

ANNEX 3 Our Audit Reports

Our Auditor found that, in 2005/06:

1. We were given an unqualified opinion on our financial statements with robust arrangements in place to prepare the financial statements
2. We had adequate arrangements in place to be given an unqualified Value for Money conclusion.
3. Our 2006/07 Best Value Performance Plan complied in all significant respects with statutory guidance.
4. We have made progress in key areas of Planning performance including:
 - a. Service process re-engineering, resulting in more appropriate and effective distribution of caseloads to relevant skills levels
 - b. Better customer focus and accessibility to the service
 - c. Performance information is monitored and reported regularly to managers at all levels but needs to be further improved and embedded in everyday service delivery
 - d. Response to complaints is quicker and more effective
5. Significant outstanding items on Planning performance that need to be prioritised are:
 - a. Performance management
 - b. Value for money for the public
 - c. Development of key plans such as the corporate procurement strategy
6. In other areas of Planning performance there are improvements but outstanding items remain:
 - a. There have been improvements to managing service performance and recognising where failure to meet targets occurs. However, we are now a Planning Standards Authority resulting in a loss of funding to support service improvement
 - b. No key Best Value performance targets for Planning were met for 2005/06
 - c. Service planning is incomplete although the building blocks are in place to improve this in 2006/07
 - d. We are behind schedule on implementing the new Performance Management framework although new Information Technology systems and procedures are in place