

Appendix 1

CORPORATE IMPROVEMENT PLAN

Report Type: Actions Report

Generated on: 6 March 2024

Year	Plan	Number of actions	Complete November 2023	Complete March 2024	In progress November 2023	In progress March 2024	Overdue November 2023	Overdue March 2024
2020/21	Best Value 2020	30	29	29	1	1	0	0
2021/22	Annual Governance Statement 2022	7	5	6	1	0	1	1
2022/23	Self-evaluation 2023	10	0	8	10	2	0	0
2023/24	Best Value Thematic Action Plan 2023/24	7	N/A	2	N/A	5	N/A	0
	Best Value Wider Scope Action Plan 2023/24	6	N/A	3	N/A	3	N/A	0
	Total	60	35	48	12	11	1	1

Best Value Action Plan 2020

Report Type: Actions Report
Generated on: 06 March 2024

Action	Status	Progress	Managed By	Assigned To	Latest Note	Due Date
Best Value 2020 Action Plan	In Progress	99%				
BV1 Reviewing its priorities and outcomes and including SMART measures and targets so that progress can be easily demonstrated.	Completed	100%			RECOMMENDATION	31-Mar-21
BV1.1 Cllrs will agree a new set of Priorities	Completed	100%			Cllrs agreed a new set of Priorities in July 2020	01-Mar-21
BV1.2 Agree a new Council Plan	Completed	100%			New Council Plan agreed by Cllrs in Sept 2020.	01-Mar-21
BV1.3 Develop Directorate and Area Plans that include SMART measures, targets and actions to demonstrate how the council will deliver on its priorities.	Completed	100%	SLT	Christopher Alderton; Jenn Askildsen; Johanna Barclay; Gavin King; Gillian Milne; Elaine Osinska; Trisha Pirie; Anna Thomson; Neil Watts	Business Services have completed all tasks in relation to this Action. The BS Directorate Plan and associated Directorate Action Plan have both been approved at BS Committee on 25 February 2021 and 10 June 2021 respectively. Action is 100% complete for Business Services.	31-Mar-21
BV2 Improving its approach to performance management	Completed	100%			RECOMMENDATION	30-Nov-21
BV2.1 Develop and implement a new performance management framework	Completed	100%	Kate Bond	Fiona McCallum	The Performance Management Framework was approved by Full Council on 24 June. Sessions have been presented to all DMTs and offered to all service management teams. Work is progressing in conjunction with Learning & Development to create a general awareness course for employees, with other modules being developed for line managers to encourage conversations at all levels of the organisation.	30-Apr-21
BV2.2 Robust use of LGBF in all services. Demonstrate how services use LGBF to deliver improvements through Directorate Plans	Completed	100%	SLT	Rob Simpson	LGBF included in Directorate Plan reports to Policy Committees May/June 2021. Updates due in Nov 21 in terms of progress / performance reporting.	30-Nov-21
BV2.3 Develop a new programme supporting continuous improvement across all services in conjunction with the Improvement Service	Completed	100%	Kate Bond; Jim Savege	Donna Redford	CI Framework approved by SLT 30/6/21. Framework to be discussed with DMTs during July 2021.	30-Jun-21
BV2.4 Regular performance reporting to Policy and Area Committees	Completed	100%	SLT	Johanna Barclay; Gavin King; Gillian Milne; Alan Morris; Elaine Osinska; Trisha Pirie; Anna Thomson; Neil Watts	All Directorate and Area Plans have now been approved by the relevant committee. All performance measures to demonstrate success with delivering the Council priorities through the Directorate and Area Plans have also been approved by the relevant committee. The performance measures will allow the impact on communities of the delivery of our priorities to be demonstrated. The first round of reporting to committee on performance will take place between November 2021 and January 2022 and this will cover the reporting periods Quarter 1 and Quarter 2 2021/22 (April to September 2021). Thereafter performance reports will be presented to committees on a six-monthly basis. Each report will include a summary of progress with the actions set out in the Directorate or Area Plan along with the agreed performance measures. In this way committees can hold services accountable for progressing actions and performance. The range of performance measures that will be reported to each Committee will evolve over time based on feedback from Elected Members and Chief Officers.	30-Apr-21
BV3 Implementing an effective Council-wide approach to self-evaluation including robust arrangements for monitoring agreed actions	Completed	100%			RECOMMENDATION	30-Sep-21
BV3.1 Review and develop the self-evaluation process	Completed	100%	Kate Bond	Fiona McCallum	The Audit Committee at its meeting on 16 September agreed to implement the Public Service Improvement Framework self-evolution model across the organisation. A training session is being held with relevant officers on 14 October 2021 and a pilot self-evaluation will be identified at that session.	30-Sep-21
BV3.2 Embed the key actions arising into a corporate improvement plan	Completed	100%	Kate Bond	Fiona McCallum	Complete. Corporate Improvement Plan is developed and is to be presented to SLT on 13 January 2021 and Audit Committee on 4 February with quarterly updates being provided thereafter.	31-Dec-20
BV4 Reviewing the scrutiny	Completed	100%			RECOMMENDATION	30-Jul-21

