

## NORTH LANARKSHIRE COUNCIL

## REPORT

To: ENVIRONMENTAL SERVICES COMMITTEE		Subject: PUBLIC SERVICE IMPROVEMENT FRAMEWORK [PSIF] PLANNING & DEVELOPMENT UPDATE 2011/2013
From: HEAD OF PLANNING & DEVELOPMENT		
Date: 30 OCTOBER 2012	Ref: SL/SG	

**1 Introduction**

The purpose of this report is to inform Members on the progress of the Planning & Development Public Service Improvement Framework [PSIF] improvement plan, previously reported to committee during January 2011.

**2. Background**

Members will be aware of the council's commitment to self assessment as a key element of our business planning process and a requirement of the BV2 arrangements announced by Audit Scotland.

In April, 2008 the council joined a number of other Scottish local authorities and public sector organisations in adopting PSIF as the preferred self assessment model to be used across council services where no statutory self assessment model was in place (e.g. VSE for Learning and Leisure and SWIA for Social Work).

In May 2009 a two year rolling programme at Head of Service level was agreed for PSIF. The programme is now complete with progress on improvement action plans currently being reviewed.

**3. Progress and Impact**

- Customer consultation has been reviewed and the consultation plan is now complete and currently being implemented. Consultation has been redesigned to include key drivers for satisfaction, this approach will allow Planning & Development to monitor their performance, identify areas for improvement and benchmark against other services within Environmental Services.
- A training plan has been developed. This plan details training to be delivered and cascaded. The plan is part of the operational plan that all Planning & Development Staff can access. Where possible to enhance knowledge staff rotation takes place which helps identify career development paths that staff may wish to take
- Following on from consultation with staff, we have implemented a new operational plan. To ensure all areas are being monitored, we have taken into account the PSIF framework. The plan covers all activities within Planning & Development, some examples include corporate priorities, service priorities, key measures, team outputs, customer consultation and staff development. This plan enables PD to control all business related performance from a single document. Outcomes are updated quarterly and discussed at SMT. The document can be accessed by all staff; staff are also alerted when the document has been updated.

- We have introduced a Planning & Development newsletter which will be published six monthly on the intranet. This newsletter will assist in keeping staff informed of relevant service and corporate initiatives and issues. It will also feedback to staff on progress being made across the service as a way of recognition and achievements.

Ongoing and new actions are detailed on appendix 1

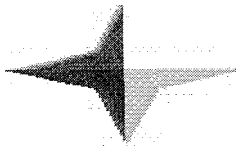
#### **4. Recommendation**

It is recommended that Members note the content of this report.



**SHIRLEY LINTON**  
**HEAD OF PLANNING & DEVELOPMENT**

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**Planning & Development**  
**PSIF Improvement Action Plan – Update 2012 - 2013**  
**11<sup>th</sup> October 2012**

Action	Expected Timescale	Progress to date	Complete	Ongoing	Not Progressed	New
Develop a Planning & Development Customer Engagement Strategy	March 2012	Customer consultation has been reviewed. As a result of this consultation has been redesigned to include key satisfaction measures, implementation of this is currently underway		✓		
Develop a Planning & Development Training Strategy (including induction)	October 2012	A training and development plan for all staff has been designed; this includes staff rotation at entry level to ensure breadth of experience is gained. This is due for implementation October 2012.		✓		
Develop a Partnership Engagement Strategy	March 2012	Formal Consultation protocols established with partners for development management	✓			
Develop a Communication and Public Relations Strategy	March 2012	Environmental Services has developed and are in the process of implementing a key activities and events strategy. All services within ES contribute to this.		✓		
Service Improvement Development sessions to be held annually at team meetings	March 2012	A more focused approach to operational planning was introduced during March 2012. All staff within PD had the opportunity to give their views and contribute to what should feature within the plan. Using this information as a base an operational plan for 2012-13 has been developed and implemented.  Some of the new areas featured within the plan are customer consultation and staff development. A PD newsletter has also been		✓		

Action	Expected Timescale	Progress to date	Complete	Ongoing	Not Progressed	New
		introduced. All staff within PD have access to the plan which is stored on connectNL. The plan is updated and reported quarterly to Planning and Development SMT.				
Service indicator circular developed	March 2013	Key measures reviewed during service plan process, new SPI measures adopted and further measures for Building Standards will be introduced from the 1 <sup>st</sup> October 2012. Key Measures are published annually by corporate and quarterly on the intranet via the PD operational plan		✓		
Staff survey response plan	March 2012	During the operational planning process, staff were consulted and given the opportunity to provide feedback. Questions focused on a number of areas including the corporate people measures. Following on from this appropriate actions have been included in the liP and service improvement action plans.	✓			
Continue to monitor customer consultation and implement improvements where possible						✓
Continue to monitor and update the training and development plan						✓
Where appropriate assess and review staff survey results for 2012/13						✓
Implement the Building standards Key Measures identified by the Scottish Government						✓
Continue to utilise the ES events and activities strategy in order to better plan PR and market services						✓