

REPORT TO: POLICY AND RESOURCES COMMITTEE - 18 JUNE 2001
REPORT ON: CORPORATE PLANNING DIVISION - SERVICE PLAN PERFORMANCE
REPORT BY: DIRECTOR OF CORPORATE PLANNING
REPORT NO 413-2001

1 **PURPOSE OF REPORT**

This report updates members on performance achieved against the baseline and targets contained in the Corporate Planning Division Service Plan agreed by the Policy and Resources Committee in October 1999 for the period 1999-2002.

2 **RECOMMENDATIONS**

- 2.1 The Committee is asked to note the performance achieved in the indicators presented in Appendix 1 and the Best Value audit summary in Appendix 2..

3 **FINANCIAL IMPLICATIONS**

None.

4 **EQUAL OPPORTUNITIES IMPLICATIONS**

The Corporate Planning Division promote the Council's policies to achieve equal opportunity.

5 **LOCAL AGENDA 21 IMPLICATIONS**

The Corporate Planning Division has a specific role to play in the promotion of the Council's Local Agenda 21 principles and priorities.

6 **BACKGROUND INFORMATION**

In line with the Council's Plan 1999-2002 and the Council's Best Value Implementation Plan, all departments were to prepare a Service Plan setting out their key performance indicators and targets over the next three years. The Division's Service Plan includes targets agreed in the Best Value Reviews of the Corporate Planning and Member Services.

Further indications of the Corporate Planning Division's works are contained in the report Council Plan 1999-2002 - Progress Towards Achieving Targets also presented to this Committee.

One of the Division's main areas of work is the implementation of Best Value. This was the subject to audit by the Council's external auditor using the Performance Management and Planning Audit framework issued by Audit Scotland. Their report was positive and concluded that many elements of a sound approach to Best Value are in place. The executive summary on the key questions in the audit are attached as Appendix 2. A key action following

the audit is the development of a new Best Value Plan for the Council. A report on this will follow the recess.

The Division also supported the process to agree new strategy plans. The new ICT Strategy for e-government was agreed by the Policy and Resources Committee at 2000. The draft Community Plan has been published (March 2001) and is currently subject to consultation with the Council's partners.

The Division's performance measures in Appendix 1 indicate satisfactory progress. The survey results are the weighted combined totals from surveying the Chief Executive, Convener of Policy and Resources, Elected Members in relation to Members' Support and all Directors.

The performance indicators referred to that are collected on a regular basis from the range of Council services are being prepared for display on the Intranet and the Council's website as part of the Best Value plan for public performance reporting.

7 **CONSULTATIONS**

All Directors have been consulted on the contents of this report.

8 **BACKGROUND PAPERS**

Best Value Implementation Plan, Policy and Resources Committee - December 1997

Council's Plan 1999-2002, Policy and Resources Committee - October 1999

Best Value Review – Corporate Planning, December 1998

Best Value Review – Members' Support, December 1998

Director of Corporate Planning

Date

Appendix 1

Corporate Planning Division

Key Performance Indicators	Baseline	April 2000	April 2001	Target
Satisfaction score on annual survey of the Chief Executive, Chief Officers and Elected Members				
The % Delighted or Very Satisfied				
<u>Corporate Planning</u>				
Speed of response	71%	63%	79%	90%
Confidence in advice given	78%	75%	85%	90%
Accuracy of Facts provided	64%	69%	87%	100%
<u>Members Services</u>				
Range of Services	86.7%	99%	100%	95%
Specific Service Targets	40	40	40	
Number of performance indicators reported to the Chief Executive Monthly and % on time Annual Average	42% on time	80% on time	85% on time	99%
Satisfactory External Audit Report on Implementation of Best Value Arrangements	Yes	PMP Report Satisfactory	Satisfactory report	Yes each year
Council Corporate Plan approved	10/99	Update report 19.06.00		06/2002
Community Plan approved	N/A	Expected Dec 2000	Draft March 2001	Oct 2001

Overall Conclusion - Corporate Audit

Appendix 2

On each of the 4 criteria, our general view is as follows:

- | | | |
|----|--|------------------|
| 1. | Clear leadership for a Best Value approach is provided by elected members, the Chief Executive and the senior management team. | (A B C D) |
| 2. | We have an effective corporate framework for planning and budgeting. | (A B C D) |
| 3. | We manage our Best Value reviews effectively. | (A B C D) |
| 4. | We have an effective approach to public performance reporting. | (A B C D) |

Key:

- A: In general, sound approaches are largely in place in line with Best Value expectations.
- B: In general, many elements of a sound approach in place, but with scope for some improvements.
- C: In general, a significant level of improvement is required and this is adequately recognised in the improvement actions.
- D: In general, a significant level of improvement is required, and this is not adequately recognised in the improvement actions.

Improvement actions

The detailed list of corporate improvement actions agreed with the council appears at section 2. They address issues such as reviewing the overall approach to Best Value, developing three-year budgeting, and improving and assessing public performance reporting.

Our view is that they address the main priorities for improvement identified through the PMP audit and through our other audit work. Clear objectives, deadlines and responsibilities have been set out and the overall task identified appears realistic.

As part of the responsibilities of external auditors progress in implementing the agreed actions will be monitored and reported on in 200 1/02.

Evidence base

A key requirement of the PMP audit is that it is evidence based. We sample checked a range of evidence to verify the self-assessment. In general, our view is that the evidence supplied was good in quality and scope.

Summary of Main Findings -Corporate Level

Criterion 1

Clear leadership for a Best Value approach is provided by elected members, the Service Head and the senior management team.

Clear leadership has been demonstrated since the introduction of Best Value. Improvement actions are included to review the process to ensure that experience to date is taken into consideration in moving forward, and to ensure greater involvement of elected members in the process.

Summary of Main Findings –Corporate Level (Con t’d)

Criterion 2 We have an effective corporate framework for planning and budgeting.

The planning framework is well developed, although it operates better in some services than others. Three-year revenue budgeting is the main issue that the council plans to address under this criterion.

Criterion 3 We manage our Best Value reviews effectively.

The Best Value review process is well structured by the council and have recognised that there are a number of issues to be reviewed ~o improve the process. Issues identified at service level should be addressed through the actions planned.

Criterion 4 We have an effective approach to public performance reporting.

The council has identified a **sound approach** but it has yet to be fully implemented. Actions planned at corporate level will ensure that information is made more easily accessible and ensure consistency across departments.

Innovative and successful practice

A number of innovative practices were identified as follows. Further information is noted in Appendix I on the pages noted.

U Best Value Log Book (Page 35)

U Employee Communication Strategy (Page 35)

U Strategic Information Working Group (Page 45)

U Intranet (Page 45)

U Training for Best Value Review Teams (Page 54)

U Database of Best Value review recommendations (Page 54)

U dundecity.gov.uk (Page 60)

U Development of Corporate Information and Communications Strategy (Page 60)

U Neighbourhood Forum Feedback (Page 61)

