

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

Best Value Actions in Operational Plan, Team Plans or Objectives	Area	Responsibility	Final 2017 update
1. Best Value vision and policy to be developed	Best Value	Director of Corporate Services / Financial Performance Manager	<b>Complete</b> Policy implemented by March 2017
2. Consider the use of improvement tools and techniques	Best Value	Director of Corporate Services	<b>Complete</b> A benchmarking exercise across all UK National Parks completed during the year focussing on back office costs in relation to value for money and best use of resources. Members of staff were involved in a “Scottish Approach to Service Design” programme and a “service design approach” objective has been included in the 2017/18 Annual Operational Plan.
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).	Sustainability	Director of Conservation and Visitor Operations	<b>Complete</b> We had support from a SEPA Senior Policy Advisor on Climate Change until the end of March 2017, assisting us in producing a draft Climate Change Action Plan and in increased understanding of the Public Bodies Climate Change Reporting.
4. Produce an annual climate change report for 2015/16	Sustainability	Director of Conservation and Visitor Operations	<b>Complete</b> Public Bodies Climate Change Reporting submitted in 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 (RES) and improvements will be made	Sustainability	Director of Conservation and Visitor Operations	<b>Complete</b> Energy and Carbon Audits completed by Strathclyde University masters students in collaboration with the Carbon Trust at Carrochan, Duncan Mills Memorial Slipway and Balmaha Visitor Centre. The reports give estimates of energy efficiency and provide guidance and advice on areas we could improve to reduce carbon emissions. The actions will be progressed as part of the Climate Change Action Plan.

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6. More explicit referencing to the science being used to support our activities (requirement to use 'sound science' responsibly).	Sustainability	Director of Conservation and Visitor Operations	<b>Complete</b> The SEAs for the following plans contain details of the various relevant scientific strategy and policy documents: National Park Partnership Plan Local Development Plan Wild Park 2020 Supplementary Planning Guidance
7. Equalities Group to have more resource / time to achieve desired outcomes e.g. further development and improvement to the Equalities Mainstreaming report	Equality	Director of Corporate Services	<b>Complete</b> "Park for All" working group and "protected characteristics champions" now up and running with specialist support from Visit Scotland and SEPA on training. The NDPB Equalities Group provided excellent support for the production of the 2017 Mainstreaming report.
8. ICT strategy to be developed	ICT	ICT Manager	<b>Postponed to 2017/18</b>
9. Property strategy to be refreshed	Property	Estates Manager	<b>Postponed to 2017/18</b> The Annual Operational Plan includes an objective to produce an Asset Management Plan for all Park Authority land, buildings and fleet.
10. Property Risk Management reviewed and refreshed	Property	Estates Manager	<b>Postponed to 2017/18</b> The Annual Operational Plan includes an objective to produce an Asset Management Plan and this will incorporate a risk management review.
11. Successful implementation of Organisational Development strategy will achieve a number of best value actions (Vision & Leadership, Use of Resources, Performance Management)	Organisational Development	HR Manager	<b>Partially complete</b> Of the 8 actions 3 were complete by March 2017 and the remaining 5 will continue as business as usual activities for 2017/18
12. Fully embedding and exploiting benefits of records management improvements	Governance	Information Officer	<b>Complete</b> Records Management Plan submitted February 2017 to the Keeper of the Records of Scotland

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13. Grant Documentation Project	Governance	Governance Manager / Financial Performance Manager	<b>Cancelled</b> Superseded by the Annual Operation Plan objective for 2017/18 and reactive work completed during 2016/17 to increase the focus on grant awards
14. Partnership working “Corporate Governance Framework” and “Process for Performance & Risk Management and Reporting” to be developed	Governance	Governance Manager / Financial Performance Manager	<b>Complete</b> Governance arrangements are in place and have been strengthened for 4 types of partner delivery: Shared Services; Grants & Contributions; Projects and; Park wide Plans. These include roles, responsibilities, objectives and outcomes. Risk and performance management and reporting is demonstrated through the annual operation plan and quarterly updates to the Delivery Group.
15. 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.	Reporting	Financial Performance Manager	<b>Postponed to 2017/18</b> Will be progressed as part of the NPPP monitoring framework
16. Demonstrate efficiency and effectiveness of our assets through reporting	Reporting	Financial Performance Manager with input from other Directors and Managers	<b>Postponed to 2017/18</b> The Annual Operational Plan includes an objective to produce an Asset Management Plan, for all Park Authority land, buildings and fleet and this will include reporting
17. Website Development: to consider performance management and reporting requirements (see above)	Reporting	Head of Communications	<b>Complete</b> Our new website is live with information and reports added to take account of performance management and reporting requirements.
18. Delegated Authority process to be updated	Policy	Financial Performance Manager	<b>Complete</b> Delegated Authority limits revised February 2017 and refresher training (in the form of clinics) completed in February and March 2017.

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19. Procurement strategy and processes update including public disclosure of contract awards and involvement of Senior Managers in other improvements	Policy	Finance & Procurement Manager	<b>Postponed to 2017/18</b> Procurement Strategy not required because of the size of organisation. The policies and processes will form part of a full review and update of all policies taking place in 2017/18
20. State Aid process and guidelines developed further and relevant training provided	Policy	Finance & Procurement Manager	<b>Partially complete</b> Draft completed by March 2017, to be revised following feedback and in place during 2017/18

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