arrangements to ensure that there is sufficient public scrutiny and that it effectively supports continuous						
BV4.1 Undertake a review of scrutiny arrangements	Completed	100%	Lucy Hay; Karen Wiles	Ruth O'Hare; Lauren Cowie	At its meeting on 17 September 2021 the Procedures Committee considered the outcome of the review of scrutiny arrangements and agreed an action plan, which included a review of the Scrutiny at Aberdeenshire Guidance in Part 4A of the Scheme of Governance, changes to the language in reports on scrutiny matters and additional training for Elected Members and officers. The Committee therefore agreed that this action could be concluded. The renewed approach to scrutiny brought about by the review will assist Elected Members in carrying out their scrutiny role effectively, ensuring improvements to service delivery can be identified and implemented for the benefit of communities.	30-Jun-21
BV4.2 Develop a systematic programme of scrutiny with a key focus on outcomes and improvements and the impact of scrutiny actions on service delivery to align with the seven principles in the Code of Corporate Governance	Completed	100%	Lucy Hay; Karen Wiles	Ruth O'Hare; Lauren Cowie	At its meeting on 17 September 2021 the Procedures Committee considered the outcome of the review of scrutiny arrangements and agreed an action plan, which included a review of the Scrutiny at Aberdeenshire Guidance in Part 4A of the Scheme of Governance to outline a process for programming scrutiny activity for Committees, with monitoring and reporting on actions and improvements arising therefrom. The Committee therefore agreed that this action could be concluded. The renewed approach to programming scrutiny brought about by the review will assist Elected Members in carrying out their scrutiny role effectively, ensuring improvements to service delivery can be identified and implemented for the benefit of communities.	30-Jul-21
BV4.3 Put in place a programme of Cllr training to support improved scrutiny at all levels	Completed	100%	Lucy Hay; Karen Wiles	Ruth O'Hare	At its meeting on 17 September 2021 the Procedures Committee considered the outcome of the review of scrutiny arrangements and noted the training that had already been implemented for Councillors through a series of face to face sessions and an ALDO module. The Committee further agreed an action plan including a series of drop in sessions for Members on the actions arising from the review, including the review of the Scrutiny at Aberdeenshire Guidance, and noted the inclusion of scrutiny training in the induction programme for new Cllrs in May 2022. The Committee therefore agreed that this action could be concluded. The existing and future training for Elected Members will assist them in carrying out their scrutiny role effectively, ensuring improvements to service delivery can be identified and implemented for the benefit of communities.	30-Jun-21
BV5 Improving the performance of key services including education attainment and housing relets	In Progress	98%			RECOMMENDATION	31-Mar-24
BV5.1 Develop improvement plans based on performance of key services, aligned to Directorate Plans. Initially focusing on housing re-lets and poverty related educational attainment	Completed	100%	SLT	Johanna Barclay; Gavin King; Kay MacDonald; Alan Morris; Elaine Osinska; Trisha Pirie; Anna Thomson; Neil Watts	Re-let plan in place and performance being monitored. Performance improvements will become more visible as we emerge from Covid 19 restrictions and move back to routine allocation of properties. Progress discussed with Audit Scotland 28/06 who appeared content with actions and progress to date. ECS NIF plan demonstrates our plans to deal with poverty related educational attainment.	31-Dec-20
BV5.2 Housing re-lets: review all policies/procedures and implement improvement action plan	Completed	100%	Alexander Macleod; Rob Simpson	Johanna Barclay; Gavin King; Andrew Mackie; Alan Morris; Elaine Osinska; Trisha Pirie; Anna Thomson; Neil Watts	As noted in previous updates, the new void procedure has been completed, and the updated lettable standard has been implemented across the whole of Aberdeenshire. Relets within Sheltered Housing units have now resumed, meaning that implementation is now complete across all Housing stock. Aberdeenshire Council is moving to a Choice-Based Lettings (CBL) model of housing provision, which will require a modification of the void procedure to take account of these changes. Work on this update has been completed, with the CBL model now due to go live in August.	31-Dec-20

