

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE - 13 MARCH 2009

TOPICS FOR REVIEW 2009/2010

Report by Depute Chief Executive/Executive Director of Corporate Support

1. PURPOSE OF REPORT

- 1.1** To present the topics suggested for review in 2009/10 along with the scoping papers for approval by Committee.

2. BACKGROUND

- 2.1** At the Governance and Scrutiny Committee Workshop held on Thursday 29 January 2009, consideration was given to (a) new topics suggested for review which included recommendations on criteria for selection/rejection; and (b) suggestions for the rescheduling of review topics which had not been included during 2008/09.

- 2.2** The Workshop agreed that scoping papers be submitted to this Committee along with an appropriate work programme on one new review topic and two rescheduled topics.

3. TOPICS FOR REVIEW 2009/10

- 3.1** The undernoted topics have been selected to be reviewed during 2009/10, and the scoping paper relative to each is appended, namely:-

- (i) Project 1 - To review the Council's Winter Emergency Response Policy (Appendix I);
- (ii) Project 2 - To explore the background reasons on the level of complaints on the contract upgrades to the Council's housing stock within the Capital Programme (Appendix II); and
- (iii) Project 3 - Vehicle Tracker System (Masternaut Traffic Management System) (Appendix III).

- 3.2** A draft timetable for carrying out the abovementioned reviews during the 2009/10 year is provided at Appendix IV.

- 3.3** Members are reminded that, at the meeting of the Governance and Scrutiny Committee on 13 February 2009, it was agreed that the topic "To ascertain the availability of affordable housing throughout the settlements of East Ayrshire" be concluded, subject to further update reports on progress relative to the provision of affordable housing being submitted to the Committee from time to time as appropriate.

4. **FINANCIAL/LEGAL/POLICY/COMMUNITY PLANNING IMPLICATIONS** - Nil arising directly from this report.
5. **RISK IMPLICATIONS** - As referred to within the scoping papers relative to each of the review topics.
6. **RECOMMENDATIONS**
 - 6.1 The Committee is asked:-
 - (I) to approve the scoping papers for each of the review topics as set out in Appendices I to III; and
 - (II) to approve the Annual Programme timetable for 2009/10, as set out in Appendix IV

Elizabeth Morton
Depute Chief Executive/
Executive Director of Corporate Support

24 February 2009
SN/FM

LIST OF BACKGROUND PAPERS

1. Topic Suggestion Forms

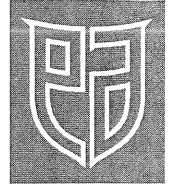
Any person wishing to inspect the background papers relative to this report should contact Stuart Nelson, Administrative Officer on Tel No (01563) 576151. Any person wishing further information on this report should contact Julie McGarry, Administration Manager on Tel No (01563) 576147.

Implementation Officer: Stuart Nelson, Administrative Officer

APPENDIX I

EAST AYRSHIRE COUNCIL

GOVERNANCE & SCRUTINY PROJECT PLAN TEMPLATE 2009/10



PROJECT 1 - REVIEW OF WINTER EMERGENCY RESPONSE POLICY

REVIEW TOPIC:

Review of the Council's Winter Emergency Response Policy.

OBJECTIVES:

To ensure that the Council's Winter Emergency Response Policy delivers a robust and cost-effective service to residents of East Ayrshire, particularly during periods of extreme and severe cold weather conditions.

DESIRED OUTCOMES:

1. To be confident that all actions that can be taken are utilised to ensure the safety of the residents of East Ayrshire during periods of cold weather.
2. To ensure that the Winter Emergency Response Policy delivers a robust and cost-effective service.

TERMS OF REFERENCE:

- To evaluate the existing policy;
- To consider complaints/areas of concern raised regarding the Winter Emergency Response arrangements arising from the severe cold weather conditions experienced during the winter of 2008/09.
- To consider joint working arrangements between Council Departments and other Agencies/Authorities

KEY ISSUES:

To ensure that the Winter Emergency Response Policy is effective and robust.

