

EAST AYRSHIRE COUNCIL

COMMUNITY SERVICES COMMITTEE -21 SEPTEMBER 2000

GROUNDS MAINTENANCE DSO -PERFORMANCE MANAGEMENT AND PLANNING AUDIT

Report by Director of Community Services

1. PURPOSE OF REPORT

- 1.1 To advise the Committee of the outcome of the Performance Management and Planning (PMP) Audit regarding the Grounds Maintenance DSO which was carried out by Audit Scotland and to consider the agreed action plan to be implemented in response to the audit.

2. BACKGROUND

- 2.1 The PMP Audit has three main objectives:-

- i) to provide independent external assurance that the Council is making progress on implementing Performance Management and Planning frameworks for services,
- ii) to identify good practice and areas of concern,
- iii) to ensure that services are planning for improvement

- 2.2 The Audit assesses:-

- i) the extent to which a Performance Management and Planning system is in place,
- ii) the evidence for improvements in service delivery and/or service management that have been achieved as a result,
- iii) the services planned improvement to its PMP framework against which progress will be audited in future years.

- 2.3 The general outcome of the PMP reports into three Council services was reported to the Best Value Sub-Committee of the Policy and Resources Committee on 7/8/00 with a recommendation that the findings relating to individual services are reported to the relevant service committees.

3. AUDIT SCOTLANDS CONCLUSIONS AND FINDINGS FROM THE PMP AUDIT FOR THE GROUNDS MAINTENANCE DSO

- 3.1 The Grounds Maintenance Service has demonstrated its support for continuous improvement in service delivery. A fundamental review of the service was carried out in 1998 which resulted in part of the grounds maintenance work being exposed to voluntary competitive tendering

(VCT) and the identification of a range of improvement actions. Some of the actions have been implemented fully whilst others continue to be progressed.

- 3.2 The Council has a corporate programme of planned service reviews which includes the remainder of the grounds maintenance service, The service review process will be strengthened by the use of the EFQM Excellence Model for future service reviews.
- 3.3 The service's PMP submission demonstrates that the identification of service improvements is a continuing process. Improvements are to be progressed by the implementation of the list of improvement actions included in the best value submission and other service action plans. These planned actions are comprehensive and so possibilities for further action identified by this audit review are limited.

4. AGREED IMPROVEMENT ACTIONS

4.1

	Action	Responsible Officer	Date
1.	A Corporate complaints and comments procedure is to be introduced.	Director of Community Services	February 2000 (done)
2.	Consultation is to be built into the regular service planning cycle. The resource implications of all exercises will be set out together with SMART objectives.	Director of Community Services	April 2000 (ongoing)
3.	The remaining DSO contracts are to be bench marked against the prices in the new VCT contract.	Director of Community Services	May 2000 (ongoing)
4.	The EFQM Excellence Model is to be used as the basis for all future service reviews.	Director of Community Services	Ongoing
5.	Future service plans are to record the resource implications of planned activities. Performance targets are to be specified in SMART terms.	Director of Community Services	31 March 2000(ongoing)

6.	Local performance indicators to measure resource utilisation are to be developed	Director of Community Services	31 March 2000 (ongoing)
7.	A staff development scheme (EAGER) is to be implemented.	Head of Personnel Services	31 March 2000(ongoing)
8.	A staff training programme is to be introduced.	Director of Community Services	31 March 2000 (ongoing)
9.	Following the introduction of local performance indicators a reporting mechanism is to be developed for all key performance measures.	Director of Community Services	30 September 2000 (ongoing)
10.	The format of financial monitoring reports is to be reviewed.		Corporate Issue
11.	The development of three year budgets should be considered.		Corporate Issue
12.	A monitoring statement should be prepared to describe progress made on an annual basis against the List of Improvement Actions.	Director of Community Services	Annually

4.2 The agreed improvement actions are being included in the business planning and action planning process for this service which will also include the requirements of EFQM and the Leisure Strategy.

5. POLICY, LEGAL & FINANCIAL IMPLICATIONS

5.1 There are no direct legal or financial implications resulting from this audit. External review of this area is in line with the Council's policies and demonstrates accountability and transparency together with adherence to the principles of Best Value.

6. CONCLUSIONS

6.1 The PMP Audit for the Grounds Maintenance DSO shows that satisfactory progress has been made in the delivery and management of the service and provides appropriate areas for future development.

7. RECOMMENDATIONS

- 7.1 It is recommended that the Committee note the findings of the PMP audit for Grounds Maintenance DSO.

William Stafford
Director of Community Services

WS/JAG/SAM

28 June 2000

LIST OF BACKGROUND PAPERS

1. PMP Audit Report for Grounds Maintenance Audit Scotland 2000.

Any person wishing to inspect the background papers listed above should telephone John Griffiths, Head of Leisure Services Ext 6264

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AGENDA