

APPENDIX 3
 IMPROVEMENT ACTION PROGRESS REPORT

Improvement Action Progress Report

Council: Argyll and Bute Council

Service: Community Care

Contact: Jim Robb, Head of Service

| 1. Agreed improvement action from the 2000/01 PMP audit carried out by Audit Scotland. | 2. Agreed key milestone dates from the 2002/03 PMP Audit | 3. Brief description of what the improvement was intended to achieve. | 4. To what extent has the improvement action been implemented? 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 15 th November 2004. |
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| 5. Need to develop framework to improve links between Service Centres, Service Officers and Planners. | All sections of the department to work more co-operatively and creatively together. | Examine structures and arrangements for producing Service Plans. | This will be reviewed as part of the Council restructuring exercise. (B) | | February 2004 | Completed 15 th November 2004. |
| 19. Service Centre business plans need to develop local performance measurement criteria. | Service Centre business plans will have measurement criteria in place which is in addition to the departmental requirements. | Assistance will be given by Planning and Service Officers to Service Centres to develop local performance measurements. | This will be further developed 2003/04 when all four plans are finalised. (B) | | February 2004 | Completed 15 th November 2004. |

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| <p>A – 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.</p> | <p>C – 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.</p> |
| <p>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.</p> | <p>D – The council no longer intend implementing the original improvement action. Reasons should be given for not implementing the original action.</p> |