

**PERTH AND KINROSS COUNCIL
BEST VALUE IMPROVEMENT PLAN 2019/20**

BEST VALUE ASSURANCE REPORT RECOMENDATION	It is important that the council maintains the pace of development of the Perth and Kinross Offer as part of the framework and timeline it is currently developing. (paragraph 25)				
PKC IMPROVEMENT ACTON	ANTICIPATED IMPACT/ OUTCOMES	LINK TO EXISTING PLAN	DELIVERY TIMESCALE	LEAD RESPONSIBILITY	PROGRESS CHECKS (INCLUDE CURRENT POSITION IF THIS WORK IS ONGOING)
The Perth and Kinross offer will be shaped through engagement with Communities, elected members and employees to create new opportunities to think differently, agree joint priorities and together drive forward improvement in services and communities.	Through the Perth and Kinross offer, we work together with our citizens, communities and businesses to design the future we want and need, continuously improving our services, communities and area. This will see everyone benefiting – communities grow stronger together, businesses flourish and we attract more visitors.	Community Plan/ Local Outcomes Improvement Plan 2017-2027 Perth and Kinross Corporate Plan 2018-2022	Phase 1 – June 2020	Chief Executive/ Executive Officer Team	Governance structures with a high level steering group (officers and elected members) as well as an employee working group have been established to shape and direct our work over the next few years. Through our engagement activities, we are starting to shape our framework for the offer and have developed an engagement plan. We are starting to lay foundations, through The Big Conversation project which will use a number of different initiatives to engage with as many people as possible – hearing their thoughts, views and feedback. From this we will collate them into themes and actions for progress.

BEST VALUE ASSURANCE REPORT RECOMENDATION	Following completion of its updated maturity assessment the council should revise its digital strategy in line with its ambition.				
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Revise our 'Digital Strategy 2016-2020' and agree a refreshed Digital Strategy for 2020-2025 to reflect the current ambition of the Council	<p>This will ensure we:</p> <ul style="list-style-type: none"> • increase the breadth and quality of services available online to our citizens. • articulate the Council's vision for data intelligence and analytics from which to grow our insight and knowledge. • grow our digital skills, mind sets and behaviours. • continue to deliver quality consistent and reliable digital foundations. • consolidate our platform approaches to application delivery. • position Corporate IT as the Council's Strategic Technology Partner 	Perth and Kinross Digital Strategy 2016-2020	December 2020	Chief Digital Officer	<p>Completed results for Health and Social Care Partnership Digital Maturity Assessment (DMA) by September 2019.</p> <p>Completed results for Local Government Digital Office DMA by December 2019.</p> <p>Completed work by iESE on customer service approach and channel shift.</p> <p>Customer Service Excellence standard for Customer Service Centre by Dec 2020.</p> <p>Report to Council on refreshed Digital Strategy by 2020</p>

BEST VALUE ASSURANCE REPORT RECOMENDATION	As part of the ongoing governance review the council should consider simplifying arrangements to improve decision-making. (paragraphs 33-35).				
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The governance review will be implemented incrementally in line with strategic and corporate developments. Review of governance and decision-making framework will be aligned with implementation of the Perth and Kinross Offer.	A more effective governance and decision-making framework will enhance improvement, scrutiny and transparency and improve delivery of strategic objectives.	Perth and Kinross Corporate Plan 2018-2022	June 2020	Head of Legal & Governance / Monitoring Officer	A range of governance areas are currently being reviewed. Reports considered by Council

