

EAST AYRSHIRE COUNCIL

COMMUNITY SERVICES COMMITTEE – 23 MARCH 2005

BEST VALUE POSITION STATEMENT FOR THE DEPARTMENT OF NEIGHBOURHOOD SERVICES

Report by Executive Director of Neighbourhood Services

1. PURPOSE OF REPORT

- 1.1 To update members on the Department of Neighbourhood Services activity / progress in relation to Best Value for those sections that now constitute Neighbourhood Services (Leisure Services, Protective Services, Housing Services and Building & Works).

2. BACKGROUND

- 2.1 The Local Government in Scotland Act 2003 requires Councils to make arrangements to secure Best Value
- 2.2 East Ayrshire Council will be subject to Best Value Audit during 2005.
- 2.3 At the meeting of Corporate Governance Committee on the 10 February 2004 it was noted that each service department in preparation for the Best Value Audit process had prepared a Best Value Position Statement, highlighting the improvements made and their progress in delivering Best Value Services. The former Neighbourhood Services Departments reports covered the period from April 1996 to October 2003.
- 2.4 At the meeting of the Corporate Governance Committee on the 21 September 2004 it was agreed that Departments should update their Best Value Position Statements for consideration by their respective service committees, thereby keeping elected members updated on Best Value activity within their services.

3. BEST VALUE POSITION STATEMENT

- 3.1 The 2004/05 Best Value Position Statement is an update of the previous statement reported to Corporate Governance Committee on the 10 February 2004.
- 3.2 The attached position statement is the Department of Neighbourhood Services response to the Accounts Commissions Best Value Audit Process.
- 3.3 The position statement follows the format of the Best Value Audit and is split in to three parts;

- An Introduction to the Department
- An Audit of the key features of the New Best Value Audit as it relates to the Department of Neighbourhood Services and
- A list of supporting evidence setting out the Departments achievements against the Best Value Audit Criteria.

3.4 The approach and format of the position statement i.e. mirroring the Best Value Audit process is considered appropriate as East Ayrshire Council will undergo a Best Value Audit at the end of 2005.

4. FINANCIAL IMPLICATIONS

4.1 None arising directly from this report

4.2 The Department is currently working within existing budgets to deliver on its Best Value responsibilities.

4.3 Any additional financial resources if required will be reported to committee at a future date.

5. LEGAL AUTHORITY / IMPLICATIONS

5.1 East Ayrshire Council has a statutory requirement under the Local Government in Scotland Act 2003 to demonstrate it is delivering Best Value. The production of an annual Best Value Position Statement demonstrates the Departments commitment to delivering on the LGSA 2003.

5.2 The production of the Best Value Position Statement also gives us a starting position for the Best Value Audit.

6. POLICY IMPLICATIONS

6.1 The preparation of a Neighbourhood Services Best Value Position Statement is in line with current Council Policy. The position statement is a demonstration of our commitment to continuous improvement in service delivery.

7. CONCLUSIONS

7.1 The Neighbourhood Services Department through this report demonstrate their continued commitment to, and engagement in the Best Value Process.

8. RECOMMENDATIONS

8.1 It is recommended that the Committee:-

- (i) Consider the Best Value Position Statement for Neighbourhood Services in respect of this Committee interest; and
- (ii) Otherwise note the contents of the report.

William Stafford
Executive Director of Neighbourhood Services

WS/JC

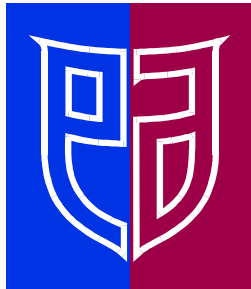
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LIST OF BACKGROUND PAPERS

- 1 Local Government Scotland Act, 2003.
- 2 Statutory Guidance on the Duty to Make Arrangements to Secure Best Value (Scottish Executive), September 2003.
- 3 Department of Neighbourhood Services, Best Value Position Statement 2004/05.

Any person wishing to inspect the background papers listed above should telephone 01563 576023 and ask for William Stafford.

