

## APPENDIX 3

| 1. Agreed improvement action from the 2000/01 PMP carried out by Audit Scotland. | 2. Agreed key milestone dates from the 2000/01 PMP audit.                                       | 3. Brief description of what the improvement was intended to achieve.  | 4. To what extent has the improvement action been implemented?<br>Please describe and allocate a letter A-D as per Exhibit 1.   | 5. Evidence that can be made available to the auditor to support the assessment.       | 6. Dates for further follow up work agreed with Audit Scotland.                      | 7. Progress as at 30 April 2004.   |
|--|---|--|---|--|--|--|
| 1. Complete a "Getting To Know You Exercise".                                    | <b>No agreed dates</b> but it was assessed that the task would take about 23 weeks when started | To ensure/demonstrate that the Service has: <ul style="list-style-type: none"> <li>- identified all stakeholders</li> <li>- confirmed customer needs, priorities, expectations and perceptions</li> <li>- agreed realistic standards and targets</li> <li>- agreed information reporting requirements</li> </ul> | During the past year meetings have continued with fleet users. This has been achieved through user group meetings and also with users individually whenever required. Fleet Management was also involved with, and continues to be involved with the Education department scrutiny group which has helped to inform both Education and Fleet Management. Further work regarding this improvement action will have to wait the outcome of the implementation of a council restructuring which may have a significant impact on future service requirements.<br><b>(Grade B)*</b> | Agendas and minutes of meetings held since the PMP audit.<br><br>PMP SMART action plan | September 2003 at earliest i.e. following the completion of the planned restructure. | Although Fleet Management were scheduled to complete this task for June 2004 there is an Operational Services Department, "Getting To Know You Exercise", ongoing at present, which Fleet Management is part of. |

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|--|---|---|--|--|---|-------------------------------|
| 4. Redesign the customer survey forms and repeat the customer survey exercise          | <b>No agreed dates</b> but it was assessed that the task would take about 16 weeks when started | To confirm what the user perceptions are of the Service on an ongoing basis so that continuous improvement can be shown | No significant progress on this task in the last 12 months but feedback is obtained regularly at meetings. It is believed that Housing & Social Work completed a review of its service during the last year and it was reported verbally that vehicle users are delighted with the service provided by Fleet Management.<br><b>(Grade C)</b> | Verbal feedback from Ernie Brown – H&SW  | September 2003  | Complete                      |

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| <b>A</b> – The council manager can demonstrate that implementation has progressed as planned in the original improvement action template i.e. action complete or planned milestones met and on target. | <b>C</b> – Progress is less than intended in the original improvement action template. The council manager cannot demonstrate they have plans in place to complete the action. |
| <b>B</b> – Progress is less than intended in the original improvement action template. The council manager can demonstrate they have plans in place to complete the action.                            | <b>D</b> – The council no longer intend implementing the original improvement action. Reasons should be given for not implementing the original action.                        |