BV5.3 Housing re-lets: (reduce mainstream to 40 days)	In Progress	90%	Alexander Macleod; Rob Simpson	Gavin King; Anna Thomson; Neil Watts	<p>Performance against this measure remains above the target of 40 days. At the end of February, the average time taken to relet mainstream properties was 49.5 days for 2023/24. While this represents an improvement over the 2022/23 figure of 56.5 days, it can be seen that we still have some way to go.</p> <p>Analysis of the figures suggests that meter issues have impacted on this figure significantly - if we exclude properties where relets have been affected by this issue, the average time to relet mainstream properties is 41.3 days for the current year. This performance should also be viewed against a national backdrop where many local authority landlords are reporting ongoing issues with relet times.</p>	31-Mar-24
BV5.4 Education: Review of Pupil Equity Funding impact on educational attainment at all levels and identify areas where PEF can be more appropriately targeted to improve outcomes for young people	Completed	100%	Vincent Decherly; Susan Smith	Peter Wood	Complete - data gathering tool has been issued and HTs have returned their submissions to the centre.	31-Mar-21
BV5.5 Education: National Improvement Framework priority 2 (Closing the attainment gap between the most and least disadvantaged children and young people) added to cluster attainment targets linked to the National Improvement Framework Plan for Aberdeenshire	Completed	100%	Vincent Decherly; Susan Smith	Peter Wood	<p>The National Improvement Framework final report has been completed and submitted to ECS LT</p> <p>QIM/QIOs are continuing to work closely with Education Scotland colleagues and our attainment advisor on schools who have a follow through inspection and are therefore part of our intensive support programme. This is currently 'live' school support. QIMs have developed the support programme for schools and this has been agreed by the Chief Education Officer. We await detail from Education Scotland on their proposals for restarting their inspection programme. A general overview has been received from them but more detail is still to follow.</p> <p>HTs have completed their Pupil Equity Funding questionnaire and this has been shared with the Director and marked as complete at Audit Committee</p>	31-Mar-22
BV5.6 Fully implement Scottish Government 1140 early learning and childcare (ELCC) strategy	Completed	100%	Anne Marie Davies MacLeod	James Martin; Julia Matthew; Natalie Stewart	The Scottish Government agreed a 12 month extension for the implementation of the 1140 provision due to the Covid pandemic. The Council roll out programme was completed within the extended deadline.	31-Aug-20
BV6 Continuing to develop its corporate approach to workforce planning	Completed	100%			RECOMMENDATION	30-Sep-21
BV6.1 Implementation of the workforce strategy "Our Future Workforce"	Completed	100%	Lucy Hay; Karen Wiles	Kay Hopwood	Services have the choice to incorporate workforce planning into service, team and or business plans or they can have a stand alone workforce plan. Workforce Plans have been built into Directorate Plans for Business Service and Infrastructure Services and these have been approved by their respective policy committees. ECS Directorate Plan was already approved but Workforce Planning has subsequently been built into the plan. Numerous Service and team workforce plans are currently being developed. A workforce power BI has been developed to provide real time workforce data in order to set priorities and monitor progress. A corporate WFP Tracker is being developed for reporting and monitoring purposes. the "our future workforce" strategy was approved at Business services committee in Feb 2020 and has been embedded into the WFP Toolkit, WFP guidance and resources pack which can be accessed through the AskHR Portal.	31-Mar-21
BV6.2 Develop and implement service workforce plans	Completed	100%	SLT	Kay Hopwood; Ritchie Johnson; Rob Simpson	All services now have high level workforce plans in place through Directorate Plans (AHSCP are covered by national workforce planning requirements). Completion of workforce planning related actions arising from Directorate Plans are progressing in line with target dates. In addition individual service workforce plans and resulting actions are now captured and monitored in Pentana for ease of reporting to officers, committees and trade unions. Whilst there has been slippage in the progress of this element of the programme due to Covid response and the death of the WFP lead in HR the actions are now re-prioritised and progressing again within services. This will provide the authority with a more detailed picture of total workforce numbers, skills and succession in each service area. This is now becoming business as usual and HR will assist services to monitor their workforce planning and outcomes using the workforce power BI that provides up to date workforce data on absence, establishment, recruitment, turnover.	01-Sep-21