Implementation Officer – william.stafford@east-ayrshire.gov.uk



East Ayrshire
COUNCIL

**DEPARTMENT OF
NEIGHBOURHOOD SERVICES**

**POSITION STATEMENT
NEW BEST VALUE AUDIT**

2004/05

MARCH 2005

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Appendix 1: Department of Neighbourhood Services, New Best Value Audit Review / position statement October 2003 to present

1. BACKGROUND

The Local Government Scotland Act, 2003 requires councils to make arrangements to secure Best Value.

Community Services and Homes and Technical Services the predecessor Departments of the new Neighbourhood Services Department produced their first Best Value Position Statements covering the period 01/04/96 to October 2003 and these were reported to Corporate Governance Committee on the 10 February 2004.

The Best Value Position Statements were developed in preparation for the Accounts Commission, Best Value Audit in either 2005 or 2006.

The Corporate Governance Committee of the 21 September 2004 agreed that Departments should update their Best Value Position Statements for consideration at their respective Service Committees, thereby keeping members abreast of Best Value Activity within their services.

The development of Departmental position statements prepares the Council for its Best Value Audit in 2005.

The attached document is the Department of Neighbourhood Services audit of the New Best Value arrangements.

The audit is split in to three parts;

- An introduction to the Department
- An audit of the key features of the New Best Value Audit as it relates to the Department of Neighbourhood Services and
- A list of supporting evidence (appendix 1)

2. DEPARTMENTAL INTRODUCTION

The Department of Neighbourhood Services delivers a wide range of high quality public services throughout East Ayrshire. The range of services is varied from ensuring that bins are emptied and the streets are kept clean to the provision of housing , building maintenance, sports, library, museum and theatre services to name but a few.

The Department has responsibility for the delivery of 14 distinct services (listed below).

Neighbourhood Services is split into four functional areas, Protective Services, Leisure Services, Housing Services and Building & Works.

Protective Services remit includes Cleansing Services, Environmental Health, Licensing and Community Safety and Trading Standards.

Leisure Services covers the Dean Castle Country Park, Libraries, Registration and Information Services, Museums, Arts & Theatre, Outdoor Services, Community Recreation and Leisure Development.

Housing Services includes, operations, capital works planning, private sector housing and local housing strategy.

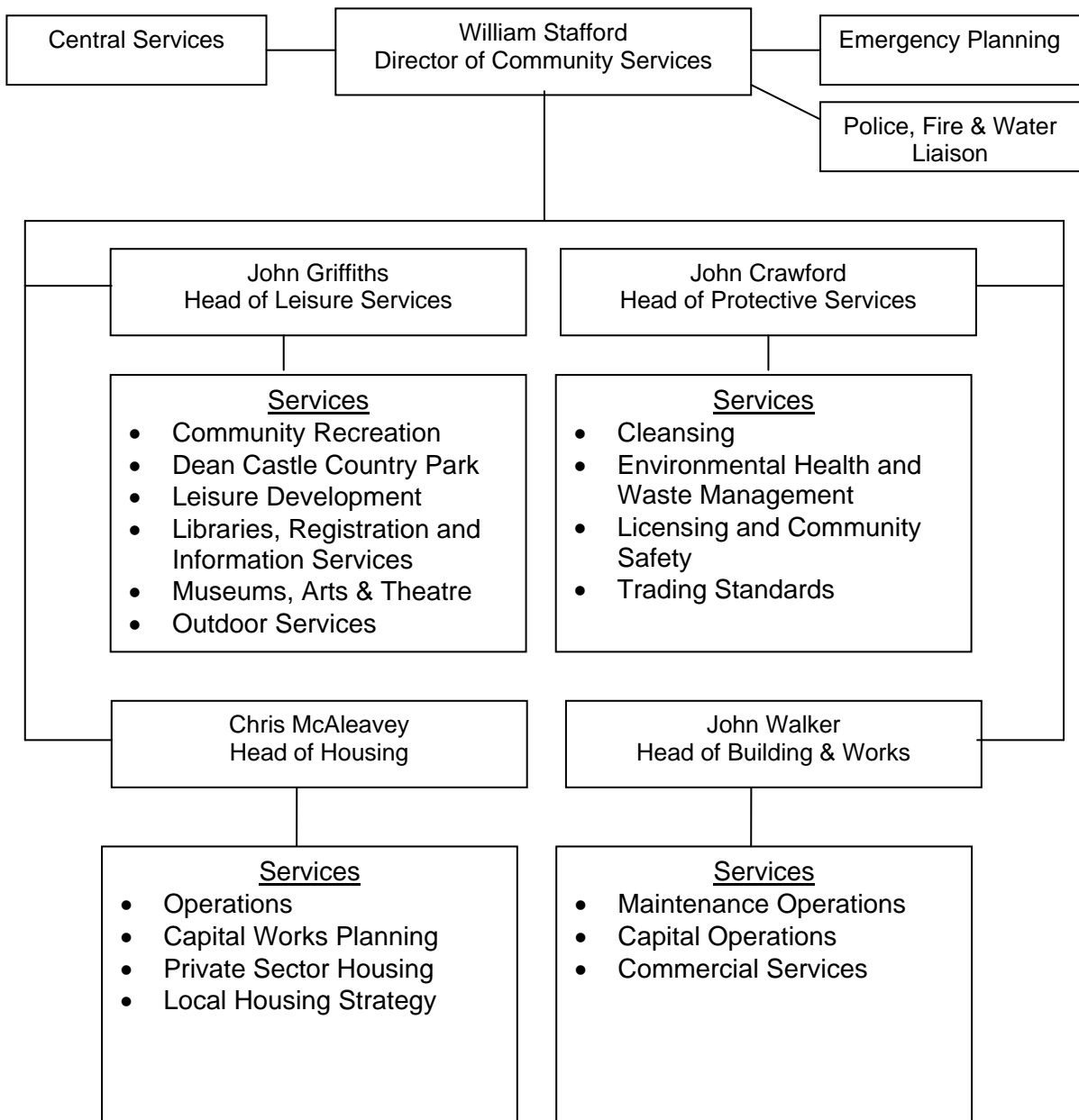
Building & Works delivers maintenance operations, capital operations and commercial services

