
Corporate Improvement Strategy

1.0 EXECUTIVE SUMMARY

The purpose of this report is to present to the Policy and Resources Committee a draft Corporate Improvement Strategy for approval. The proposed Corporate Improvement Strategy supports the delivery of the Council's duty to provide Best Value as defined in the Local Government in Scotland Act 2003, and specifically aligns to the following key outcomes set out in the corporate plan:

- Our culture structure and systems make our Council a high performing and improving organisation that people choose to work for
- We provide excellent communications, customer service, consultation and engagement
- We continually look at how we can improve and deliver quality services

CORPORATE IMPROVEMENT STRATEGY

2.0 INTRODUCTION

The purpose of this report is to present to the Policy and Resources Committee a draft Corporate Improvement Strategy for consideration and approval.

3.0 RECOMMENDATIONS

It is recommended that the Policy and Resources Committee:

- Note the content of this report and approve the draft Corporate Improvement Strategy outlined at appendix one.

4.0 DETAIL

The Council has a requirement under the Local Government Scotland Act 2003 to provide best value and demonstrate a commitment to continuous improvement, as well as to report honestly and transparently on performance and achievements. In order to improve as an organisation our services, teams and individuals must demonstrate continuous improvement.

Improvement planning already forms part of the planning activity within the Council and services use a variety of sources, including customer feedback, performance information and self-assessment to inform their service planning.

The draft Corporate Improvement Strategy has been informed by existing corporate improvement work and the progress the Council has made in implementing the corporate improvement programme. It brings together the toolbox of improvement activities available to services and proposes the development of a framework that will provide a consistent approach to service improvement and allow senior management and elected members to develop a corporate overview on improvement across the Council, instilling rigour in the improvement planning process.

The key focus over the life of the Corporate Improvement Strategy will be:

- To enrich performance data to ensure a good range and balance of information that allows improved scrutiny at a strategic level
- To develop a framework and programme of self-assessment activity that underpins the improvement planning process and presents the senior management team with an opportunity to develop a corporate overview which can inform corporate improvement plans
- Development of an improvement toolkit
- Development of engagement and consultation activity

5.0 CONCLUSION

In conclusion this report has outlined a draft Corporate Improvement Strategy for approval. The strategy has been informed by previous improvement work and sets out the proposed corporate approach to improvement going forward.

6.0 IMPLICATIONS

- 6.1 Policy – This Corporate Improvement Strategy supports delivery of key outcomes identified in the Corporate Plan.
- 6.2 Financial – None directly although improvement activity will continue to identify efficiencies through business improvement
- 6.3 Legal – The Corporate Improvement Strategy supports delivery of Best Value which is a duty of the Council under the Local Government in Scotland Act 2003
- 6.4 HR – None
- 6.5 Equalities - None (Rapid EQIA has been completed)
- 6.6 Risk – This strategy mitigates the risk that the Council fails to comply with the statutory duty to provide best value as described in the Local Government in Scotland Act 2003
- 6.7 Customer Service – Service improvement planning activities will include customer results

Executive Director of Customer Services

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15/07/2015

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Appendices: Appendix One- Draft Improvement Strategy