RISKS:

Public perception may be that the review is in response to failings of the current policy; and associated unrealistic public expectations of changes in the way in which this service is delivered.

VENUES:

Roads Depot at Gauchallands,
Galston or Underwood, Cumnock

TIMESCALES:

START: April 2009

FINISH: September 2009

INFORMATION REQUIREMENTS AND RESOURCES:

Documents/Evident (what/why)

- Relevant legislation
- Current Policy
- Protocols for joint working arrangements between Council Departments and other Authorities/Agencies
- Time comparative demographic profiles to show changing profiles with regard to the ageing population in particular
- Time comparative weather patterns since 1995/96
- Analysis of the effectiveness of different mixes/formulations of salt/grit/other materials in varying temperatures
- Winter road accident statistics
- Winter pedestrian injury stats

Witness (who/why)

- Executive Director of Neighbourhood Services
- Head of Roads and Transportation
- Roads Operative(s)

Consultation/Research (what, why, who)

- Other Local Authorities
- Amey
- Residents

Site Visits (where, why, when)

- Roads depot at Gauchallands, Galston or Underwood, Cumnock

OFFICER SUPPORT:

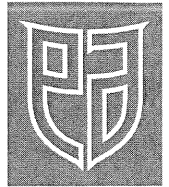
Alan Neish, Head of Planning and Economic Development
Gwen Barker, Community Planning and Partnership Manager
Governance and Scrutiny Support Team

TARGET BODY FOR REPORT: (Cabinet/Council)

Cabinet

APPENDIX II

EAST AYRSHIRE COUNCIL



GOVERNANCE & SCRUTINY PROJECT PLAN TEMPLATE (UPDATED)

REVIEW TOPIC:

To explore the background reasons for the level of complaints on contract upgrades to the Council's housing stock within the Capital Programme.

OBJECTIVES:

To provide an efficient and seamless service to Council tenants during the execution of all capital contracts.

DESIRED OUTCOMES:

- To dramatically reduce the level of complaints from tenants.
- To enhance joint working between contractors/Council to avoid disruption to tenants
- To achieve improvements in service delivery in line with Best Value and raise the Council profile.

TERMS OF REFERENCE:

- To evaluate existing arrangements.
- To examine the reasons for the level of complaints regarding upgrades to Council housing stock.
- To address the reasons for delays which have occurred in completing housing stock modernisation/upgrades under the Capital Programme where a problem has arisen during the course of these works.

PROGRESS TO DATE

The Members of the Governance and Scrutiny Committee received an awareness raising presentation on this topic by the Executive Head of Finance and Asset Management on 18 June 2008. As a result of discussion arising from the presentation, a range of issues were identified which it was considered may have a bearing on the level of complaints, including issues relating to quality of work, contract monitoring, tenant liaison, the role of Housing Department Officers, communication, price/best value, contractual arrangements and complaints handling.

Currently, work is ongoing between the Lead Officer, the Governance and Scrutiny Support Team and the Service Officers with a view, as a starting point, to assimilating reliable and indicative information on complaints, including ingathering of information through surveys of tenants and other Local Authorities.

KEY ISSUES:

Customer satisfaction rates
Review contractual arrangements

RISKS:

Nil, arising from this review.

ORIGINAL TIMESCALE:

START: June 2008
FINISH: October 2008

REVISED TIMESCALE

START: June 2008
FINISH: December 2009

INFORMATION REQUIREMENTS AND SOURCES:**Documents/Evidence** (what/why)

- Capital Programme
- Complaints in respect of capital contracts in relation to upgrades to the housing stock
- Contractual terms between the Council and contractors for remedying contractual irregularities

Witnesses (who/why)

Executive Head of Finance and Asset Management
Executive Director of Neighbourhood Services
Head of Housing

Consultation/Research (what, why, who)