The Executive Director of Neighbourhood Services is directly responsible for two service areas they are Central Services and Emergency Planning.

The Executive Director on behalf of the Council is also responsible for and Police, Fire and Water Service liaison.

The Neighbourhood Services Department employs 1,331 people and has a gross revenue budget of £46.75m and a capital budget of £12.82m for 2004/05. In addition significant external funding has been secured for specific projects.

3. MANAGEMENT STRUCTURE



4. SECTION FUNCTIONS (FACTS & FIGURES)

CENTRAL SERVICES & EMERGENCY PLANNING SECTION

Central Services

Functions

The provision of administration services to all sections within Neighbourhood Services.

The provision of personnel services to all sections within Neighbourhood Services.

The provision and co-ordination of departmental training requirements

The provision and co-ordination of departmental health and safety requirements

The co-ordination, collection and reporting of all performance information within the department

Development, co-ordination, collection and reporting on customer / stakeholder consultations.

Co-ordination and management of the following processes; Continuous Improvement and Community Planning, Best Value, Local Government Scotland Act 2003, Quality Management, EFQM Excellence Model, Service Reviews, Race Equality, Data Protection and Freedom of Information.

Service development, policy and planning work

Administration of car leasing scheme

Administration of insurance claims procedures

Administration of Controlled Stationery

Facts & Figures

Number of staff in the department	1331	(2003/04)
Number of recruitment interviews undertaken	148	(2003/04)
Number of staff vacancies filled	140	(2003/04)
Number of performance indicators collected	17	(2003/04)

Emergency Planning

Functions

To prepare the council to respond corporately to a major incident, through integrated emergency management, training and planning.

Facts & Figures

Number of major incidents	0	(2003/04)
Number of minor incidents	8	(2003/04)

LEISURE SERVICES SECTION

Community Recreation

Functions

To deliver the leisure management contract
To develop the use of community facilities

Community Recreation Operates
8 Community Halls
8 Sports Centres
37 Football Pavillions
2 Bowling greens

Facts & Figures

Attendance's at swimming pools	261,436	(2003/04)
Attendance's at leisure facilities (excluding pools)	582,746	(2003/04)
Attendance's at golf courses	77,322	(2003/04)

Dean Castle Country Park

Functions

The management of Dean Castle Country Park and the Ranger Service
Development and implementation of the Countryside Access Strategy
The provision of countryside services throughout East Ayrshire

