Best Value 3 Action Plan – Improving Performance in Argyll and Bute Council						
Ref	Objective	Actions to achieve outcome	Success measures	Key dates	Lead	Progress
BV2.3			New system procured or developed in-house	December 2020	Head of CSS	
BV2.4		Introduce improved reporting of performance information to members that support effective scrutiny	Programme of member seminars/webinars on performance and scrutiny delivered	During development stages of new approach	Head of CSS/Head of LRS	
BV2.5		Improve public performance reporting.	Review of public performance reporting complete	March 2021	Head of CSS	
BV3.1	**Increase the pace of transformational change to deliver the business outcomes**	Develop and agree refreshed approach to Transformational activity	Themed Transformation Programme, including regular reporting to members, is developed and implemented	tbc	SMT	
BV3.2		Identify thematic areas of activity and explore opportunities to shift investment towards prevention and more effective and efficient interventions	Scoping of thematic areas for transformational change	tbc	SMT	
BV3.3		Develop data analytics/business intelligence as a tool to inform Transformation and Improvement	Options appraisal on data analytics approach complete	March 2021	Head of CSS	
BV3.4		Implement programme of modernising education services.	Regular reports on progress to elected members	tbc	Exec Dir	
BV3.5			Modernisation programme is complete	tbc	Exec Dir	
BV3.6		Make full use of improved technology to transform service delivery and reduce burden on front line services	Include transformation and Digital First as key elements of 2020 ICT and Digital Strategy	Dec 2020	Head of CSS	

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BV5.2	**improve engagement**		Trends are measured as well as individual survey outcomes	Dec 2021	Head of CSS	
BV5.3		Improve the quality of engagement with our communities and reflect this in service improvements	Gather information from communities on what we are doing well	tbc	Head of CSS	
BV5.4			Identify priorities for better future engagement	tbc	Head of CSS	
BV5.5		Implement a programme to improve engagement skills across the organisation.	Training materials developed and programme rolled out	tbc	Head of CSS/CPP Manager	
BV5.6		Review and simplify the community asset transfer process.	Process reviewed and launched	tbc	Head of CS	
BV5.7		Proactively market community asset transfer opportunities	Programme of asset marketing developed and implemented	tbc	Head of CS	
BV6.1	**Work with elected members to improve the uptake of training provided.**	Develop and implement an Elected Members' Training and Development Framework 2020 – 2022 that includes:	Training and Development Framework completed	September 2020.	Head of L&RS	
BV6.2		- participation in Local Government Improvement Service Members CPD Framework. - Annual PDP session offered to each elected member with a senior member of the Governance Team - Offer all members the opportunity of a	Information on Local Government Improvement Service Members CPD Framework provided and process of recording participation by members in place	November 2020	Head of L&RS	

Ref	Objective	Actions to achieve outcome	Success measures	Key dates	Lead	Progress
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BV6.3		development profiling exercise; self-reflection or '360' - 1-1 Coaching for Senior Elected Members.	36 PDP sessions offered	October 2020	Head of L&RS	
BV6.4			Invitation issued to all members	October 2020	Head of L&RS	
BV6.5		Elected Member Seminar Programme developed to incorporate series of focused skype development sessions which facilitate remote attendance	Skype seminars programme developed	October 2020	Head of L&RS	
BV 6.6		Enhance provision of on-line learning and development activities to increase resources and support for members to address development needs on a remote basis	On line learning facility available	December 2020	Head of L&RS	
BV6.7		Encourage attendance at masterclasses run by the Local Government Improvement Service and the Digital Office for Scottish Local Government.	Information on masterclasses provided and process of recording attendance by members in place	November 2020	Head of L&RS	
BV7.1	**Improve engagement to ensure staff are bought into the council's vision.**	Review and refresh remote delivery of training resources and support	All suitable mandatory training has remote delivery option	Dec 2021	Head of CSS	
BV7.2		Develop and implement employee engagement programme that involves them in the ongoing transformation of the organisation	Plan developed and implemented	Dec 2020	Head of CSS	