Executive Head of Finance and Asset Management
Head of Housing
Contractors (including private contractors and Building and Works Service)
Tenants Federation

Site Visits (where, why, when)

Customer Support Unit, Lugar
Area where contract upgrades are in progress

OFFICER SUPPORT:

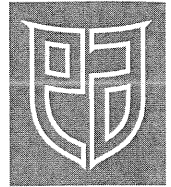
Kay Gilmour, Head of Community Support
Lynne Buchanan, Communication and Customer First Manager
Governance and Scrutiny Support Team

TARGET BODY FOR REPORT: (Cabinet/Council)

Cabinet

APPENDIX III

EAST AYRSHIRE COUNCIL



GOVERNANCE & SCRUTINY PROJECT PLAN TEMPLATE (UPDATED)

REVIEW TOPIC:

Vehicle Tracker System (Masternaut Traffic Management System)

OBJECTIVES:

To assess the performance and the key outcomes of the Vehicle Tracker System arising from the initial review.

DESIRED OUTCOMES:

- To assess the impact of the introduction of the Masternaut System including a cost benefit analysis.
- To ensure the outcomes from the Action Plan have been taken forward and implemented.
- To consider the possibility of rolling out the system to other areas within the Council

TERMS OF REFERENCE:

- Assess the impact of the recent review on the system;
- Ensure that the software product is meeting the Services' expectations;
- Ensure that the product is being used to its full potential in respect of the management of assets and the workforce within the Building and Works Service;
- Make any suggestions considered appropriate to improve the use of this product; and
- To ensure the product is consistent with providing a more efficient emergency response repair service.

KEY ISSUES:

Assessment of the impact of the recommendations from the recent review

RISKS:

Nil arising from this review

ORIGINAL TIMESCALE:

START: November 2008

FINISH: March 2009

REVISED TIMESCALE

START: November 2009

FINISH: March 2010

INFORMATION REQUIREMENTS AND SOURCES:**Documents/Evidence** (what/why)

- Specification of the Masternaut Traffic Management System
- Report on the review of the system

Witnesses (who/why)

Executive Director of Neighbourhood Services
Head of Building and Works

Consultation/Research (what, why, who)

Internal Users

Site Visits (where, why, when)

Building and Works Depot, Burnside Street, Kilmarnock

OFFICER SUPPORT:

Malcolm Roulston, Head of Information Technology
David McDowall, Building Standards Manager
Governance and Scrutiny Support Team

TARGET BODY FOR REPORT: (Cabinet/Council)

Cabinet

APPENDIX IV

GOVERNANCE AND SCRUTINY 2009/2010 - ANNUAL PROGRAMME DRAFT TIMETABLE

MONTH	PROJECT 1 – LEAD OFFICERS: ALAN NEISH, HEAD OF PLANNING AND ECONOMIC DEVELOPMENT AND GWEN BARKER, COMMUNITY PLANNING AND PARTNERSHIP MANAGER	PROJECT 2 – LEAD OFFICER: KAY GILMOUR, HEAD OF SERVICE: COMMUNITY SUPPORT AND LYNNE BUCHANAN, COMMUNICATION AND CUSTOMER FIRST MANAGER	PROJECT 3 – LEAD OFFICERS: MALCOLM ROULSTON, HEAD OF INFORMATION TECHNOLOGY AND DAVID McDOWALL, BUILDING STANDARDS MANAGER
April	Commence investigation		
May			
June		Submit reprofiled work programme (G&S)	
July			
August	Submit draft report (G&S)		
September	Submit final report (Cabinet)		
October			
November		Submit draft report (G&S)	Commence investigation
December		Submit final report (Cabinet)	
January			
February			Submit draft report (G&S)
March			Submit final report (Cabinet)

Project 1 - Review of Winter Emergency Response Policy

Project 2 - To explore the background reasons on the level of complaints on the contract upgrades to Council's housing stock within the Capital Programme.

Project 3 - Vehicle Tracker System (Masternaut Traffic Management System)