

DEVON AUDIT PARTNERSHIP – QUALITY IMPROVEMENT ACTION PLAN

Report of the County Treasurer

Please note that the following recommendations are subject to confirmation by the Committee before taking effect.

Recommendation: that the Committee

1. **Notes** the current Quality Improvement Action Plan (formerly known as the Development Plan)
2. **Notes** the challenges for the future and the action being taken by management to react to these challenges.

Summary

The attached Quality Improvement Action Plan (formerly known as the Development Plan) for Devon Audit Partnership sets out the areas for advancement in the coming 12 months or so. The document is expected to be a “live” document – i.e. actions identified will be taking place throughout the year.

It is appropriate to monitor what has been achieved, and what is still outstanding. Appendix A of the report uses a colour coding system which shows the status of actions as at October 2014.

We do not want to lose sight of what was achieved or what has changed, and so completed actions are separated from the main body of the report and are shown at Appendix B.

The report highlights some of the Key Changes / challenges for the Partnership; these include

- Process – Implementing the Public Sector Internal Audit Standards (PSIAS) and Local Government Application Note (LGAN)
- ICT – the need to constantly review the effectiveness of our ICT
- Outputs – presenting our findings clearly in a way to maximise impact - making greater use of graphics where appropriate
- Added value – clients expect us to add value to their organisations. This is often through well formed and business leading recommendations or by spreading best practice to common solutions.
- Customers - We continue to develop our processes and arrangements to ensure our customers receive a high quality, customer focused service and that we retain our Customer Service Excellence award
- People – we wish to ensure that we have all the elements of an “excellent employer” and continue with our self-assessment process against the “Investors in People” standard.

Mary Davis

Electoral Divisions: All
Local Government Act 1972

List of Background Papers

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<u>Background Paper</u>	<u>Date</u>	<u>File Ref</u>
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Nil

There are no equality issues associated with this report