BV7 Developing SMART criteria to measure the impact working in partnership has on improving outcomes	Completed	100%			RECOMMENDATION	30-Apr-21
BV7.1 Develop and implement new performance measures to support delivery of the CPP LOIP priorities	Completed	100%	Angela Keith; David MacLennan; Ann Overton	Angela Keith; David MacLennan; Ann Overton	The CPP Board at its meeting on 15 September 2021 approved the performance management framework including high level performance indicators for each of the LOIP priorities and agreed that this action could be marked as complete.	30-Apr-21
BV7.1.1 Connected and Cohesive Communities	Completed	100%		Angela Keith; David MacLennan; Ann Overton; Prabhakaran Singh	The CPP Board at its meeting on 15 September 2021 approved the performance management framework including high level performance indicators for each of the LOIP priorities and agreed that this action could be marked as complete.	30-Apr-21
BV7.1.2 Reducing Poverty	Completed	100%		Amanda Roe	On 1 April Communities Committee agreed the updated child poverty action plan which has been refreshed to reflect the impact of Covid-19 and the UK's exit from Europe. The plan is a live plan and updates are regularly posted on the Our Aberdeenshire website - https://www.ouraberdeenshire.org.uk/our-priorities/reducing-child-poverty/	30-Apr-21
BV7.1.3 Changing Aberdeenshire's relationship with alcohol	Completed	100%			The CPP Board at its meeting on 15 September 2021 approved the performance management framework including high level performance indicators for each of the LOIP priorities and agreed that this action could be marked as complete.	30-Apr-21
BV7.2 Develop six Area Delivery Plans which bring together existing local plans	Completed	100%	Angela Keith; David MacLennan; Ann Overton	Angela Keith; David MacLennan; Ann Overton	All Area Plans were reported to the six Area Committees, and approved, by 25 May 2021	30-Apr-21
BV8 Concluding the remaining locality plans as soon as possible	Completed	100%			RECOMMENDATION	31-Mar-21
BV8.1 Finalise Banff and Macduff locality plan	Completed	100%	Angela Keith; David MacLennan; Ann Overton	Angela Keith; David MacLennan; Ann Overton	LOIP was approved at CPP Board on 9 June.	31-Mar-21
BV9 Continuing to develop area performance reporting that is timely and relevant at that level	Completed	100%			RECOMMENDATION	30-Apr-21
BV9.1 Develop and implement performance monitoring to support the key deliverables set out in the Area Delivery Plans	Completed	100%	Angela Keith; David MacLennan; Ann Overton	Johanna Barclay; Gavin King; Gillian Milne; Alan Morris; Elaine Osinska; Trisha Pirie; Anna Thomson; Neil Watts	As of 5 October 2021, all six area committees received reports on Area Performance including the Area Performance Indicators. Area Committees agreed the reporting plan on Area Performance, which includes the wider performance reporting schedule. The Area Plan Action Plan update will be taken forward in the November and December 2021 meeting cycles with reports on the Area Performance Indicators being planned for Area Committees January-March 2022 meeting cycles.	30-Apr-21
BV9.2 Regular reporting to Area Committees providing transparency, accountability and ability to undertake scrutiny at a local level	Completed	100%	Angela Keith; David MacLennan; Ann Overton	Johanna Barclay; Gavin King; Gillian Milne; Alan Morris; Elaine Osinska; Trisha Pirie; Anna Thomson; Neil Watts	It is agreed that Area Performance reports will be implemented in the Area Committees' January- March 2022 cycles and then this reporting is planned again for the cycles prior to the summer recess. This arrangement complements the agreed Corporate Performance Framework reporting schedule plus the reporting the delivery of the Actions Plan in the Area Plans. The informal sessions about performance with Directorate Management Teams will take place at least annually and extra sessions can be agreed as needed. Area Committees will also receive an annual Scrutiny report, which identifies both formal and informal scrutiny and performance monitoring undertaken by the area committees.	30-Apr-21
BV10 Councillors should take advantage of the training and development opportunities that the Council provides to ensure they have the necessary skills and knowledge to perform their role effectively	Completed	100%			RECOMMENDATION	01-Mar-21
BV10.1 All Cllrs to ensure that basic CPD requirements are up-to date	Completed	100%	Lucy Hay; Karen Wiles	Kay Hopwood	An Elected Member CPD Focus group took place on 15/02/2021 and proposal has been developed for wider engagement. The proposals outlines solutions for increasing councillor engagement around CPD recognising, attending and recording events and learning. Solutions include annual engagement around the CPD timetable, regular reminders and updates, a dedicated e-learning portal for all Councillors.	31-Dec-20

