

National Park Authority

Response to Best Value in Public Services Guidance – Action Plan for 2016/17

Best Value Actions in Operational Plan, Team Plans or Objectives	Previous Update	Area	Responsibility	August 2016 Update
1. Best Value vision and policy to be developed	<i>Delayed from 2015/16</i>	Best Value	Jaki Carnegie Catriona Morton	CM to write to finance contacts and request copies of other organisations plans.
2. Consider the use of improvement tools and techniques		Best Value	Jaki Carnegie	A UK-Parks wide benchmarking exercise is currently underway led by Gateway Assure Ltd, the Internal Auditors for Brecon Beacons and Pembrokeshire Coast to review back office costs with a particular focus on value for money and best use of resources. The report is scheduled for publication in October 2016. Through our RAFE engagement in Digital, staff are involved in a “Scottish Approach to Service Design” champions programme which will influence how we design services.
3. Identify resource to progress sustainability requirements and start to gather data. Increase staff understanding of ‘adaptation’ (training course booked for two members of staff).	<i>Delayed from 2015/16.</i>	Sustainability	Simon Jones	Due to lack of dedicated capacity to focus on climate change reporting and targets, SJ will a presenting business case to Executive in September on the options for securing some extra resource.
4. Produce an annual climate change report for 2015/16		Sustainability	Simon Jones	Reporting is now a statutory requirement and a new working group, with key leads has been established to ensure delivery of report to Scottish Government by November 2016.
5. 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	<i>Delayed from 2015/16.</i>	Sustainability	Simon Jones	Despite lack of dedicated capacity, work in the mitigation area is being progressed by members of the new Climate Change Group, with advice and guidance being sought from other

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(RES) and improvements will be made				RAFE partners.
6. More explicit referencing to the science being used to support our activities (requirement to use ‘sound science’ responsibly).		Sustainability	Simon Jones	Limited capacity to progress at present, but will be addressed by Climate Change Group.
7. Clearly quantify and report upon the positive impacts we are achieving in relation to climate change and emissions.		Sustainability	Simon Jones	Duplicate of 4. above – propose to remove.
8. Clear reporting in relation to our compliance with Climate Change Duties – (future legal requirement)		Sustainability	Simon Jones	Duplicate of 4. above – propose to remove.
9. Equalities Group to have more resource / time to achieve desired outcomes e.g. further development and improvement to the Equalities Mainstreaming report	Full implementation of new Working Group progressing from 2015/16.	Equality	Jaki Carnegie	Great launch of the “Park for All” working group with input from Visit Scotland and staff champions assigned to protected characteristics. NDPB Equalities Group providing excellent support for the production of the 2017 Mainstreaming report.
10. ICT strategy to be developed	Being considered as part of the Digital Transformation Strategy	ICT	Stevie Thomson	Strategy being developed in conjunction with Digital Strategy. Completion date March 2017.
11. Property strategy to be refreshed		Property	Markus Kroner	On-going – new strategy will be presented to the board in December 2016
12. Property Risk Management reviewed and refreshed		Property	Markus Kroner	Will form part of new strategy presented to the Board in December 2016
13. Successful implementation of Organisational Development strategy will achieve a number of best value actions (Vision & Leadership, Use of Resources, Performance Management)	<i>Delayed from 2015/16.</i> Behind schedule because of conflicting priorities of the key project team members in 2015/16. Management	Organisational Development	Elaine Wade	We have now identified a total of 9 actions across all of the workstreams that will be complete by March 2017.

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	development of all line managers completed by 31 March 2016.			
14. Fully embedding and exploiting benefits of records management improvements	<i>Delayed from 2015/16.</i> Requires increased focus and will be Information Officer top priority for 2016/17.	Governance	Laura Baird	Increased focus is being given to this area by the Information Officer as planned. We have been advised by the Keeper of the Records of Scotland that our Records Management Plan is to be submitted in February 2017 and a plan is in place to achieve that deadline.
15. Grant Documentation Project	<i>Delayed from 2015/16.</i> 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.	Governance	Amanda Aikman Catriona Morton	There has been no further progress since the Legal Adviser left. Sandra Dalziel returns from maternity leave in September and there will be an opportunity to revive this project at that time.
16. Partnership working “Corporate Governance Framework” and “Process for Performance & Risk Management and Reporting” to be developed	<i>Delayed from 2015/16.</i> Progress being achieved with memoranda of understanding for partnership working and through grant documentation project.	Governance	Amanda Aikman (Sandra Dalziel) Catriona Morton	As 15. above.
17. Performance Management: review and refresh framework, reporting and public performance reporting requirements and ensure communicated effectively and	No progress to date as a result of other workload priorities. This action links closely with the	Reporting	Catriona Morton	This will be developed following completion of NPPP monitoring framework.

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<p>understood throughout organisation, ensure equalities performance is reported and that information is 'accessible to all'. Handover to Strategy & Policy Advisor.</p>	<p>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>(NB will not be final until new NPPP agreed in 2017/18)</i></p>			
<p>18. Demonstrate efficiency and effectiveness of our assets through reporting</p>	<p><i>Delayed from 2015/16.</i></p> <p>Significant progress 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 the other staff. As these are mainly new appointments this action was delayed to allow staff the time to understand their roles.</p>	<p>Reporting</p>	<p>Catriona Morton with input from Markus Kroner Emma Yendell Paul Scullion Martin Page Stevie Thomson</p>	<p>No finance team capacity to deliver on this in 2016/17.</p>
<p>19. Website Development: to consider performance management and reporting requirements (see above)</p>	<p><i>Delayed from 2015/16.</i></p> <p>Website development is taking account of performance management and reporting requirements, however although the website will be substantially</p>	<p>Reporting</p>	<p>Anna MacLean</p>	<p>Our new website is now live and information and reports are being uploaded and developed to take account of performance management and reporting requirements.</p>

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	complete by the end of the year, content development will extend into 2016/17.			
20. Delegated Authority process to be updated	<i>Delayed from 2015/16.</i>	Policy	Catriona Morton	The review of the Management Statement and Financial Memorandum with the sponsor team to replace this with a new Framework document will support the development of the internal Delegated Authority process.
21. Procurement strategy and processes update including public disclosure of contract awards and involvement of Senior Managers in other improvements	<i>Delayed from 2015/16.</i> 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.	Policy	Andy Jump	Action plan prepared – on track for completion in 2016/17.
22. State Aid process and guidelines developed further and relevant training provided	<i>Delayed from 2015/16.</i>	Policy	Andy Jump	No capacity to deliver in 2016/17 (not high risk).

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