Facts & Figures

Number of visitors to the visitor centre	92,650	(2003/04)
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Leisure Development

Functions

To develop and promote sports and play initiatives throughout the council
To encourage community health and fitness

Facts & Figures

Number of people accessing the CHIP Van	4,954	(2003/04)
Number of lifestyle referrals to CHIP Van	409	(2003/04)
Number of dietary analyses	256	(2003/04)
Number of community groups with input from CHIP Van	80	(2003/04)
Number of children with disabilities participating in Health awareness and physical activity in special School environment	682	(2003/04)
Number of children with disabilities participating in Health awareness and physical activity in the Community	1,315	(2003/04)
Number of children participating in active recreation & health awareness (46 primary schools P3 & P5)	7,500	(2003/04)
Attendance's at Kids Clubs	8,000	(2003/04)

Libraries, Registration & Information Services

Functions

To provide public library services and support school library services
Provision of information, promotion of life long learning, local history, genealogy and archives, storytelling and other outreach services to children.
To provide public access PC's with fast internet access, internet software applications, CD Roms encouraging community / education liaison and development and flexible learning services
The collection of all council income from the public including rents and council tax
Recording council house repairs for Housing
Benefits and certification
The provision of information and advice services on all council and external agencies services
The provision of leaflets, application forms etc relating to a wide range of council and external agencies services
The registration of births, deaths and marriages
Conducting civil marriage ceremonies in and out-with council offices
The provision of community based access points for all council departments
The provision of surgery accommodation for all council departments
The provision of accommodation and a range of services on behalf of Education & Social Services e.g. education appeals and administration of footwear and clothing grants.

Facts & Figures

Number of libraries	23	(2003/04)
Number of mobile libraries	2	(2003/04)
Number of active borrowers	26,437	(2003/04)
Average number of issues per borrower	29	(2003/04)
Average time (days) to satisfy book requests	15	(2003/04)
Number of items in stock	387,316	(2003/04)
% of residents who borrow from libraries	22.1%	(2003/04)
Number of users of learning access points	4,363	(2003/04)
Number of births:	1,177	(2004)
Number of deaths:	1,372	(2004)
Number of marriages:	344	(2004)

Museums, Arts and Theatre

Functions

To encourage wider participation in museums, arts and theatre
To provide exhibitions and events that educate and entertain
To provide entertainment that suits all tastes
To provide quality facilities for use by local community groups
To promote the palace theatre / grand hall complex as a multi purpose venue to cater for entertainment, seminars, functions and leisure pursuits
To operate the palace youth theatre
To support voluntary and community museum and arts initiatives
To ensure that the buildings and collections constitute effective visitor attractions
To collect, document, interpret and preserve evidence of the history, natural history and culture of east Ayrshire.

Facts & Figures

The Department manages the following facilities

The Dean Castle

The Dick Institute

The National Burns Memorial Tower, Mauchline

The Baird Institute

The Doon Valley Museum

The Burns Monument, Kay Park

The Burns House Museum

The Palace Theatre

The Grand Hall

Total attendance at the

Palace Theatre	54,236	(2003/04)
Baird Institute	1,900	(2003/04)
Dick Institute	116,500	(2003/04)
Doon Valley Museum	900	(2003/04)
Burns House Museum	3,220	(2003/04)
Palace Theatre Complex (including Grand Hall)	175,000	(2003/04)
Number of visitors taking the castle tour	11,889	(2003/04)

Outdoor Amenities

Functions

Maintenance of cemeteries, golf courses, sports pitches and other areas of grass to the specification of the Grounds Maintenance contract and service level agreement

To maintain play areas

To manage burial administration services

The operation of two 18-hole golf courses and one 9 hole golf course &

1 Pitch & Putt Course

Facts & Figures

Number of cemeteries and churchyards maintained	43	(2003/04)
Number of burials	818	(2003/04)
Cemetery Safety: Headstones Inspected	14,735	(2003/04)
Cemetery Safety: Headstones made safe	4,142	(2003/04)
Number of public parks maintained	6	(2003/04)
Number of football pitches maintained	37	(2003/04)
Number of golf courses maintained	3	(2003/04)
Number of hectares of land maintained	713.81	(2003/04)
Maintenance cost per hectare	£3,271.50	(2003/04)

