Develop and Agree final Community Engagement Strategy		Anne Clegg		31/03/2009


**Theme: Resource Management**

**Objective: IP02-Develop and implement medium to longer-term strategies to ensure effective management of resources, including financial planning and workforce planning. These arrangements should also be integrated with the service planning process**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Develop strategic financial plan		David Connell		27/08/2008
Develop HR Strategy		Tricia O'Neill		17/12/2008
Procure and Implement new HR system		Tricia O'Neill	31/03/2008	01/04/2009
Provide financial input to Planning & Budget Guidance		Gillian McNeilly		29/08/2008


**Theme: Risk & Performance Management**

**Objective: IP02-Develop and implement medium to longer-term strategies to ensure effective management of resources, including financial planning and workforce planning. These arrangements should also be integrated with the service planning process**




Action Title	Status Icon	Assigned To	Start Date	Due Date
Update and issue Strategic planning and budget guidance		Lynn Henderson		29/08/2008

**Theme: Risk & Performance Management**


**Objective: IP03-Ensure robust and effective scrutiny arrangements, including the involvement of opposition elected members, covering the council's decision making processes as well as service performance, are put in place**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Review performance scrutiny remit of Audit & Performance Review Committee		David Webster		11/06/2008



**Theme: Risk & Performance Management****Objective: IP07-Agree and adopt an up-to-date community plan. Continue to drive the community planning partnership with a focus on defined outcomes**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Monitor progress of new Community Plan		Andy Mackay		31/08/2008
Produce SOA for 08-09		David Webster	24/01/2008	30/06/2008
Produce New Community Plan 2007-2017		Liz Cochrane		31/08/2007




**Theme: Risk & Performance Management****Objective: IP08-Establish robust action plans for all areas of poor performance identified within the best value report and housing services in particular**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Produce and monitor Action Plans for all poorly performing SPIs		David Webster	07/02/2008	30/06/2008

**Theme: Risk & Performance Management****Objective: IP09-Refine and embed the new performance management framework, improve traffic light reporting to better support scrutiny, resource allocation and public performance reporting**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Implement revised QPR process and Member reporting framework		David Webster	12/03/2008	31/12/2008
Implement new performance management system		David Webster	21/11/2007	30/04/2008

**Theme: Risk & Performance Management****Objective: IP11-Develop and embed a risk management culture across the council**

Action Title	Status Icon	Assigned To	Start Date	Due Date
Review Strategic Risk Identification		John Duffy		30/04/2008
Update Departmental Risk Registers		John Duffy		30/06/2008
Implement new software, train users		John Duffy		30/06/2008