

To: GENERAL PURPOSES COMMITTEE		Subject: ADMINISTRATION DEPARTMENT CENTRAL SERVICES DIVISION AREA/REGISTRATION SERVICE PERFORMANCE MANAGEMENT AND PLANNING AUDIT
From: DIRECTOR OF ADMINISTRATION		
Date: 25 September 2002	Ref: JAF/BN	

1. Purpose of Report

- 1.1 The purpose of the report is to advise the Committee that Audit Scotland have completed a Performance Management and Planning Audit of the Area/Registration Service.

2. Background

- 2.1 This service was selected for review in 2001/2002 by agreement between the Council and Audit Scotland to review progress being made in implementing the framework set out by the Best Value Task Force. This involved assessment of the service against 10 criteria using templates provided by Audit Scotland. Each template contained detailed prompts and in order to score well in the audit the service had to demonstrate that it had

- systematic approaches to the elements covered in the templates
- taken steps to get the approaches deployed properly
- reviewed and where necessary improved its approaches and
- the approaches were deployed extensively

- 2.2 A Best Value Achievement Report was also produced.

3. Findings

The main strengths identified in the report were

- Clear leadership for Best Value exists at a strategic, departmental and service level through a number of means including the Best Value Review Group
- The service is considered to have a strong customer focus and is responsive to the needs of its stakeholders
- The production of the Best Value Review SMART Action Plan and monitoring progress has enabled the service to focus its efforts and ensure that the 4 Cs (challenge/compete/consult/compare) are applied in a relevant and systematic manner

- The service has achieved Charter Mark accreditation and is currently working towards renewal
- The service has implemented an Employee Development Review Process and each employee has a personal development plan
- Information on service provision is provided in a variety of ways to its customers and stakeholders for example information on performance is displayed and updated in area offices and the authority's annual performance report also included relevant information
- The Department has committed itself to working towards Investors in People and an IIP Action plan has been generated
- Performance Indicators have been developed and the service is part of a benchmarking group

There were some areas in the service's approach which management consider require further development or improvement. These have been included in the Action Plan for 2002/2003 eg

- Review of Personal Development Plan Procedures
- Consultation with stakeholders should be developed further to ensure cost effectiveness
- The need to undertake a systematic equality impact assessment
- The need to further develop performance indicators and benchmarking. In addition, more emphasis is required on reporting of trend information.

4. Conclusion

The overall conclusion from Audit Scotland was "that the service can demonstrate clear commitment and progress in implementing a Best Value PMP framework. It was able to demonstrate it has sound and well developed procedures in relation to consultation, best value service reviews, financial monitoring and public performance reporting".

5. Improvement Agenda

A SMART Action Plan has been produced and is currently being implemented. Progress on the Action Plan will be reported to a future meeting.

6. Recommendation

It is recommended that the Committee note the position.


Director of Administration

Members seeking further information on the contents of this report should contact John Fleming, Head of Central Services on Extension 2228.