

Key Point/Checklist/ Recommendation	Council Position	Action/Response	Date	Lead Officer
Are plans to reform public service delivery integrated across the public sector?	The Council has led partner meetings on shared service options	Continue to review position as concrete proposals are developed		Head of Communities and Culture
Do plans involve private and third sector providers?	The Council is leading a project with 3 rd sector to improve opportunities for commissioning and joint service delivery	Project ongoing	June 2013	Head of Improvement and HR/Development officer – social enterprise
Does your body have the freedom to innovate and reorganise future services?	The Council has the freedom to reorganise future services that it is responsible for	Ongoing annual review of service planning aligned to corporate plan/SOA	Annually	SMT
Have future plans been subject to sufficient and ongoing engagement with service users and communities?	All service plans have consultation and engagement plans. The Council has a consultation toolkit and carries out consultation and engagement on every major service change	Annual ICE (Information, Consultation, Engagement) plans are included as part of annual service plans	Annually	SMT/ Heads of Service
Expectations of public services are growing. Is	Service review and planning is	Annual service review process	Annually	SMT/ Heads of Service

<p>this fully incorporated into future plans?</p>	<p>based on analysis of risk. Risks are informed by service user information and trends. Expectations are managed through clear information, communication and engagement</p>			
<p>Are current models of joint working such as partnerships and shared service arrangements working effectively?</p>	<p>The Community Planning Partnership has recently completed a self assessment process that will put in place an improvement plan. There has been successful development of a single Community Plan SOA</p>	<p>Finalise and implement improvement plan</p>	<p>March 2012</p>	<p>Head of Improvement and HR</p>
<p>Have clear accountability mechanisms been established which clearly set out the roles and responsibilities of those involved in joint working arrangements?</p>	<p>Partnership agreements are in place for all strategic partnerships aligned to community planning</p>	<p>Continue to review and update</p>	<p>Ongoing</p>	<p>Head of Improvement and HR</p>
<p>Is there clarity around</p>	<p>Performance</p>	<p>Continue to scrutinise</p>	<p>Ongoing</p>	<p>Head of</p>

financial, risk and performance management arrangements within models of joint working?	management is scrutinised regularly at Community Planning meetings	performance at Community planning meetings		Improvement and HR
Are workforce plans driven by longer-term analysis of workforce capabilities and requirements as opposed to short-term cost reduction?	The Council will have a workforce planning framework in place by December 2011. This will inform a 5 year workforce planning strategy	Complete and implement workforce planning framework and develop 5 year plan	December 2011-11-30 June 2012	Head of Improvement and HR
Do workforce plans address the impact of the potential loss of essential skills and corporate knowledge to the organisation?	Yes – these are based on the Improvement service model that identifies these key areas of skills and knowledge	As above	As Above	Head of Improvement and HR
Do workforce plans address the risk of staff shortages in key service areas?	Yes – these will be based on the Improvement service model that identifies risk in key areas of skills and knowledge in key service areas	As above	As above	Head of Improvement and HR
Fewer staff may result in a	The Council is leading a project	Project ongoing	June 2013	Head of Improvement and

<p>transfer of service delivery responsibilities to the third sector. Does the third sector have the capacity and skills to take on the increased expectations placed on them and deliver the required service quality?</p>	<p>with 3rd sector to improve opportunities for commissioning and joint service delivery that includes mechanisms to identify needs for capacity building and ways to address these</p>			<p>HR/Development officer – social enterprise</p>
<p>Staff reductions are likely to lead to increased workloads for remaining staff. Have workforce plans considered the impact of workforce reductions on the staff that remain?</p>	<p>All staff reductions have taken place as part of an integrated approach to transformation/modernisation. All service reviews have addressed workloads, job descriptions and have detailed implementation plans associated with them.</p>	<p>Implement changes to services in accordance with service review implementation plans.</p>	<p>Ongoing to 2014</p>	<p>Heads of Service</p>