

DRAFT CHECKLIST FOR MEETINGS BETWEEN CHAIRS AND DIRECTORS

Items for consideration

1. Service aims and objectives
2. Issues raised by the Scottish Government
3. Current service issues
4. Complaints
5. Community Feedback
6. In what respect(s) the department is contributing to corporate priorities
7. Forthcoming issues for Committee agendas

Chairs should also aim to ensure that:-

1. There is evidence of clear strategic objectives for each activity and medium to long term objectives in the service plan.
2. Service delivery standards and targets are defined.
3. Evidence is maintained to demonstrate whether services are provided efficiently, effectively and economically.
4. The main stakeholder groups and their expectations are identified and that evidence is available to show whether their expectations are being met.
5. Public performance arrangements are in place.
6. Equal access to services is being promoted and ensured.
7. Sustainable development issues are identified and considered.

In terms of performance information, Chairs should ensure:-

1. National performance indicators are being reported.
2. Local performance indicators are in place.
3. Quality of services is being assessed.
4. Quality assurance systems are being considered.