Best Value 3 Action Plan V4 – February 2023

Reference	Theme	Actions to achieve outcomes	Success Measures	Key Dates	Lead	Progress
BV1.2	Develop the transformation agenda, supported by an affordable and achievable medium to longer term financial strategy	Complete capital strategy and launch revised capital process.	Capital Strategy and process is launched	~~May 2021~~ ~~August 2022~~ August 2023	Head of CS	An update was provided to the Policy and Resources Committee on the 14 October 2021. The Executive Leadership Team appointed in June 2022 on internal secondment a Corporate Programme Coordinator to undertake a holistic review of the organisations approach to prioritisation and phasing of capital projects with an objective to develop a long term 'pipeline of projects' which will emerge over the coming 12 months and significantly influence the Capital Strategy. In addition, ELT completed a review of the Strategic Asset and Group Asset Management Plans process to improve the value of the process and its outputs to support Members in its decision making. The Capital Strategy has gone through a number of revisions and final draft version will be submitted to the Council's Policy and Resources Committee August 2023.

Best Value 3 Action Plan V4 – February 2023

Reference	Theme	Actions to achieve outcomes	Success Measures	Key Dates	Lead	Progress
BV2.3	Improve performance management reporting to provide a balanced picture of long-term trends in performance against targets.	Review the approach to performance management reflecting: - Clear links to strategic priorities - Meaningful indicators, taking account of trend data and benchmarking The need for a simple and effective system for recording and presenting data	New system procured or developed in-house	~~Dec 2021~~ July 2023	Head of CSS	The project Team developed a specification for ICT functionality which was signed off by ELT. A procurement Exercise was undertaken with no satisfactory outcome with regards to price. An alternative and more holistic approach was undertaken to seek to develop an organisational data platform that will provide a performance dashboard; see BV3.3 for more information. Work has commenced on building a new dashboard for the Area Performance Reports that are submitted to Area Committee and will go live for FQ1 2023/24.
BV2.5		Improve public performance reporting.	Review of public performance reporting complete	~~March 2022~~ September 2023	Head of CSS	This will be included within a review of the Performance Improvement Framework with a report scheduled to go to Council September 2023.
BV3.3	Increase the pace of transformational change to deliver	Develop data analytics/business intelligence as a tool to inform	Options appraisal on data analytics approach complete	~~March 2021~~ Complete	Head of CSS	Initially delayed due to Covid. Further to learning from Aberdeen City Council on their 'data journey', the Council's Executive Leadership Team agreed January 2022 in principle to the

Best Value 3 Action Plan V4 – February 2023

Reference	Theme	Actions to achieve outcomes	Success Measures	Key Dates	Lead	Progress
	the business outcomes	Transformation and Improvement				development of an in-house system using Microsoft 365 technology. This initiative will allow the Council via a self-build to take data from across various systems into a single 'data platform' (i.e. integrated set of technologies that collectively creates the data in an accessible format like a dashboards). The Executive Leadership Team (ELT) agreed in October 2022 a business case to develop an on-site data platform and create capacity to commence development of data dashboards as directed by the Data Advisory Group (an officer group accountable to the ELT).
BV3.4		Implement programme of modernising education services.	Reports on progress to elected members at appropriate stages of programme	Complete	Exec Dir	February 2021 - Members Seminar online learning. June 2021 – Education Change Programme; report on key findings of all 10 workstreams reported to Community Services Committee June where it was agreed to progress with a programme of engagement with communities, staff, representative bodes and wider stakeholders on the school leadership model.