BEST VALUE ASSURANCE REPORT RECOMENDATION	The council should consistently demonstrate how it uses performance management and performance reporting to drive continuous improvement. (paragraph 59) It also needs to make public performance reporting more transparent, clear and balanced. The Annual Performance Report should include ambitious targets and be clear about the reasons for underperformance and planned improvement actions. (paragraphs 63-64)				
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The Modernising Performance Review (MPR) will transform the way the Council uses data and information to provide business intelligence to inform planning, monitoring and evaluation of service delivery and co-delivery with communities. This includes procurement and implementation of an electronic performance system.	<p>Elected members, the Executive Officer Team and Services will have improved access to business intelligence that supports planning and improvement priorities of the Council.</p> <p>Data management will be supported by an appropriate performance and improvement system/platform.</p> <p>It will be clear to the public and other stakeholders how data and information has informed business planning and improvement in services and at a corporate level.</p>	<p>MPR Project Brief 2019</p> <p>Building Ambition Transformation Plan</p>	<p>March 2020</p> <p>March 2020</p> <p>March 2021</p>	Executive Director (Housing and Environment)	<p>Project brief agreed and project progressing on target, including preparations for procurement.</p> <p>Reports to Scrutiny and Strategic Policy and Resources Committees</p>

BEST VALUE ASSURANCE REPORT RECOMENDATION	The council should build on its strong financial management and consider developing a longer-term financial plan covering a five to ten-year period as part of its modernisation agenda. (paragraph 73)				
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The Council's approach to budget setting is being reviewed to consider options to extend the period covered in the medium term financial plan; refining the approach and alignment to strategic objectives and the Perth and Kinross Offer.	Financial planning and the impact on delivery of strategic priorities will be more transparent.	Perth and Kinross Corporate Plan 2018-2022	February 2020	Head of Finance	Medium Term Financial Plan reports to Council Annual audit reports

BEST VALUE ASSURANCE REPORT RECOMENDATION	The ongoing review of the community planning partnership should be wide-ranging and include the effectiveness of the board, outcome delivery groups and the local action partnerships. (paragraph 98)				
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The CPP has agreed to review the effectiveness of the Community Planning Partnership; including consideration of the current governance arrangements for Community Planning in Perth and Kinross.	<p>Board will be better placed to provide direction and leadership to address the key equality issues in Perth & Kinross.</p> <p>There will be increased sharing of resources across community planning partners to deliver the Community Plan 2017-2027</p>	Community Plan 2017-2027	<p>Options to Board September 2019</p> <p>Final report to Board December 2019</p> <p>Roll-out thereafter</p>	Head of Public Service Reform, Culture and Community Development CPP Board	<p>CPP Board Workshop took place 26 July 2019.</p> <p>Initial recommendations for further work to CPP Board September 2019.</p> <p>Additional research and engagement to take place between August and September 2019.</p> <p>Report to CPP and Council December 2019</p>

BEST VALUE ASSURANCE REPORT RECOMENDATION	The council should improve how it involves communities. This includes earlier involvement in strategic planning processes, more involvement in budgeting processes, and better promotion of the Community Empowerment (Scotland) Act 2015 and providing appropriate resource to support the requirements of the Act. (Paragraphs 113, 114, 116 and 119)				
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In addition to the focus on development of the Perth and Kinross Offer, we will improve engagement with communities in relation to a range of strategic, service and local planning processes; this will include a new approach to community involvement in Participatory Budgeting (PB), delivery of the Local Action Partnership Improvement Plan agreed in Dec 2018 and a Communications Plan for Community Empowerment.	<p>Communities will be actively involved in local decision making via opportunities to engage with grants-based PB, Community Investment fund and mainstream PB.</p> <p>Communities will have increased confidence to engage in Community Asset Transfers and Participation Requests</p> <p>1% of mainstream budgets will be allocated through PB</p>	<p>Annual Report on Community Asset Transfer and Participation Requests</p> <p>Service Business Management and Improvement Plans</p> <p>Community Plan 2017-2027</p>	December 2020	Head of Public Service Reform, Culture and Community Development	<p>PB Working Group established.</p> <p>Community Investment Fund refreshed guidance, forms and supporting information was produced and placed online in May 2019.</p> <p>Participation Request information has been updated - online since August 2019. Part of the revised Community Asset Transfer documentation is online, with the remaining documents to be made available by October 2019.</p> <p>Communications Plan currently being delivered – infographics are completed – animated videos to be available in September 2019.</p>