

Parks and open spaces: Towards An Excellent Service

4. Self Assessment Record

Supported by:



Theme 1: Leadership

Use this record sheet to make your assessment of the organisation for **Leadership**; use one tick on each line to record your ratings.

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
1.1 Leaders in the organisation develop the mission, vision and values, demonstrate ambition and are role models for continuous improvement.	a	Mission, vision and values			✓		
	b	Role models for improvement					
	c	Innovation and creativity					
	d	Internal scrutiny and external challenge					
	e	Change management					
	f	Equal opportunities and diversity					
	g	Balanced approach to management of risk					
	Overall rating for 1.1						
1.2 Leaders actively engage with key stakeholders to manage and develop the reputation of the organisation.	a	Built relationships with key stakeholders					
	b	Manage relationships with key stakeholders					
	c	Utilise relationships with key stakeholders					
	d	Monitor and review relationships					
	Overall rating for 1.2						

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
1.3 Leaders are actively engaged with service users and partners.	a	Listen to and understand community needs					
	b	Voluntary, community and private sectors					
	c	Collaboration					
	d	Partnerships					
	Overall rating for 1.3						
1.4 Leaders motivate, support and recognise people in the organisation to improve services.	a	Visibility and accessibility					
	b	Communicating					
	c	Value and support people					
	d	Celebrate success					
	Overall rating for 1.4						
1.5 Leaders are committed to sustainability in the management of parks and open spaces.	a	Strategic approach					
	b	Biodiversity					
	c	Sustainability					
	d	Environmental audits					
	e	Climate change					
	Overall rating for 1.5						
Overall rating for Leadership							

Key strengths for Leadership

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Key areas for improvement for Leadership

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Theme 2: Policy and Strategy

Use this sheet to make your assessment of the organisation for **Policy and Strategy**; use one tick on each line to record your ratings.

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
2.1 The organisation develops clear strategy for parks and open spaces and delivering outcomes from it.	a	Process for strategy review and development					
	b	Local strategy for parks and open space					
	c	Site management plans					
	d	National and regional strategies and priorities					
	e	Audit of open space informing local development framework (LDF)					
	f	Government's priorities and regional development agency outcomes					
	g	Community strategy					
	h	Consultation					
	i	Under-represented groups					
	j	Response to local initiatives					

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
		Overall rating for 2.1					
2.2 The organisation has set ambitious and achievable targets and plans to achieve strategy.	a	Target setting					
	b	Service plans and work programmes					
	c	Responsibilities for target setting					
	d	Equality targets					
	e	Improvement projects					
	f	Benchmarking					
		Overall rating for 2.2					
2.3 The organisation meets the needs of the community through attention to design and development of public space and its use.	a	Design audits					
	b	Role of open space in new developments					
	c	Open space managers involved in design					
	d	Responding to LDF and design guide work					
	e	Access to facilities					
	f	Use of parks and open spaces					

Criteria	Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
	Overall rating for 2.3					
Overall rating for Policy and Strategy						

Key strengths for Policy and Strategy

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Key areas for improvement for Policy and Strategy

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Theme 3: Community Engagement

Use this record sheet to make your assessment of the organisation for **Community Engagement**; use one tick on each line to record your ratings.

Criteria		Descriptor	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
3.1 The organisation is actively developing community engagement to improve parks and open spaces.	a	Skills and experience					
	b	Emerging community issues					
	c	Engagement plan					
	d	Success and risk factors					
	Overall rating for 3.1						
3.2 The organisation communicates to, consults with, and involves communities in providing services.	a	Engagement					
	b	Best practice					
	c	Under-represented groups					
	d	Specialist representative groups					

Criteria		Descriptor	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
	e	Equal opportunity and diversity					
	Overall rating for 3.2						
3.3 The organisation is able to demonstrate the value of its work with communities in providing services.	a	Impact on policy, strategy and plans					
	b	Impact on planning resources					
	c	Measuring the outcomes					
	Overall rating for 3.3						
Overall rating for Community Engagement							

Key strengths for Community Engagement

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Key areas for improvement for Community Engagement

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Theme 4: Partnership Working

Use this record sheet to make your assessment of the organisation for **Partnership Working**; use one tick on each line to record your ratings.

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
4.1 The organisation develops and maintains a clear understanding and awareness of partnership working.	a	Awareness and understanding					
	b	Partnership status					
	c	Role and responsibilities					
	d	Effective representation					
	Overall rating for 4.1						
4.2 The organisation proactively develops and maintains relevant partnerships in order to achieve strategy.	a	Partnerships in place					
	b	Informed by the community					
	c	Capacity building					
	d	Trust in the partnership					
	e	Shared goals					
	Overall rating for 4.2						

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
4.3 The organisation takes into account the implications and impact on partnership arrangements when taking policy and budget decisions.	a	Policy impact					
	b	Budget impact					
4.4 The organisation continually reviews and modifies its involvement in partnerships and is able to demonstrate their value.	a	Monitoring and evaluation					
	b	Rationale and value					
	c	Consistency among partners					
	d	Taking action					
		Overall rating for 4.3					
Overall rating for Partnership Working							

Key strengths for Partnership Working

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Key areas for improvement for Partnership Working

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Theme 5: Use of Resources

Use this record sheet to make your assessment of the organisation for **Use of Resources**; use one tick on each line to record your ratings.

