## 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
  - 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