

Best Value 3 Action Plan
June 2020

Best Value 3 Action Plan – Improving Performance in Argyll and Bute Council						
Ref	Objective	Actions to achieve outcome	Success measures	Key dates	Lead	Progress
BV1.1	Develop the transformation agenda, supported by an affordable and achievable medium to longer term financial strategy	Revenue Develop a programme of transformational service redesigns that can be reflected in a 3 year rolling budget setting process.	Redesign process developed and launched	August 2020	Head of FS	Preliminary work carried out with more preparation required prior to launch in August. BCC update paper taken in May 2020.
BV1.2		Capital Complete capital strategy and launch revised capital process.	Capital Strategy and process is launched	tbc	Head of CS	
BV1.3		Financial Planning Review and update the medium to longer term to longer term financial strategy	Reviewed Medium to long term Financial Plan is approved	Approved as part of budget process for 2021/22 in February 2021	Head of FS	
BV2.1	Improve performance management reporting to provide a balanced picture of long-term trends in performance against targets.	Review the approach to performance management reflecting: <ul style="list-style-type: none"> - 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 	Performance reporting presentation clearly reflects links	March 2021	Head of CSS	
BV2.2			New performance indicators developed	March 2021	Head of CSS	

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BV2.3			New system procured or developed in-house	December 2020	Head of CSS	
BV2.4		Introduce improved reporting of performance information to members that support effective scrutiny	Programme of member seminars/webinars on performance and scrutiny delivered	During development stages of new approach	Head of CSS/Head of LRS	
BV2.5		Improve public performance reporting.	Review of public performance reporting complete	March 2021	Head of CSS	
BV3.1	Increase the pace of transformational change to deliver the business outcomes	Develop and agree refreshed approach to Transformational activity	Themed Transformation Programme, including regular reporting to members, is developed and implemented	tbc	SMT	
BV3.2		Identify thematic areas of activity and explore opportunities to shift investment towards prevention and more effective and efficient interventions	Scoping of thematic areas for transformational change	tbc	SMT	
BV3.3		Develop data analytics/business intelligence as a tool to inform Transformation and Improvement	Options appraisal on data analytics approach complete	March 2021	Head of CSS	
BV3.4		Implement programme of modernising education services.	Regular reports on progress to elected members	tbc	Exec Dir	
BV3.5			Modernisation programme is complete	tbc	Exec Dir	
BV3.6		Make full use of improved technology to transform service delivery and reduce burden on front line services	Include transformation and Digital First as key elements of 2020 ICT and Digital Strategy	Dec 2020	Head of CSS	

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BV3.7			Include ICT and Digital as an enabling principle in the Transformational change	As 3.1	Head of CSS	
BV3.8			Simplify administrative processes by reducing the number of ICT applications in use by 10%	March 2023	Head of CSS	
BV4.1	Assess the extent to which regeneration and economic development initiatives are delivering the vision and corporate outcomes	Review options appraisal processes and benefits monitoring framework to ensure systems are robust and evaluate the benefits and costs of projects.	Complete of overall review and implementation of actions outlined below	April 2022	Major Project Programme Manager (MPPM)	
BV4.2		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	Major Project Programme Manager (MPPM)	
BV4.3		Implement updated Project Process for Options & Evaluation.	Launch at Capital Investment Board	April 2021	Major Project Programme Manager (MPPM)	
BV4.4		Training / Mentoring for Project Practitioners in updated Project Process for Options & Evaluation	Delivery of training recorded	April – September 2021	Project Review Team	
BV5.1	Work with communities and community groups to	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	Head of CSS	

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	improve engagement					
BV5.2			Trends are measured as well as individual survey outcomes	Dec 2021	Head of CSS	
BV5.3		Improve the quality of engagement with our communities and reflect this in service improvements	Gather information from communities on what we are doing well	tbc	Head of CSS	
BV5.4			Identify priorities for better future engagement	tbc	Head of CSS	
BV5.5		Implement a programme to improve engagement skills across the organisation.	Training materials developed and programme rolled out	tbc	Head of CSS/CPD Manager	
BV5.6		Review and simplify the community asset transfer process.	Process reviewed and launched	tbc	Head of CS	
BV5.7		Proactively market community asset transfer opportunities	Programme of asset marketing developed and implemented	tbc	Head of CS	
BV6.1	Work with elected members to improve the uptake of training provided.	Develop and implement an Elected Members' Training and Development Framework 2020 – 2022 that includes:	Training and Development Framework completed	September 2020.	Head of L&RS	
BV6.2		<ul style="list-style-type: none"> - participation in Local Government Improvement Service Members CPD Framework. - Annual PDP session offered to each elected member with a senior member of the Governance Team 	Information on Local Government Improvement Service Members CPD Framework provided and process of recording participation by members in place	November 2020	Head of L&RS	

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BV6.3		- Offer all members the opportunity of a development profiling exercise; self-reflection or '360'	36 PDP sessions offered	October 2020	Head of L&RS	
BV6.4		- 1-1 Coaching for Senior Elected Members.	Invitation issued to all members	October 2020	Head of L&RS	
BV6.5		Elected Member Seminar Programme developed to incorporate series of focused skype development sessions which facilitate remote attendance	Skype seminars programme developed	October 2020	Head of L&RS	
BV 6.6		Enhance provision of on-line learning and development activities to increase resources and support for members to address development needs on a remote basis	On line learning facility available	December 2020	Head of L&RS	
BV6.7		Encourage attendance at masterclasses run by the Local Government Improvement Service and the Digital Office for Scottish Local Government.	Information on masterclasses provided and process of recording attendance by members in place	November 2020	Head of L&RS	
BV7.1	Improve engagement to ensure staff are bought into the council's vision.	Review and refresh remote delivery of training resources and support	All suitable mandatory training has remote delivery option	Dec 2021	Head of CSS	
BV7.2		Develop and implement employee engagement programme that involves them in the ongoing transformation of the organisation	Plan developed and implemented	Dec 2020	Head of CSS	