

Dimension 2 : Service Delivery Arrangements

How the principles of corporate governance should be reflected

A local authority should ensure that continuous improvement is sought, agreed policies are implemented and decisions carried out by maintaining arrangements which:

- discharge their **accountability** for service delivery at a local level
- ensure **effectiveness** through setting targets and measuring performance
- demonstrate **integrity** in dealings with service users and developing partnerships to ensure the 'right' provision of services locally
- demonstrate **openness and inclusivity** through consulting with key stakeholders, including service users
- are flexible so that they can be kept **up to date** and be adapted to accommodate change and meet user wishes.
- self assessment score (1 = need to improve, 2 = adequate and 3 = good)

The local code should reflect the requirements to:		Source documents/processes/other means that may be used to demonstrate compliance	Self Assessment Score	Action plan for improvement
(a)	set standards and targets for performance in the delivery of services on a sustainable basis and with reference to equality policies.	Service and Resource Plans Best value Performance Plans Equality/disability scheme action plan	2	Embed Equality and Gender action Plan Develop racial equality action plan
(b)	put in place sound systems for providing management information for performance measurement purposes.	Performance Management Framework Overview	3	
(c)	monitor and report performance against agreed standards and targets and develop comprehensive and	BVPP Quarterly Monitoring Reporting on an exception basis (Internal Overview/External	3	

	understandable performance plans	Scrutiny)		
(d)	put in place arrangements to allocate resources according to priorities	Service and Resource Planning process links to Corporate Plan and Strategies, Service objectives and Strategies	3	
(e)	foster effective relationships and partnerships with other public sector agencies and the private and voluntary sectors, and consider outsourcing where it is efficient and effective to do so, in delivering services to meet the needs of the local community, and put in place processes to ensure that they operate effectively in practice.	<p>Range of partnerships (partnership framework)</p> <p>Community strategy</p> <p>Adherence to good employment practice</p> <p>Partnership framework Protocol for:</p> <ul style="list-style-type: none"> • Joint commissioning • Joint funding • Joint accountability <p>Compact with voluntary sector</p> <p>Service & Resource Plan</p> <p>Service Level Agreements in relation to input posts JD/Action Plans and Performance monitoring</p>	2	Shared services option being explored .
(f)	respond positively to the findings and recommendations of external auditors and statutory inspectors and put in place arrangements for the effective implementation of agreed actions.	<p>Annual audit letter and other audit reports</p> <p>Inspectorate reports</p> <p>Annual report to Scrutiny Committee</p> <p>Service Plan pick up issues</p>	3	

Reference documents	Tools to assist local authorities for self assessment purposes		
	<ul style="list-style-type: none"> • Local Government Act 1999: Best Value DETR circular 10/99 • Race Relations Act 1976 and Race Relations (Amendment) Act 2000 		