PROTECTIVE SERVICES

Cleansing Services

Function

The provision of domestic and commercial refuse collection services
The provision of bulky uplift services
The provision of skip hire services
The provision of street cleaning services
Control of fly tipping
Civic amenity facilities
Recycling Strategy
Local Agenda 21
Sustainability
Bio-diversity
Waste Minimisation

Facts & Figures

Number of premises visited weekly for refuse collection	55,290	(2003/04)
Gross cost of collection per premise	£53.50	(2003/04)
Gross cost of disposal per premise	£58.08	(2003/04)
Number of special uplifts undertaken annually	70,964	(2003/04)
% of special uplifts achieved within 5 days	99.8%	(2003/04)
% of Household waste recycled	6.2%	(2003/04)
% of Commercial waste recycled	10.6%	(2003/04)
% of Total waste recycled by council	6.6%	(2003/04)

Environmental Health

Functions

Environmental Health
Food Safety
Pollution Control
Public Health
Dog Warden Service
Pest Control Service

Facts & Figures

Number of Food Safety Inspections	626	(2003/04)
Number of Work Safety Inspections	259	(2003/04)
Number of Noise Complaints received	90	(2003/04)
Number of Pest Control requests dealt with	1,744	(2003/04)
Number of complaints about dogs	240	(2003/04)
Number of complaints about dog fouling	96	(2003/04)

Licensing & Community Safety

Functions

Development and implementation of the Councils Community Safety Strategy
CCTV Systems in East Ayrshire
Processing of applications for Civic Government and miscellaneous licenses and associated advice and enforcement of the same
Public processions, displays and charitable collections

Facts & Figures

The number of Civic Government Licenses issued	420	(2003/04)
The number of Miscellaneous Licenses issued	168	(2003/04)
The number of Charitable Collections	71	(2003/04)
The number of Public Processions	43	(2003/04)
The number of Town Centre displays	69	(2003/04)

Trading Standards

Functions

Consumer safety and the environment
Metrology and quality standards
Fair trading
Consumer Fraud
Consumer Advice
Business Advice
Consumer Education
Animal health and welfare

Facts & Figures

Number of consumer enquiries, consumer complaints and business advice requests	1,372	(2003/04)
Number of premises liable for inspection	1,590	(2003/04)
Amount of compensation obtained for customers	£288,997	(2003/04)

HOUSING SERVICES

Functions

Operations

Allocations and waiting list administration
Estate Management
Homelessness service
Housing Repairs and Maintenance
Neighbourhood Disputes service
Rent Arrears
Tenancy management
Tenancy support services
Tenant services
Anti-Social Behaviour
Housing Advice and Information

Capital Works Planning

Contract monitoring, disturbance allowances, energy saving and safety initiatives
Disturbance allowances
Energy saving and safety initiatives
Garden competition
Garden Maintenance scheme
Gas safety in use maintenance
Housing Investment Programme (SHQS)

Private Sector Housing

Private Sector Housing Grants
Care and Repair
Rent Deposit Guarantee Scheme

Local Housing Strategy

Continuous Improvement, Community Planning, Best Value, Quality Management,
Service Reviews, Race Equality and Data Protection and Freedom of Information
Local Housing Strategy
Performance information & customer / stakeholder consultations.
Service development
Common Housing Register Project
Supporting People

Facts & Figures (31/03/04)

Number of Council Houses	15,313	(2003/04)
Number of Council House Sales	639	(2003/04)
Number of emergency repairs	27,951	(2003/04)
Number of urgent repairs	19,999	(2003/04)
Number of terminations	1,783	(2003/04)
Number of re-lets	1,751	(2003/04)
Amount of tenant arrears (31 March 2004)	£583,503	(2003/04)

Number of households assessed as homeless

762

(2003/04)

BUILDING & WORKS

Functions

Capital Operations

Minor and major capital works

Commercial Services

Blacksmith manufacturing and repairs

Joinery manufacturing

Social Work aids and adaptations

Stores

Support services

Maintenance Operations

Commercial gas servicing, repairs and installations

Domestic gas servicing, repairs and installations

Maintenance of Housing, Schools and Public Buildings

Planned maintenance programmed works

Seven day 24 hour emergency response

Facts & Figures

% of creditor invoices passed for payment in
less than 16 days

86%

(2003/04)

