

# National Park Authority – Audit Committee Meeting

## Response to Best Value in Public Services Guidance – Appendix 1 Actions Update

Actions <u>not</u> in Operational Plan, Team Plans or Objectives	Year	March 2016 Update	Responsibility
1. Best Value vision and policy to be developed	2015/16	No progress in 2015/16 because of delays in executive team recruitment. <i>Add to 2016/17 action plan.</i>	Jaki Carnegie Catriona Morton
2. Operational Plan for 2016/17 to be refreshed to take account of best value, continuous improvement, use of accreditation tools, efficiencies and service improvements through partnership working / joint funding, more explicit referencing to the science being used to support our activities (requirement to use ‘sound science’ responsibly), equality outcomes	2015/16	<b><u>Complete.</u></b>  The operational plan guidance was refreshed and this will develop further as part of the Best Value vision and policy development.	Jaki Carnegie
3. Partnership working “Corporate Governance Framework” and “Process for Performance & Risk Management and Reporting” to be developed	2015/16	Not complete. Progress being achieved with memoranda of understanding for partnership working and through grant documentation project. <i>Will continue into 2016/17, add to action plan.</i>	Amanda Aikman (Sandra Dalziel) Catriona Morton
4. Review of public disclosure requirements	2015/16	On track to <b><u>complete</u></b> by 31 March 2016 as this forms part of the new website project. Significant progress achieved to date.	Laura Baird
5. Identify resource to progress sustainability requirements and start to gather data. Increase staff understanding of ‘adaptation’ (training course booked for two members of staff).	2015/16	Detailed work not progressed during 2015/16 because of delays in executive team recruitment. Director of Conservation and Visitor Operations appointed as lead for sustainability and climate change actions. <i>Add to 2016/17 action plan.</i>	Simon Jones
6. Equalities Group to have more resource / time to achieve desired outcomes e.g. further development and improvement to the Equalities Mainstreaming report	2015/16	New Terms of Reference have been developed and representatives throughout the organisation are being sought with a view to the new group being in place by April 2016. <i>Add to 2016/17 action plan.</i>	Jaki Carnegie
7. ICT strategy to be developed	2016/17	Scottish Government’s Digital Transformation Service is supporting the development of our Digital Strategy which will incorporate our ICT strategy which is targeted	Jaki Carnegie Stevie Thomson Anna MacLean

# National Park Authority – Audit Committee Meeting

## Response to Best Value in Public Services Guidance – Appendix 1 Actions Update

Actions <u>not</u> in Operational Plan, Team Plans or Objectives	Year	March 2016 Update	Responsibility
		for completion in 2016/17. <i>Add to 2016/17 action plan.</i>	
8. Property strategy to be refreshed	2016/17	Newly appointed Director of Estates and Commercial Development reviewing our asset base and strategy is on target for completion in 2016/17. <i>Add to 2016/17 action plan.</i>	Markus Kroner
9. Consider the use of improvement tools and techniques	2016/17	Will be considered during 2016/17, on target for completion. <i>Add to 2016/17 action plan.</i>	Jaki Carnegie
10. Property Risk Management reviewed and refreshed	2016/17	Newly appointed Director of Estates and Commercial Development will review during 2016/17. <i>Add to 2016/17 action plan.</i>	Markus Kroner
11. Produce an annual climate change report for 2015/16	2016/17	Pilot Climate Change Report (partial response) was submitted in November 2015 reporting against 2014/15 Director of Conservation and Visitor Operations appointed as lead for sustainability and climate change actions. <i>Add to 2016/17 action plan.</i>	Simon Jones
12. More explicit referencing to the science being used to support our activities (requirement to use 'sound science' responsibly).	2016/17	Director of Conservation and Visitor Operations appointed as lead for sustainability and climate change actions. <i>Add to 2016/17 action plan.</i>	Simon Jones
13. Clearly quantify and report upon the positive impacts we are achieving in relation to climate change and emissions.	2016/17	The Pilot Climate Change Report highlighted positive impacts which will be enhanced moving forward. <i>Add to 2016/17 action plan.</i>	Simon Jones
14. Clear reporting in relation to our compliance with Climate Change Duties – (future legal requirement)	2016/17	The Pilot Climate Change Report highlighted areas for specific development and will be progressed by the Climate Change group being led by the Director of Conservation and Visitor Operations. <i>Add to 2016/17 action plan.</i>	Simon Jones

