

APPENDIX 3

Argyll & Bute Council

Performance Management and Planning – Follow up of the 2002/2003 Audit of Fleet Management Services (formerly Transportation Services)

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Executive Summary

Introduction

- 1.1 Best Value has been progressing in Scottish Councils since late 1997, with the Best Value Task Force's second report issued in July 1998 requiring Councils to develop a performance management and planning (PMP) framework, which delivers continuous improvement.
- 1.2 As part of the auditor's statutory responsibilities, he is required to satisfy himself that a local authority has in place appropriate management arrangements to secure value for money from the resources available to it. With the introduction of the Best Value regime for councils, this element of the audit – the Performance Management and Planning audit - has been used to review the progress that councils are making in implementing the framework set out by the Best Value Task Force.

Audit Scope And Objectives

- 1.3 The review required Service managers to submit two reports to their auditors, namely:
 - an Improvement Action Progress Report (IAPR). This report is used to record progress in implementing the improvement actions agreed during the 2000/2001 audit; and
 - a Best Value Achievement Report (BVAR). This report is used to record tangible improvements, which have been, achieved overall since the introduction of Best Value.
- 1.4 The PMP follow up audit has the following objectives:
 - to identify the extent to which planned improvements have been implemented; and
 - to provide independent, external assurance that the audited service is making progress in implementing Best Value and its PMP framework.

Evidence Base

- 1.5 A key requirement of the PMP audit is that it is evidence based and as part of the audit we sample checked a range of evidence to verify that progress was being made in implementing actions recorded in the IAPR and to substantiate achievements outlined in the BVAR.

Overall Conclusion

- 1.6 In general, our conclusion is that the Service can demonstrate clear commitment and progress in implementing the PMP framework. We examined evidence, which confirmed that the Service had made satisfactory progress in implementing its IAPR and had also achieved a number of important service improvements.

Summary Of Main Findings

- 1.7 One of the three improvements (33%) agreed as part of last year's audit has been fully implemented as planned. Of the remaining two actions, one is substantially complete. However, one of the improvement actions has not been implemented.
- 1.8 The Service has achieved a number of tangible service improvements since the introduction of Best Value including for example:
- there has been a significant reduction in the average age of the fleet across all vehicle categories;
 - fuel monitoring equipment has been fitted to all major fuel sites;
 - quarterly user group meetings are being held between the Service and its customers;
 - the Service has been a member of the Association for Public Sector Excellence (APSE) benchmarking network for the past three years; and
 - contact has been made with a number of external organisations with a view to identifying additional sources of revenue.

Acknowledgements

- 1.9 The co-operation and assistance given by all officers contacted during the course of this review is gratefully acknowledged. There was a clear commitment given by officers at all levels within the Service to the completion of the PMP follow-up audit.