BV10.2 Undertake a review of the current training and development programme	Completed	100%	Lucy Hay; Karen Wiles	Kay Hopwood	An Elected Member CPD questionnaire was issued in March 2021 and is now complete and analysed. A package of support has been put in place in order to increase EM engagement with CPD. This includes EM ALDO portal, monthly reminder, newsletter, top tips, articles, timetable of events, bi-annual focus group. Outcomes will regularly be monitored by the group and any additional remedies put in place.	01-Mar-21
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**Annual Governance
Statement Action Plan
21/22**

Report Type: Actions Report

Action	Status	Progress	Managed By	Assigned To	Latest Note	Due Date
Annual Governance Statement Action Plan 2021/2022	In Progress	97%			PARENT ACTION	01-Apr-25
AGS2021-22 1 1. Develop training modules and have regular meetings of performance Leads across the organisation Review the self-evaluation model to ensure a more rounded and corporate approach and to embed this within performance processes	Completed	100%	Kate Bond	Fiona McCallum	The performance management framework is underpinned by the development of SMART performance measures with clear, measurable outcomes. Training has been delivered to Officers and Councillors and is also available on ALDO. The Performance Officer Network has been re-established and is meeting every 6 weeks. A new self-evaluation model was agreed by Audit Committee in November 2021 and a corporate programme of self-evaluation agreed in December 2021. A pilot self-evaluation was undertaken in Customer & Digital Services in February 2022 and a Council wide evaluation in March/April 2022.	31-Jan-22
AGS2021-22 2 2. Develop a corporate data hub to promote robust data analysis as well as smart service design based on the needs of our citizens across partner organisations	Overdue	80%	Kate Bond	Fiona McCallum	Work has been ongoing since the Team leader data & analytics came into post in June 2023, including work to progress the development of the data strategy and the establishment of a centre of analytics excellence of Council officers with a core role around data. Procurement of a data platform was approved by Business Services Committee on 29 February 2024 and procurement documentation is being developed with a view to tendering for a platform in late Spring 2024.	01-Apr-23
AGS2021-22 3 3. Implement new self-evaluation framework aligned to the Code of Corporate Governance	Completed	100%	Kate Bond	Fiona McCallum	Audit Committee in November 2021 agreed that the Council would adopt the Public Service Improvement Framework self-evaluation model. A corporate programme of self-evaluation agreed in December 2021. A pilot self-evaluation was undertaken in Customer & Digital Services in February 2022 and a Council wide evaluation in March/April 2022.	30-Nov-21
AGS2021-22 4 4. A review of the Risk Management Strategy and related processes has been undertaken during 2020/21 along with a refresh of the Corporate and Directorate Risk Registers.	Completed	100%	Mary Beattie	Susan Donald	Business Services Committee approved a new Risk Management Policy on 6th January 2022. Since then work has been ongoing to set up a draft Service Risk Register on Pentana using the Finance Service as an exemplar, based on a 4 by 5 Risk Matrix. Work has also been ongoing to develop draft Risk Management Guidance. A questionnaire was issued to Directors, Heads of Service and Service Managers to gauge the current Risk Appetite across the Council and within Services. The results of this will be presented to CLG by the end of September along with a draft Risk Appetite Statement. It will then be subject to discussion with SLT and Elected Members. The timetable agreed by the Corporate Risk Management Steering Group, aims to present the final version of the Risk Appetite Statement to Business Services Committee for approval in January 2023	30-Jun-22
AGS2021-22 5 5. Promote service design approach by involving customers in our decision-making and shaping service delivery	Completed	100%	Kate Bond	Gelleen-Henderson ; Fiona McCallum	A dedicated service design post was created and filled in January 2022 and sits within Customer and Digital Services, working across the wider organisation. Activity since has focused on establishing the role and developing a workplan which will focus on embedding a service design culture across the organisation and in our communities. The Service Designer is currently working directly with services to demonstrate the value of customer insight in the codesign and redesign of user journeys in key areas such as financial transactions and customer services.	31-May-22

