

Stirling Council Improvement Plan 2013 – 2016

	Area for Improvement	Overall Priority	Sources	Lead Service		
1.	Further develop <b>financial management</b> arrangements	Medium	<ul style="list-style-type: none"> <li>- PSIF Corporate self assessment 2010</li> <li>- PSIF Service self assessments</li> <li>- Best Value 2 Audit 2011</li> <li>- Residents Survey 2011</li> <li>- External Audit Report 2011/12 (arms length organisations)</li> <li>- Council Risk Register</li> </ul>	Governance & Resources <b>Monitoring and Scrutiny</b> Finance and Economy Committee		
	Sub actions:		Reporting year(s):	2013/14	2014/15	2015/16
1.01	Provide residents with more information on expenditure and planned savings			✓		
1.02	Monitor, report on the financial sustainability, and consider future of the council's arms-length organisations			✓	✓	
1.03	Develop better 'value for money' indicators to increase understanding of the costs of services			✓	✓	
1.04	Develop a more strategic approach to procurement including monitoring local expenditure			✓	✓	

	Area for Improvement	Overall Priority	Sources	Lead Service		
2.	Further develop <b>performance management</b> arrangements	Medium	<ul style="list-style-type: none"> <li>- PSIF Corporate self assessment 2010</li> <li>- PSIF Service self assessments</li> <li>- Best Value 2 Audit 2011</li> <li>- Council Risk Register</li> </ul>	Chief Executive's Office <b>Monitoring and Scrutiny</b> Finance and Economy Committee		
	Sub actions:		Reporting year(s):	2013/14	2014/15	2015/16
2.01	Consolidate performance reporting while strengthening the use of performance information related to outcomes, service quality and value for money at all levels of the organisation			✓	✓	
2.02	Further embed self-evaluation through the PSIF roll-out			✓	✓	
2.03	Improve the links between financial and performance reporting			✓	✓	
2.04	Make better use of comparative performance and benchmarking opportunities			✓	✓	
2.05	Develop a consistent approach to service planning to be used across the council			✓	✓	

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3.	Improve the council's approach to <b>equality and diversity</b>	Medium	- PSIF Service self assessments - Best Value 2 Audit 2011 - Council Risk Register	Housing and Customer Service		
				<b>Monitoring and Scrutiny</b>		
				Community Planning and Regeneration Committee		
	Sub actions:		Reporting year(s):	2013/14	2014/15	2015/16
3.01	Equalities Action plan to be agreed and implemented			✓	✓	✓
3.02	Use and scrutiny of Equality Impact Assessment embedded at all levels of organisation			✓	✓	

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4.	Improve the effectiveness of <b>corporate asset management</b>	Medium	- PSIF Corporate self assessment 2010 - Best Value 2 Audit 2011 - Council Risk Register - Performance information (roads maintenance)	Assets & Support		
				<b>Monitoring and Scrutiny</b>		
				Finance and Economy Committee		
	Sub actions:		Reporting year(s):	2013/14	2014/15	2015/16
4.01	Fleet Asset Management Plan			✓	✓	
4.02	Roads Asset Management Plan			✓	✓	✓
4.03	Property Asset Management Plan			✓	✓	✓
4.05	Review of non operational property portfolio			✓	✓	✓

	Area for Improvement	Overall Priority	Sources	Lead Service		
5.	Fully deploy the <b>People Strategy</b>	High	<ul style="list-style-type: none"> <li>- PSIF Corporate self assessment 2010</li> <li>- PSIF Service self assessments</li> <li>- Best Value 2 Audit 2011</li> <li>- Council Risk Register</li> <li>- Performance information (absence)</li> </ul>	Assets & Support		
				<b>Monitoring and Scrutiny</b>		
				Finance and Economy Committee		
Sub actions:			Reporting year(s):	2013/14	2014/15	2015/16
5.01	Complete the roll out of PRD and introduce a process of scrutiny to ensure consistency of application			✓		
5.02	Support a culture of high attendance at work			✓	✓	✓
5.03	Gain a better understanding of the impact of learning and development			✓		
5.04	Influence employees and leaders to be exemplars, and affect positive organisational change			✓	✓	✓
5.05	Develop more effective employee engagement and communication			✓	✓	

	Area for Improvement	Overall Priority	Sources	Lead Service		
6.	Make best use of <b>information &amp; communications technology</b>	Medium	<ul style="list-style-type: none"> <li>- PSIF Service self assessments</li> <li>- Assurance &amp; Improvement Plan 2013-16 (shared services)</li> <li>- Council Risk Register</li> </ul>	Assets & Support		
				<b>Monitoring and Scrutiny</b>		
				Finance and Economy Committee		
Sub actions:			Reporting year(s):	2013/14	2014/15	2015/16
6.01	Make use of technology to enable more flexible workstyles			✓	✓	
6.02	Continue ICT development work relating to shared services with Clackmannanshire			✓	✓	
6.03	Develop and implement revised ICT strategy			✓	✓	✓
6.04	Improve information and knowledge management through a framework of policies, guidance and standards			✓	✓	✓

	Area for Improvement	Overall Priority	Sources	Lead Service		
7.	Fully deploy the <b>Customer Service Strategy</b>	Medium	- PSIF Corporate self assessment 2010 - PSIF Service self assessments - Residents Survey 2011	Housing & Customer Service <b>Monitoring and Scrutiny</b> Finance and Economy Committee		
	Sub actions:		Reporting year(s):	2013/14	2014/15	2015/16
7.01	Implement the new two-stage complaints handling process			✓		
7.02	Roll out service standards across all council services			✓		
7.03	Develop more effective customer engagement			✓	✓	
7.04	Employ new technology and new delivery channels for our customers			✓	✓	

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8.	Improve key areas of <b>Social Services</b> performance	High	- Assurance & Improvement Plan 2013-16 - Residents Survey 2011	Social Services <b>Monitoring and Scrutiny</b> Social Care and Health Committee		
	Sub actions:		Reporting year(s):	2013/14	2014/15	2015/16
8.01	Financial management – develop budget implementation framework			✓		
8.02	Develop appropriate and effective governance of the service			✓	✓	
8.03	Reduce service risk and support positive service progress			✓		
8.04	Improve staff morale			✓		
8.05	Improve delivery of child protection services including more effective partnership working			✓	✓	
8.06	Improve approach to family and parenting support			✓	✓	

	Area for Improvement	Overall Priority	Sources			Lead Service		
9.	Improve key areas of <b>Housing Services</b> performance	Medium	<ul style="list-style-type: none"> <li>- Assurance &amp; Improvement Plan 2013-16</li> <li>- Residents Survey 2011</li> <li>- Performance information (Arrears)</li> </ul>			Housing & Customer Service		
						<b>Monitoring and Scrutiny</b>		
						Housing and Environment Committee		
	Sub actions:			Reporting year(s):	2013/14	2014/15	2015/16	
9.01	Implement the improvement actions from the Scottish Housing Regulator's inspection				✓			
9.02	Reduce current tenants' rent arrears				✓	✓	✓	
9.03	Ensure effective monitoring mechanisms are in place to demonstrate progress towards meeting the Scottish Housing Quality Standard by 2015				✓	✓	✓	