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
5.1 The organisation allocates financial resources in accordance with strategic priorities.	a	Strategic priorities					
	b	Service improvement					
	c	Managing reduction and redirection					
	Overall rating for 5.1						
5.2 The organisation controls the use of its financial resources effectively.	a	Budget targets					
	b	Monitoring systems					
	c	Devolved financial decisions					
	Overall rating for 5.2						

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
5.3 The organisation achieves value for money in the use of its resources and adds value by its actions and activity.	a	Efficiency					
	b	Comparison					
	c	Procurement					
	d	Alternative service delivery					
	e	Innovation and creativity					
	f	Project management					
	g	Risk management					
	Overall rating for 5.3						
5.4 The organisation seeks and attracts resources from outside the organisation.	a	External resources					
	b	External investment					
	Overall rating for 5.4						
5.5 The organisation manages its physical assets	a	Asset management plan					
	b	Effective use of assets					

Criteria	Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
(equipment, vehicles and premises) efficiently.	Overall rating for 5.5					
5.6 The organisation uses alternative and new technologies to achieve strategy.	a e-Government targets					
	b Improving service and performance					
	Overall rating for 5.6					
Overall rating for Use of Resources						

Key strengths for Use of Resources

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Key areas for improvement for Use of Resources

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Theme 6: People Management

Use this record sheet to make your assessment of the organisation for *People Management*; use one tick on each line to record your rating.

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
6.1 The organisation develops and implements a strategy for managing people to improve its performance which is clearly defined and understood.	a	Strategy					
	b	Workforce planning					
	c	Consultation on policy and strategy					
	d	Staff involvement in planning					
	Overall rating for 6.1						
6.2 The organisation plans learning and development to achieve strategy and plans.	a	Establishing needs					
	b	Development activities					
	c	Involvement of people					
	d	Engaging with corporate functions					
	e	Confidence to stakeholders					
	f	Understanding of council and partners					
	g	Knowledge management					

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
		Overall rating for 6.2					
6.3 The organisation's strategy for managing people is designed to promote equality of opportunity in the development of people.	a	Contribution of ideas					
	b	Learning and development					
	c	Diverse workforce					
	d	Flexible working					
		Overall rating for 6.3					
6.4 Managers lead, manage and develop people effectively.	a	Knowledge, skills and behaviours					
	b	Constructive feedback					
	c	Communications					
		Overall rating for 6.4					
6.5 The organisation encourages people to take ownership and responsibility for the service.	a	Involvement					
	b	Improvement					
	c	Empowerment					
		Overall rating for 6.5					
6.6 The organisation values and recognises people's contribution.	a	Contribution					
		Overall rating for 6.6					

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
Overall rating for People Management							

Key strengths for People Management

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Key areas for improvement for People Management

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Theme 7: Standards of Service

Use this record sheet to make your assessment of the organisation for **Standards of Service**; use one tick on each line to record your ratings.

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
7.1 The organisation plans and manages service delivery to meet the needs and expectations of users.	a	Identifying processes					
	b	Designing processes					
	c	Service standards					
	d	Equal opportunities					
	e	Managing processes					
	f	External standards					
	g	Health and safety management					
	h	Process review and improvement					
		Overall rating for 7.1					

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
7.2 The organisation manages the relationships with the users to improve their experience of parks and open spaces.	a	Commitment to the users					
	b	Training and development					
	c	Dealing with enquiries					
	d	User information					
	e	Published standards					
	f	Regular dialogue					
	g	User feedback process					
	Overall rating for 7.2						
7.3 The organisation ensures that service standards are based on the needs and expectations of users.	a	Community involvement					
	b	Needs and expectations					
	c	User satisfaction					
	Overall rating for 7.3						
Overall rating for Standards of Service							

Key strengths for Standards of Service

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Key areas for improvement for Standards of Service

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Theme 8: Performance Measurement and Learning

Use this record sheet to make your assessment for **Performance Measurement and Learning**; use one tick on each line to record your ratings.

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
8.1 The organisation has developed a performance measurement culture.	a	Understanding					
	b	Training					
	c	Responsibility					
	d	Improvement					
	e	Resource utilisation					
	Overall rating for 8.1						
8.2 The organisation has developed a well-balanced range of high quality data and information.	a	Range of data					
	b	Information quality					
	c	Equality and diversity					
	d	Data collection					
	e	Analysis and dissemination					
	f	Feedback					
	Overall rating for 8.2						

Criteria		Descriptors	Level 1 Poor	Level 2 Fair	Level 3 Good	Level 4 Excellent	Your current practices (what you have in place)
8.3 The organisation monitors and takes action on performance information.	a	Priorities					
	b	Performance tracking					
	c	Communication					
	d	Quality of reporting					
	e	Information to enable action					
	f	Clarity and purpose					
	g	Action					
	h	Resource allocation					
	Overall rating for 8.3						
8.4 The organisation learns from its performance measurement and utilises it in its future planning.	a	Learning					
	b	Reflection and review					
	Overall rating for 8.4						
Overall rating for Performance Measurement and Learning							

Key strengths for Performance Measurement and Learning

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Key areas for improvement for Performance Measurement and Learning

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Overall summary

Overall profile

Theme	Poor	Fair	Good	Exc
Leadership		★		
Policy and Strategy		★		
Community Engagement		★		
Partnership Working		★		
Use of Resources		★		
People Management		★		
Standards of Service		★		
Performance Measurement and Learning		★		

Key themes: strengths

Key themes and priorities: areas for improvement