<p>AGS2021-22 6. Work with citizens to help them to realise their digital aspirations through delivery of the Digital Strategy</p>	<p>Completed</p>	<p>100%</p>	<p>Paul Macari</p>	<p>Jack Rigby</p>	<p>The Digital Inclusion workstream continues to feed into Aberdeenshire Council's Digital Strategy. Updates on the Digital Strategy, including digital inclusion, are presented to Business Services twice a year.</p> <p>The Digital Inclusion Group continues to work on action planning across 4 key priorities:</p> <ul style="list-style-type: none"> - Digital Connectivity – working with UK & Scottish Governments, as well as telecoms industry, to further improve broadband connectivity and infrastructure across Aberdeenshire as a whole. - Digital Access – working with Connecting Scotland and the Digital Citizen Unit, as well as internal services such as Education and Tackling Poverty & Inequalities, to further the ability to get digital devices to those who need it. Equally, this workstream explores how best to ensure public access devices are as available as possible. - Digital Confidence – working across services to further enhanced digital skills training for residents across Aberdeenshire. - Hybrid – ensuring that there are always alternative ways for residents to access services where digital 	<p>31-Mar-25</p>
<p>AGS2021-2022 7 7. Develop and implement governance frameworks to support and promote cross service working and collaborative projects</p>	<p>Completed</p>	<p>100%</p>			<p>The Collaboration Board formed April 2021 undertakes tasks and activities as directed by SLT, to cover consideration and development of the MTFS and budget strategy, improvement and change. The group also recognises the continuing influence of Covid-19 and supports Service Recovery and Reform and will assess and respond to future emerging risks.</p> <p>The Board facilitates safe space for cross service peer challenge and consequence, adopting a fluid and responsive approach to timeline priorities, looks outward to support the organisation by building capacity and capability. Inclusiveness, openness and transparency are core principles where Board members are responsible for sharing outputs with colleagues reporting to Directorate Management Teams and Boards.</p> <p>The Collaboration Board is Accountable to Strategic Leadership Team.</p>	<p>31-Jan-22</p>

