

1. Agreed improvement action from the 2001/02 PMP audit.	2. Agreed key milestone dates from the 2001/02 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 auditor.	Progress as at 30 th June 2003.
1. Prepare Staff Mission Statement (1.1)	May 2002	Improved awareness and knowledge of a Best Value service	The PMP team prepared draft Mission Statement, which has now been approved (A)	Mission Statement now distributed and displayed on notice boards	N/a	
2 Make Annual Report prepared for members available to all staff (1.2)	April 2003	Improved awareness and knowledge of a Best Value service	Quarterly reporting regime is up to date (B)	Quarterly reports	June 2003	Completed, reports are now available.
3. Best Value and PMP information to be provided (1.3)	August 2002	Improved awareness and knowledge of a Best Value service	Staff were informed of results of PMP audit (A)	e-mail sent by A Gow on 7 June 2002	N/a	

Note:

* Gradings are explained in Exhibit 1, which is included on page 11 at the end of the IAPR.

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4. as part of the Best Value service review a consultation exercise was carried out. A final report on the findings still needs to be prepared (2.1)	August 2002	Improved results from future consultation exercises.	All stakeholders advised of outcome of consultation exercise (A)	e-mail sent by A Gow on 20 May 2002	N/A	
5. Future consultations need to reach a wider audience and address equalities issues (2.2)	April 2003	Improved results from future consultation exercises.	There are no plans in the current Service plan to carry out any large consultation exercises. Third tier managers have attended the race equalities training. (Corporate issue) (D)	e-mail from J Swanson on 5 February 2003	N/A	

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6. For future Best Value Reviews the Corporate service review guidance document will be used to ensure the 4C's are rigorously applied (3.1)	April 2003	The review process will consider all options under the 4C's. (Challenge, Compare, Consult and Compete)	No reviews are underway at the moment. Some staff are involved in a Best Value Review of another service, therefore awareness is being raised (D)	Correspondence regarding Legal Services Review	N/A	
7. The Service plan will include a programme of reviews. This issue will be driven corporately (4.1)	February 2003	Future improvement planning will be enhanced	No reviews are underway at the moment. Corporate issue (D)	Kirsty Jackson-Stark response	August 2003	Corporate working on this.
8. Provide members with a copy of the departmental annual report (5.1)	March 2003	Elected members will be better informed of Service delivery	Annual reports to be issued to members (B)	Quarterly reports are up to date and first annual report is due in June 2003	June 2003	Completed

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9. Prepare a staff based executive summary of the Service plan (6.1)	August 2002	Staff will be more informed and involved in improving service delivery	Last year's Service plan was available on the website. A new style Service plan with increased narrative content has been prepared (B)	An executive summary is not now required as the new Service plan is more readable	June 2003	Completed
10. produce a progress report of the Performance Development Review process (7.1)	March 2003	A clear indication of the current Performance Development Review programme will be available	Discussed and minuted at management team meetings (A)	The minutes of departmental management team reflect Performance Development Review being presented and discussed	N/A	
11. Apply for SHAW Bronze Award (8.1)	February 2003	A healthier, fitter workforce with improved morale and motivation	Pre-assessment completed in January 2003. (Outcome will be known in march 2003) (A)	Submission to SHAW	N/A	

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13 Develop an Asset Management Strategy. (9.1)	--	An Asset Management Strategy will exist.	Corporate issue. (D)	None		
14 Review and prepare clear and understandable financial information for managers. (10.1)	November 2002.	Clear and understandable format of presenting financial information.	New styles of financial reports are now being produced (A)	New financial reports.	--	
15 Implement the document, "Delivering Best Value in Highway Maintenance" (11.1)	February 2003.	Clearer and measurable indication of Service provision.	The actions required as part of this initiative are progressing (B)	No tangible evidence at present	February 2004.	
16 Implement through SCOTS the Argyll & Bute initiative for roads maintenance benchmarking. 11.2	February 2003.	Clearer and measurable indication of Service provision.	Further benchmarking survey has recently been completed and reported to the relevant SCOTS working group (A)	Email between Alan Brough (Argyll & Bute Council) and Joe Devine (SCOTS)	--	

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17 Establish local PI's relevant to service objectives, that are regularly reported to senior management. (11.3)	February 2003.	Clearer and measurable indication of Service provision.	Local PIs have been included in the Quarterly Report. (A)	Quarterly Reports	--	
18 Use different forms of Contract. (12.1)	November 2002.	Work undertaken using a variety of contractual procedures.	Dalbuie Bridge tender issued using the Engineering and Construction Contract. (A)	Dalbuie Bridge Instructions for Tendering.	--	
19 The Public Performance Report should address equalities, and include more local performance measures for the service. (13.1)	April 2003.	Stakeholders will be able to clearly understand how Services are performing. Internal reporting and management of performance will become more effective.	Corporate issue. (D) NFA by Service. Refer to Corporate Report	None. A copy of the Annual Public Performance Report can be obtained from Kirsty Jackson Stark	--	

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20. Increase the use of the Councillors Noticeboard to inform elected members and staff of service performance. (13.2)	May 2002.	Stakeholders will be able to clearly understand how Services are performing. Internal reporting and management of performance will become more effective.	Information has been posted on Councillors Noticeboard. (e.g. road accident trend figs.) (A)	See Public Folders and Councillor's Noticeboard.	--
21. Strive to place more information on the Council website. (13.3)	May 2002.	Stakeholders will be able to clearly understand how Services are performing. Internal reporting and management of performance will become more effective.	Information has been posted on the web site. (A)	View the web site and in particular the Transport and Streets section. – Dunoon Pier, The Avenue Inveraray, Winter Driving Advice	--

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22. Produce reports for members and senior management to comply with the PPRg framework. (13.4)	August 2003.	Stakeholders will be able to clearly understand how Services are performing. Internal reporting and management of performance will become more effective.	This improvement action has been reviewed and it is considered that the system of quarterly reports adequately covers this issue. (A)	--	--	

Exhibit 1: Extent of action implementation

<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>