Best Value 3 Action Plan V4 – February 2023

Reference	Theme	Actions to achieve outcomes	Success Measures	Key Dates	Lead	Progress
						Community Choices Committee agreed in August 2022 not to progress key recommendations and other actions will be picked up as normal business.
BV3.5		Implement programme of modernising education services.	Modernisation programme is complete	Complete	Exec Dir	'Empowering our Educators' community engagement and consultation exercise commenced 29.11.21 running through to 04.02.22 to discuss and co-develop proposals. Community Choices Committee agreed in August 2022 not to progress key recommendations and other actions will be picked up as normal business.
BV3.8		Make full use of improved technology to transform service delivery and reduce burden on front line services	Simplify administrative processes by reducing the number of ICT applications in use by 10%	March 2023	Head of CSS	On track. Strategic context set by the approved ICT and Digital Strategy. Digital by Default budget theme has contributed to revenue budget reductions through agile working, hybrid meetings and significant reduction in printing, postage and travel; Implementation of MS365 has contributed to reduction of standalone applications such as Survey Monkey and Pyramid. Phases 2 and 3 underway to maximise use of M365 Business Apps and Streamline Information

Best Value 3 Action Plan V4 – February 2023

Reference	Theme	Actions to achieve outcomes	Success Measures	Key Dates	Lead	Progress
						Management. Further reductions will be implemented and monitored via ICT and Digital Strategy, including via new HR and Payroll system. Robotic Process Automation will begin implementation in 23/24
BV4.2	Assess the extent to which regeneration and economic development initiatives are delivering the vision and corporate outcomes	Create inter-departmental Project Review Team and scope review of project process to align to BV3 Objective	Project Review Plan to be approved by Capital Investment Board	~~December 2020~~ December 2023	Major Project Programme Manager	Key resources identified within Programme & Project Management Service Economic Development, Strategic Finance and Procurement. Council's response to COVID pandemic delayed the work considerably. Post project evaluation is in place for large capital projects and will be streamlined through the Asset Management Board. New scoring mechanism developed to support evaluation.
BV4.3		Implement updated Project Process for Options & Evaluation.	Launch at Capital Investment Board	April ~~2021~~ August 2023	MPPM	The new streamlined approach will be launched at the August meeting of the Capital Investment Board.
BV4.4		Training / Mentoring for Project	Delivery of training recorded	~~September 2021~~	Project Review Team	An external audit was undertaken to assess training requirement.

Best Value 3 Action Plan V4 – February 2023

Reference	Theme	Actions to achieve outcomes	Success Measures	Key Dates	Lead	Progress
		Practitioners in updated Project Process for Options & Evaluation		September 2023		Training now largely 75% completed and will be completed by September 2023.
BV5.1	Work with communities and community groups to improve engagement	Engage with communities to understand and improve levels of satisfaction with council services in order to understand and address their concerns	Develop co-ordinated approach to measuring satisfaction with communities.	~~Dec 2021~~ Oct 2023	Head of CSS	As part of the performance excellence project, the project team liaised with the Customer Engagement and Transformation Manager to develop a new corporate customer satisfaction survey which will be issued October 2023.
BV5.2			Trends are measured as well as individual survey outcomes	~~Dec 2021~~ October 2023	Head of CSS	The survey described above will ensure trend data over a longer period.
BV5.4		Improve the quality of engagement with our communities and reflect this in service improvements	Identify priorities for better future engagement	~~Sept 2021~~ June 2023	Head of CSS	The Executive Leadership Team (ELT) will decide in the spring 2023 a programme of Service Co-Design where services will be co-designing services with stakeholders. This will be a long term programme informed by service self-assessment programme.

Best Value 3 Action Plan V4 – February 2023

Reference	Theme	Actions to achieve outcomes	Success Measures	Key Dates	Lead	Progress
BV5.5		Implement a programme to improve engagement skills across the organisation.	Training materials developed and programme rolled out	~~June 2022~~ June 2023	Head of CSS/CPP Manager	The Executive Leadership Team (ELT) directed a review and agreed a new Community Engagement Guidance document that will be rolled out to employees. The ELT also agreed to establish a working group to further evolve the guidance into a clear framework to provide greater guidance, flowchart and tools for services to engage the community. This activity will link to the training for Service Design that will be rolled out this year (2023).