

## ABERDEEN CITY COUNCIL

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COMMITTEE	Communities, Housing and Infrastructure
DATE	29 August 2017
REPORT TITLE	CHI Service Improvement Plans 2017/2018
REPORT NUMBER	CHI/17/074
INTERIM DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Bernadette Marjoram

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### 1. PURPOSE OF REPORT:-

The report provides Committee with Communities, Housing and Infrastructure's Service Improvement Plans for 2017-18.

The Service Improvement Plans were deferred for consideration at the meeting of the Communities, Housing and Infrastructure Committee on 24 May 2017 due to the Service Plans only being available via an internet link which meant that they could not be annotated within the agenda pack. Since May there have been some amendments to the Service Improvement Plans which are appended to this report.

### 2. RECOMMENDATION(S)

That Committee notes the content of the Service Improvement Plans for 2017-18.

### 3. BACKGROUND

#### 3.1 Delivering the Local Outcome Improvement Plan and Strategic Business Plan

3.1.1 Aberdeen City Council is a leading and statutory partner of the City's Community Planning Partnership, called "Community Planning Aberdeen". In 2016 the Council endorsed Community Planning Aberdeen's "Local Outcome Improvement Plan" (LOIP). LOIPs are a statutory requirement for all Community Planning Partnership. The LOIP has been developed as a shared, city-wide plan for improvement, setting out collaborative actions to tackle the challenges facing the City and deliver better outcomes for citizens and communities. The specific improvement priorities and targets set out in the LOIP have been collectively agreed by all partners including NHS Grampian, Police Scotland, Scottish Fire & Rescue Service as well as voluntary, community, higher and further education and business sector representatives.

3.1.2 The LOIP is structured around improved outcomes under the following themes:-

- Prosperous Economy
- Prosperous People
- Prosperous Place
- Enabling Technology

3.1.3 It is fundamental to realising the Partnership's vision for the City and achieving improved outcomes that all partners align their plans and resources to the delivery of the LOIP. In February 2017 the Council agreed a refreshed Strategic Business Plan (SBP) which explicitly does this.

3.1.4 These Service Improvement Plans have been developed, and continue to be refined, to align our Services' specific actions and resources, in a further degree of detail, to the delivery of the outcomes collectively agreed through the LOIP and SBP.

### 3.2 The Approach to Improvement

3.2.1 The Local Government (Scotland) Act 2003 introduced a duty of Best Value on Scottish Local Authorities. Within the Act "Best Value" is defined as "to make arrangements to secure continuous improvement in performance". This means that the Council has a statutory duty to manage and deliver improvement.

3.2.2 During 2016 and continuing in 2017, priority has been given to strengthening a consistent approach to managing improvement across all Services. In part, this responds to commentary from Audit Scotland in their 2015 "Audit of Best Value". A corporate "Model for Improvement" has been adopted, which is in line with the methodology of Community Planning Aberdeen, and significant focus has been given to awareness raising and training officers in applying the model.

3.2.3 In simple terms, the "Model" is founded on making and testing changes, which are driven by data, evidence and a continuous analysis of the impact of those changes.

3.2.4 The Service Improvement Plans for 2017/18 have been structured to support this approach to managing improvement by setting out explicitly:-

- The improvements we aim to achieve
- What changes we can make that we believe will result in that improvement
- How we will know that the change has delivered improvement

3.2.5 Testing change in this model is a cyclical process and further changes will be proposed and tried on a continuous basis. However, the outcomes and targets set out within the LOIP and the SBP will remain constant until amended by Community Planning Aberdeen and the Council respectively.

3.2.6 Committee are requested to note the content of the Service Improvement Plans, further reports will be brought to Committee as required.

## 4. **FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from the recommendations of this report.

## 5. **LEGAL IMPLICATIONS**

Legal implications arising from the implementation of the items in the individual Service Improvement Plans will be addressed at the appropriate time and, if necessary, brought back to Committee.

## 6. **MANAGEMENT OF RISK**

Any significant risks will be identified in each individual Service Improvement Plan and will be managed as appropriate.

## **7. IMPACT SECTION**

### **Economy**

Each Service Improvement Plan (where applicable) has a driver diagram showing what actions are being undertaken in relation to the LOIP and Strategic Plan to support Aberdeen's economy.

### **People**

Each Service Improvement Plan (where applicable) has a driver diagram showing what actions are being undertaken in relation to the LOIP and Strategic Plan to support Aberdeen's people.

### **Place**

Each Service Improvement Plan (where applicable) has a driver diagram showing what actions are being undertaken in relation to the LOIP and Strategic Plan to support Aberdeen as a place.

### **Technology**

Each Service Improvement Plan (where applicable) has a driver diagram showing what actions are being undertaken in relation to the LOIP and Strategic Plan to support improving technology in Aberdeen.

## **8. BACKGROUND PAPERS**

[Aberdeen City Council Strategic Business Plan 2017 - 2018](#)  
[Aberdeen City Local Outcome Improvement Plan 2016-26](#)

## **9. APPENDICES (if applicable)**

[Land and Property Assets Service Improvement Plan](#)  
[Economic Development Service Improvement Plan](#)  
[Communities and Housing Service Improvement Plan](#)  
[Planning and Sustainable Development Service Improvement Plan](#)  
[Public Infrastructure and Environment Service Improvement Plan](#)

## **10. REPORT AUTHOR DETAILS**

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