

## **EAST AYRSHIRE COUNCIL**

### **GOVERNANCE AND SCRUTINY 16 JANUARY 2009**

#### **BEST VALUE IMPROVEMENT AGENDA (ACTION PLAN NO 10) - 'CHALLENGE AND REVIEW' PROGRESS AGAINST BEST VALUE SERVICE REVIEW PROGRAMME FOR 2007/10**

##### **Report by Head of Finance & Asset Management**

### **1. PURPOSE OF REPORT**

- 1.1 To review the implementation of the current 2007 – 2010 Best Value Service Review Programme, in terms of progress against the programme and overall outcomes achieved.

### **2. BACKGROUND**

- 2.1 The Local Government in Scotland Act, 2003 provides a statutory requirement for all councils to undertake Best Value Reviews of all their services over a 3-year rolling programme.
- 2.2 The Council's revised arrangements in relation to Best Value Service Review, following the introduction of the Local Government in Scotland Act, were agreed by the Policy and Resources Committee of 19 February 2004. Service Committees were empowered to agree detailed programmes for the review of their own services and to consider and agree outcomes from individual reviews.
- 2.3 Within these arrangements, Executive Directors have a responsibility for monitoring progress to meet the requirements of the Best Value Service Review Programme. Following the move to a Cabinet style structure, it has been agreed that both progress against the Programme and the results of individual reviews will now fall within the remit of the Governance and Scrutiny Committee, with major changes to the service also reported to Cabinet.
- 2.4 Action Plan No. 10, 'Challenge and Review,' from the Improvement Agenda that resulted from the Audit of Best Value and Community Planning, requires that we undertake further work to review and progress on our Best Value Service Review arrangements.

### **3. PROGRESS AGAINST BEST VALUE SERVICE REVIEW PROGRAMME**

- 3.1 At its meeting on 19 December 2007, the Cabinet agreed a programme for Best Value Review over 2007-2010, demonstrating the Council's commitment to meet the statutory requirement that all Council services be the subject of a Best Value Review over a 3 year period.

- 3.2 Executive Directors were asked to provide a progress update for each of their agreed Service Units against the 2007-10 programme, details of which are provided in Appendix 1.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 The implementation of the Departmental Best Value Service Review programmes plays an important part in the drive for continuous improvement and the Council's ability to demonstrate economy, efficiency and effectiveness in the delivery of its services.

#### **5. POLICY, LEGAL, COMMUNITY PLANNING IMPLICATIONS**

- 5.1 The Local Government in Scotland Act, 2003, and supporting Statutory Guidance, places a requirement on all councils to undertake Best Value Service Reviews for all services. The implementation of a programme for Best Value Service Review will ensure that the Council is acting in accordance with statutory requirements.
- 5.2 The Council's commitment to continuous improvement in service delivery services will contribute to meeting the objectives of the East Ayrshire Community Plan.

#### **6. RECOMMENDATIONS**

- 6.1 The Governance & Scrutiny Committee is asked to:
- (i) note the update on progress in implementing the Council's Best Value Service Review Programme for 2007/10 (See Appendix 1);
  - (ii) otherwise note the terms of this report.

**Alex McPhee**  
**Head of Finance & Asset Management**  
**5 January 2009**

## **LIST OF BACKGROUND PAPERS**

1. East Ayrshire Council – The Audit of Best Value and Community Planning, prepared for the Accounts Commission by Audit Scotland, September 2006.
2. A Guide to Carrying Out a Best Value Review - May 2005

Any person wishing to inspect the above background papers or seeking further information on this report should contact Jim Farrell, Performance, Development and Projects Manager, (Tel: 01563 576223).

**IMPLEMENTATION OFFICER:** Jim Farrell, Performance, Development and Projects Manager

**2007 - 2010 BEST VALUE SERVICE REVIEW PROGRAMME:  
SCOPE AND PROGRESS UPDATE**

Proposed Scope of Reviews	Year to be Completed	Update (December 08)
<b>Corporate Support</b>		
<ul style="list-style-type: none"> <li>▪ Planning &amp; Economic Development</li> </ul>	<b>2008/09</b>	This review is underway and is scheduled to be completed before the end of 2008/09.
<ul style="list-style-type: none"> <li>▪ Legal, Procurement and Regulatory Services</li> </ul>	<b>2008/09</b>	This review is underway and is scheduled to be completed before the end of 2008/09.
<ul style="list-style-type: none"> <li>▪ Democratic Services*</li> </ul>	<b>2008/09</b>	The previous review was completed in 2007/08. As a result, this review will now be undertaken in 2010/11.
<ul style="list-style-type: none"> <li>▪ Community Planning &amp; Partnership Unit</li> </ul>	<b>2009/10</b>	No change anticipated.
<ul style="list-style-type: none"> <li>▪ Human Resources*</li> </ul>	<b>2009/10</b>	The previous review was completed in 2007/08. As a result, this review will now be undertaken in 2010/11.
<ul style="list-style-type: none"> <li>▪ Information Technology*</li> </ul>	<b>2009/10</b>	The previous review was completed in 2007/08. As a result, this review will now be undertaken in 2010/11.
<b>Neighbourhood Services</b>		
<ul style="list-style-type: none"> <li>▪ Building &amp; Works – Property (Cross-Cutting Review)</li> </ul>	<b>2007/08</b>	Completed and submitted to Cabinet 02 July 2008. Currently implementing the recommendations which are on target for completion by the end of 2009.
<ul style="list-style-type: none"> <li>▪ Roads and Transportation*</li> </ul>	<b>2007/08</b>	<p>The Roads Service review has been delayed to allow the new Head of Roads &amp; Transportation time to assess and finalise the review. The review will be completed and submitted to Cabinet by the end of 2008/09.</p> <p>The Transport Services review has commenced and will be completed and submitted to Cabinet by the end of 2008/09.</p>
<ul style="list-style-type: none"> <li>▪ Housing</li> </ul>	<b>2008/09</b>	This review is underway and is scheduled to be completed before the

		end of 2008/09.
▪ Leisure	<b>2008/09</b>	This review is underway and is scheduled to be completed before the end of 2008/09.
<b>Education &amp; Social Services</b>		
▪ Resources	<b>2008/09</b>	The Best Value Review of Departmental administrative and support functions has been completed and will be considered at a forthcoming Cabinet meeting.
▪ Community Support	<b>2008/09</b>	This review is underway and will be completed in 2009/10.
▪ Facilities Management	<b>2008/09</b>	It is proposed that this review be rescheduled to 2009/10.
▪ Schools Support	<b>2009/10</b>	No change anticipated.
▪ Social Work	<b>2009/10</b>	No change anticipated.
<b>Chief Executive's</b>		
▪ Finance & Asset Management	<b>2009/10</b>	No change anticipated.

\* These reviews have been rescheduled from the originally agreed dates