

Best Value Self Assessment – Action Plan

Action Required	Sponsor	Status
Commitment and Leadership		
No specific actions required		
Governance at Strategic and Operational Level		
1. Develop of framework of Key Performance Indicators for delivery linked to key corporate plan outcomes.	David Cameron	
2. Corporate Plan is linked to IT and HR strategies, in addition to forward financial strategies.	David Cameron	
3. Amendment of Balanced Scorecard / Organisation monitoring to account for items 1 and 2.	David Cameron	
Accountability		
4. Overarching review of organisational communications strategy to ensure clarity in stakeholder expectations.	Francoise van Buuren	Initiated at August 07 Board.
5. Stakeholder engagement strategy developed and implemented.	Francoise van Buuren	Initiated at August 07 Board.
6. Develop complaint investigation procedure to ensure potential service improvements are highlighted (even if complaint itself not founded).	David Cameron	2 examples implemented – procedure itself to be documented.
Procurement		
7. General improvement needed to processes to ensure best value in procurement secured, taking into account best practice guidance and McClelland report recommendations.	David Cameron	Scale of organisation too small to merit specialised procurement officer. In discussion with SEPA for procurement service contract: Project Initiation Document (PID) to come to MT on completion of negotiations with SEPA.
8. Develop and implement sustainable development criteria for incorporation in procurement process.	David Cameron / Andrew Harper	Initially review current SEPA processes and amend if required, as part of action re point 7.
Responsiveness and Consultation		
9. Undertake overall review of consultations to date to determine effectiveness and inform future standards.	Francoise van Buuren	

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10. Develop and implement standards for consultation processes, to incorporate processes for post-completion review of effectiveness to inform future development.	Francoise van Buuren	
Review and Option Appraisal		
11. Corporate / Operational Plan development processes to challenge existing service delivery.	Jane Hope	Mechanisms being put in place for 2008/11 corporate plan sieve.
12. Develop benchmarking systems where possible for core services.	David Cameron	Audit bodies have published suite of PIs for corporate functions. Implementation to be guided collectively within NDPB sector by DoF Forum (provided CEOs agree).
13. Oversee implementation of Best Value action plan, which itself should lead to service review.	David Cameron	
Sustainable Development		
14. Determine whether sustainable development can in some way be reflected and measured through KPIs / outcome agreements.	Andrew Harper	
Equal Opportunities		
15. Deliver action plans already established within various equality schemes.	David Cameron	Organisational project team established. PID to be completed.
Joint Working		
No specific actions – NPP delivery processes and review of these should pick up any issues.		