Self Evaluation Action 2023

Report Type: Actions Report
Generated on: 06 March 2024

Action	Status	Progress	Managed By	Assigned To	Latest Note	Due Date
PSIF CW 2023 Aberdeenshire Council PSIF 2023 Improvement Plan	In Progress	68%			<u>PARENT ACTION</u>	30-Jun-24
PSIF CW 2023 1. Governance & financial management style	In Progress	67%			<u>PARENT ACTION</u>	31-Mar-24
PSIF CW 2023 1.1 Review budget-setting process to include longer-term financial planning, more stakeholder engagement (including communities) and participatory budgeting	In Progress	75%	Directors	Mary Beattie; Alison Tennant; Karlyn Watt	The 2024/25 budget setting process included the agreement of a Medium Term Financial Strategy to cover the next 5 years (2024/25 – 2028/29), including a detailed Capital Plan covering the same period, along with indicative high level spend and funding estimates that fall within the affordability limits set out with in the MTFs and Capital Plan for the period 2029/30 through to 2038/39. A budget engagement exercise was carried out between 4 October 2023 and 17 November 2023, with the outcome reported to the Council in November 2023. Further engagement took place in the period before the formal budget meeting in February 2024. Work is progressing to develop a Participatory Budget Strategy to align that with the overall budget process for future years. Further work will also be done to explore with the Strategic Leadership Team how more longer-term financial planning can be developed during 2024/25 and we will continue to evolve and adapt our processes year on year based on past experience.	31-Mar-24
PSIF CW 2023 1.2 Consider further ways to present performance data to ensure it is accessible and easily understood by a range of stakeholders	In Progress	60%	Directors 2024; SLT; Rob Simpson	Fiona McCallum	A performance management system procurement review group was established in Sept 2023 to review the current arrangements. Demos have been provided by different suppliers but alternative solutions are over budget. The strategy and innovation team is exploring how performance data and reporting can be provided within the data hub solution.	31-Mar-24
PSIF CW 2023 2. Risk Management	In Progress	90%			<u>PARENT ACTION</u>	30-Jun-24
PSIF CW 2023 2.1 Embed an approach for governance of the risk strategy and risk register	Completed	100%		Mary Beattie; Susan Donald	The governance of risk is now well established with Risk Management and Business Continuity a standing item on the agenda of the Corporate Risk Management Steering Group. Service Risk Registers are currently subject to review and this will be complete by mid-June 2024. Work is ongoing to review and revise the Directorate and Corporate Risk Registers.	30-Jun-24
PSIF CW 2023 2.2 Review the approach to risk to ensure it continues to meet our needs	In Progress	80%		Mary Beattie; Susan Donald	The Service Registers are all complete and are currently being updated and reviewed by services with a deadline of mid-June 2024. The Directorate Risk Register and Corporate Risk Register are currently being developed to reflect the emerging themes from the Service Risk Registers. The aim of the Council's approach to Risk Management is to create a culture of ongoing monitoring, updating and review with the intention that this iterative approach embeds risk management as a business as usual activity.	30-Jun-24
PSIF 2024 3. Leadership	In Progress	20%			<u>PARENT ACTION</u>	31-Mar-24
PSIF CW 2023 3.1 Share information on transformation projects widely across the Council	In Progress	20%	Directors 2024	Kate Bond	A communications strategy and stakeholder map has been developed, and a SharePoint site built which will be a portal for staff to learn more about the transformation programme. This will go live at the point the transformation strategy is agreed by councillors and the programme is formally launched (expected October 2023)	31-Mar-24
PSIF CW 2023 4. Results	In Progress	95%			<u>PARENT ACTION</u>	31-Mar-24
PSIF CW 2023 4.1 Explore data-sharing opportunities with partners	In Progress	90%		Fiona McCallum	A workshop is being held on 19 March with colleagues from Public Health, NHS Grampian and Aberdeen City to explore data sharing opportunities.	31-Mar-24
PSIF CW 2023 4.2 Demonstrate how we are using benchmarking to make service improvement	Completed	100%		Fiona McCallum	All Services are required to report in business plans how they have used benchmarking to make service improvements.	31-Mar-24

**Best Value Thematic Action
Plan 2023-24**

Report Type: Actions Report
Generated on: 06 March 2024

Action	Status	Progress	Managed By	Assigned To	Latest Note	Due Date
2023-24 BV T Best Value Thematic Action Plan 2023-24	In Progress	32%			<u>PARENT ACTION</u>	31-Jan-25
2023-24 BV T 1. Council Vision and Priorities	In Progress	15%		Kate Bond	<u>PARENT ACTION</u>	30-Sep-24
2023-24 BV T 1.1 All Head of Service Plans to be peer reviewed	In Progress	30%	Directors 2024	Kate Bond	Collaboration Board have agreed to peer review all Business Plans and this will take place during March/April - prior to all Business Plans being considered at committee.	01-May-24
2023-24 BV T 1.2 Provide case studies within the annual report	In Progress	0%	Directors 2024	Kate Bond		30-Sep-24
2023-24 BV T 2. Reducing Inequalities and Climate Change	Overdue	0%			<u>PARENT ACTION</u>	31-Dec-23
2023-24 BV T 2.1 Committees to consider and discuss the IIAs presented as part of a report and this will be formally minuted	Completed	100%	Area Chairs and Vice Chairs; Directors 2024; Policy Chairs and Vice Chairs	Karen Wiles	Committee officers will action when mentioned in debate	31-Dec-23
2023-24 BV T 3. Alignment of delivery plans – Transformation	In Progress	35%			<u>PARENT ACTION</u>	31-Jan-25
2023-24 BV T 3.1 Full Council to agree Transformation Strategy and associated governance framework	Completed	100%	Jim Savege	Kate Bond	Full Council agreed the transformation strategy and work to deliver the programme is now underway https://aberdeenshire.moderngov.co.uk/documents/s10444/Transformation%20Strategy%20-%20Covering%20Report.pdf	30-Nov-23
2023-24 BV T 3.2 Policy committees to monitor their areas of responsibility	In Progress	5%	Directors 2024; Jim Savege	Kate Bond	No transformation business cases have been completed yet, but policy committees will be responsible for overseeing them once approved.	31-Jan-25
2023-24 BV T 3.3. Twice yearly reporting to full council, with links to MTFS	In Progress	0%	Directors 2024; Jim Savege	Kate Bond		31-May-24
2023-24 BV T 4. Alignment of delivery plans – Asset Plans	In Progress	80%			<u>PARENT ACTION</u>	31-Mar-24
2023-24 BV T 4.1 Outputs from review of Capital Plan reported to budget meeting	In Progress	80%	Directors 2024; Jim Savege	Mary Beattie; Karlyn Watt; Allan Whyte	The Capital Plan was reviewed through the Capital Plan Sub Group and was subject to an affordability and achievability review. The Capital Plan was approved by the Council as part of the budget setting meeting in February 2024, with a cap of 8.5% on borrowing agreed. The development of a Capital Strategy will be progressed during 2024/25.	31-Mar-24

