

EAST AYRSHIRE COUNCIL

COMMUNITY SERVICES COMMITTEE – 14 SEPTEMBER 2005

CONTINUOUS IMPROVEMENT PLAN 2004 - 2007

Report by Executive Director of Neighbourhood Services

1. PURPOSE OF REPORT

- 1.1 To advise the Committee of the annual review of the Continuous Improvement Plan 2004 – 2007 for the Leisure and Protective Services sections of the Neighbourhood Services Department;
- 1.2 To advise on progress made against the continuous improvement plan in 2004/05; and
- 1.3 To introduce additional actions for the next two years of the current continuous improvement plan.

2. BACKGROUND

- 2.1 Neighbourhood Services (Leisure and Protective Services) developed a continuous improvement plan to measure and drive service improvement / development over the 3 year period 01 April 2003 to 31 March 2006.
- 2.2 The plan contained 287 action points to be progressed over the period of the plan.
- 2.3 The current Continuous Improvement Plan was submitted and agreed at Community Services Committee on the 15 September 2004.
- 2.4 The improvement plan meets the Government's requirement to achieve best value through continuous improvement in services, year on year.

3. PROGRESS IN 2004/05 AGAINST THE DEPARTMENTAL CONTINUOUS IMPROVEMENT PLAN (2004-2007)

- 3.1 The review of the action plan has been simplified using colour coding to indicate the progress towards each action that has been achieved in the last year (see appendix 1).

- 3.2 The colour coding is as follows:-

- | | | | | | |
|---|---------|---|------------|---|-----------|
|  1 | Delayed |  2 | Ongoing |  3 | Completed |
|  4 | Deleted |  5 | New Action | | |

3.3 Progress is as follows:-

- 48 actions were achieved in 2004/05
- 205 actions are ongoing / recurring, these actions continue to be met
- 15 actions missed their target implementation date and have moved in to financial year 2005/06
- 19 actions have been discontinued as they were completed in 2003/04 (13) or as a result of changes in legislation / priorities etc (6); and
- An additional 28 new actions have been added to the plan.

3.4 In 2005/06 the department aims to achieve / complete the outstanding actions contained within the reviewed Continuous Improvement Plan.

4. FINANCIAL/LLEGAL/POLICY IMPLICATIONS

4.1 Nil

5. CONCLUSION

5.1 The review shows that the department has met most of its service improvement targets set out in 2004/05 Continuous Improvement Plan.

5.2 Through the adoption and implementation of the continuous Improvement plan 2004 – 2007, Protective and Leisure Services continues to show their commitment to delivering quality and value for money services in line with the Council's Community Planning regime.

6. RECOMMENDATIONS

6.1 It is recommended that the Committee:-

- (i) note and approve the contents of the Neighbourhood Services Continuous Improvement Plan 2004 – 2007 annual review; and
- (ii) Otherwise note the contents of the report

William Stafford
Executive Director of Neighbourhood Services

WS/JC

11 August 2005

LIST OF BACKGROUND PAPERS

Nil

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