# National Park Authority – Audit Committee Meeting

## Response to Best Value in Public Services Guidance – Appendix 1 Actions Update

Actions included in Operational Plan, Team Plans or Objectives	Year	March 2016 Update	Responsibility
1. Performance Management: review and refresh framework, reporting and public performance reporting requirements and ensure communicated effectively and understood throughout organisation, ensure equalities performance is reported and that information is 'accessible to all'. Handover to Strategy & Policy Advisor.	2015/16	No progress to date as a result of other workload priorities. This action links closely with the development of the NPPP 2017-2022. Therefore it was agreed that this would be delayed in order to coincide with the next NPPP development. <i>Add to 2016/17 action plan (NB will not be final until new NPPP agreed)</i>	Catriona Morton
2. Demonstrate efficiency and effectiveness of our assets through reporting	2015/16	Significant progress has been made in balance sheet reporting to the executive team, Delivery Group and the Board.  The work to develop reporting on efficiency and effectiveness of our assets requires significant input from other staff, most of whom are new appointments, so this action has been delayed until 2016/17 to allow staff the time to understand their roles. <i>Add to 2016/17 action plan.</i>	Catriona Morton  with input from  Markus Kroner Emma Yendell Paul Scullion Martin Page Stevie Thomson
3. Website Development: to consider performance management and reporting requirements (see above)	2015/16	The development of the new website is taking account of performance management and reporting requirements, however although the website will be substantially complete by the end of the year, content development will extend into 2016/17. <i>Add to 2016/17 action plan.</i>	Anna MacLean
4. Successful implementation of Organisational Development strategy will achieve a number of best value actions (Vision & Leadership, Use of Resources, Performance Management)	2015/16	This project has started and is making some progress, but is behind schedule, mainly because of conflicting priorities of the key project team members in 2015/16. One key action, management development of all line managers within the organisation, will be complete by 31 March 2016. <i>Add to 2016/17 action plan.</i>	Elaine Wade

# National Park Authority – Audit Committee Meeting

## Response to Best Value in Public Services Guidance – Appendix 1 Actions Update

Actions included in Operational Plan, Team Plans or Objectives	Year	March 2016 Update	Responsibility
5. Grant Documentation Project (resource issue)	2015/16	Good progress being made on this action and legal and finance teams are working effectively together on this task. Completion of this will continue into 2016/17 and will be considered as part of the finalisation of the 2016/17 budget. <i>Add to 2016/17 action plan.</i>	Lorna McWilliams Catriona Morton
6. Delegated Authority process to be updated	2015/16	No progress to date, other workload has taken priority. <i>Add to 2016/17 action plan.</i>	Catriona Morton
7. Training of executive, senior and operational managers in relation to Accountable Officer	2015/16	<b><u>Complete.</u></b> Agreed that main focus should be for Executive Team training (rather than other managers). Accountable Officer's information pack prepared and discussed in detail with CEO. Other Executive Team members briefed on this pack. Balance Sheet training completed with Executive Team in March 2016. Best Value, Budget Management and Delegated Authority discussed on regular operational basis.	Catriona Morton Amanda Aikman (Sandra Dalziel)
8. Full implementation of complaints process	2015/16	<b><u>Complete</u></b> Process implemented and training complete, further support will be provided on as needed basis.	Laura Baird
9. Fully embedding and exploiting benefits of records management improvements	2015/16	Working group meetings are continuing to ensure that improvements are maintained. Requires increased focus and will be Information Officer top priority for 2016/17. <i>Add to 2016/17 action plan.</i>	Laura Baird
10. Procurement strategy and processes update including public disclosure of contract awards and involvement of Senior Managers in other improvements	2015/16	Delayed by increased consultation period. Strategy and Policy are scheduled for Executive review during March/April 2016. Training and implementation will continue into 2016/17. <i>Add to 2016/17 action plan.</i>	Andy Jump

# National Park Authority – Audit Committee Meeting

## Response to Best Value in Public Services Guidance – Appendix 1 Actions Update

Actions included in Operational Plan, Team Plans or Objectives	Year	March 2016 Update	Responsibility
11. State Aid process and guidelines developed further and relevant training	2015/16	Delayed by other workload priorities. Revised plan is to develop training material by September 2016 and then complete any training required by end of 2016/17. <i>Add to 2016/17 action plan.</i>	Andy Jump
12. Internal audit highlighted that we could improve our performance in relation to mitigation of climate change emissions within the organisation: advice has been sought from Resource Efficient Scotland (RES) and improvements will be made	2015/16	Detailed work not progressed during 2015/16 because of delays in executive team recruitment. Director of Conservation and Visitor Operations appointed as lead for sustainability and climate change actions. <i>Add to 2016/17 action plan.</i>	Simon Jones

**Author:** Catriona Morton, Financial Performance Manager  
**Executive Sponsor:** Jaki Carnegie, Director Corporate Services