**Best Value Wider Scope Action Plan
2023-24**

Report Type: Actions Report
Generated on: 06 March 2024

Action	Status	Progress	Managed By	Assigned To	Latest Note	Due Date
2023-24 BV WS Best Value Wider Scope Action Plan 2023-24	In Progress	82%			PARENT ACTION	31-Jan-25
2023-24 BV WS 1. Financial sustainability - Transformation Plans	In Progress	36%			PARENT ACTION	31-Jan-25
2023-24 BV WS 1.1 Full Council to agree Transformation Strategy and associated governance framework	Completed	100%	Directors 2024; Jim Savege	Kate Bond	Full council agreed the transformation strategy at its meeting of 23rd Nov 2023. https://aberdeenshire.moderngov.co.uk/documents/s10444/Transformation%20Strategy%20-%20Covering%20Report.pdf	01-Dec-23
2023-24 BV WS 1.2 Policy committees to monitor their areas of responsibility	In Progress	10%	Directors 2024; Jim Savege	Kate Bond	Discovery work on the transformation themes is underway. Once business cases have been developed and approved, these will be subject to regular monitoring by policy committees	31-Jan-25
2023-24 BV WS 1.3 Twice yearly reporting to full council, with links to MTFS	In Progress	0%	Directors 2024; Jim Savege	Kate Bond		31-May-24
2023-24 BV WS 2. Financial sustainability - Capital	Completed	100%			PARENT ACTION	31-Mar-24
2023-24 BV WS 2.1 The outputs from the Capital Plan review is reported to the budget meeting	Completed	100%	Directors 2024	Mary Beattie	A revised 5 year and indicative future years capital plan was agreed as part of the Council's 24-25 budget setting process.	31-Mar-24
2023-24 BV WS 3. Vision, Leadership and Governance – updating policies	Completed	100%			PARENT ACTION	31-Dec-23
2023-24 BV WS 3.1 A review will be undertaken to ensure all externally-facing policies are included in the corporate reporting framework	Completed	100%	Kate Bond	Fiona McCallum	This review has been undertaken and all policies are being considered by their respective policy committees to determine as timetable for updates being made	31-Dec-23
2023-24 BV WS 4. Vision, leadership and governance: Adult Social Care	In Progress	95%			PARENT ACTION	31-Mar-24
2023-24 BV WS 4.1 Develop and complete action plan on recommendations from Internal Audit of IJB Governance	In Progress	95%	Pamela Milliken	Lauren Cowie	All actions from the Internal Audit report have now been completed except one. The last recommendation relates to publication of agendas for the Clinical and Adult Social Work Committee. Information is provided to this Committee from both Council and NHSG and agreement is therefore required on publication of information. Work is progressing rapidly with the Information Governance team of NHSG with the aim to complete as soon as practicable. Once agreement is reached, any updated exemptions will be placed before the IJB for consideration as part of the refreshed IJB Handbook due to be presented in March 2023.	31-Mar-24