

APPENDIX 6
 BEST VALUE ACHIEVEMENT REPORT

Action Plan

1. Agreed improvement action from the 2000/01 PMP audit.	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? 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.	7. Progress as at 30/06/03
4. Initiate structure reviews	Report to departmental management team December 2001.	More efficient and effective service – review operational efficiency in offices	Review underway. Alterations about to take place in Islay and Campbeltown. (Grade B)	Amended staffing structure.	N/A	
5. Recruitment of an Accountant	Appointment by July 2001.	Provide a greater degree of scrutiny of financial processes and service reviews.	Unable to recruit an accountant. Negotiated greater access to central finance accountant. (Grade C)	Departmental notes.	April 2003	Ongoing, awaiting outcome of Council restructuring.

Note:

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

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6. Develop closer links with Property Services	Identify appropriate personnel	To achieve more effective and prioritised use of maintenance budgets.	Estates Service incorporated into Legal Services. Council looking at basing Central Property Unit in Corporate & Legal. (Grade B)	Committee Reports	N/A	
9. Seek to have GRO publish comparative data.	Initiate discussions with GRO in May 2001. Seek to achieve publication of data in 2002.	Public measure of performance allowing benchmarking and target setting.	Discussions underway. Meeting arranged with Paul Pier of General Registers Office. Error rates now being published by GRO. (Grade A)	Correspondence.	N/A	

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10. Identify benchmarking partners	Initiate research to identify partners and develop this by September 2001.	A measure of performance.	Issue of benchmarking to be raised at the Registrar General's seminar in May 2002. Revised date for completion – June 2002. (Grade B)	COSLA report identified possible partners for comparison. Now seeking to establish willing partners with whom to benchmark.	N/A	
11. Exploration of equality issues	Examine current position and recommend improvements as appropriate by July 2001.	To ensure openness of access	Survey of premises for disability access complete. Awaiting feedback. Raised with social inclusion partnerships – no issues to report. (Grade B)	Property survey ongoing. Has been affected by restructuring of Property Services, which has delayed implementation.	N/A	

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12. Public display of error rates and number of events recorded during the part year.	Display information in offices summer 2001 and annually thereafter.	Provision of information to the public on service standards and setting of performance targets.	Published in offices in August 2001. Aim to publish on internet website at a later date. (Grade A)	Office notice board.	N/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>