5. NEW BEST VALUE AUDIT RESPONSE 1997 TO PRESENT

1. Commitment and Leadership

A commitment to delivering better public services year on year through best value, acceptance of the key principles of accountability, ownership, continuous improvement and transparency

Elected members and senior managers have developed a vision of how Best Value will contribute to corporate goals of the authority which informs the direction of the services is communicated effectively to staff

A commitment to high standards of probity, propriety, to honour the trust given by the electorate

The Department of Neighbourhood Services is committed to delivering better public services through the key principles of Best Value. All policies, plans, strategies and operations have been and are developed in line with Best Value principles.

Elected members and senior managers have developed a vision of how Best Value will contribute to corporate goals of the authority, this has been achieved through the development of departmental policies, strategies, business plans and continuous improvement plans that link directly to the Councils community plan. The vision set out in these documents has been communicated effectively to staff.

Elected members and senior managers are committed to high standards of probity and propriety through the implementation of the Code of Conduct for Councillors and the Code of Conduct for Employees.

The Department's senior managers are involved in the Council's corporate functions through involvement on the Corporate Strategy Group, Single Status Steering Group, Corporate Risk Management Group, Procurement Working Group and the IT Strategy Group.

The commitment, vision and direction of the Department are reviewed through the Corporate Management Team Meetings and Senior Management Teams.

(See Appendix 1 – Commitment and Leadership)

2. Responsiveness and consultation

Responsiveness to the needs of its communities, citizens, customers, employees and other stakeholders so that plans, priorities and actions are informed by an understanding of those needs

An ongoing dialogue with other public sector partners and local business, voluntary and community sector

Consultation arrangements which are open, fair and inclusive

The Department of Neighbourhood Services is committed to being responsive to the needs of communities, citizens, customers, employees and other stakeholders.

The Department has developed a rolling programme of stakeholder consultation exercises and through these exercises has sought to ascertain and respond to the changing needs of all our stakeholder groups. The results of consultation exercises have been used to develop / re-configure services.

The Department has developed and produced a range of advice leaflets to assist customers engage effectively with the services provided.

The Department has established and implemented various methods of consultation allowing effective communication and stakeholder feedback to occur.

(See Appendix 1 – Responsiveness & Consultation)

3. Sound Governance at a strategic, financial and operational level

A framework for planning and budgeting that includes detailed and realistic plans linked to available resources, to achieve the authority's goals (including community planning commitments) at service delivery level.

East Ayrshire Council has developed a shared vision (East Ayrshire Community Plan) with its community planning partners to respond to the needs of its community, translated in to specific actions to be carried out at both corporate and service levels.

The Neighbourhood Services Department has developed and gained council approval for a number of business / service / continuous improvement plans that link directly to the Community Plan (formerly the Council Plan).

In the development of business / service plans and the associated action plans the Neighbourhood Services Department seeks to match the resources (Financial, Human and Operational) with priorities through the integration of service and budget planning.

Actions, targets and outcomes are agreed for each business / service plan and performance reported back to the Community Service and Housing Committees on a regular basis (annually). The review and reporting process forms the basis for future planning exercises.

(See Appendix 1 – Sound Governance)

An effective performance management systems, which include the use of external comparison, through which performance issues can be identified, monitored and addressed

The Department of Neighbourhood Services has a number of effective performance management systems in place.

The performance information produced by these systems is accurate (externally audited), up to date, bench marked against external providers and forms the basis to monitor and address our performance.

Performance against planned actions, targets and outcomes along with comparisons with external providers is presented to Committee.

(See Appendix 1 – Sound Governance)

4. Sound management of resources

making the best use of public resources, including employees, contractual agreements, ICT and other systems, land and property, and financial resources – keeping a considered and appropriate balance between cost, quality and price

The Council and the Department of Neighbourhood Services operates to the Councils Financial Regulations.

The Neighbourhood Services Department, Financial Services Managers have an overview of the Departments spending which by regularly monitoring budgets minimises exposure to risk.

The Executive Director of Neighbourhood Services receives written reports from the Departmental Financial Services Managers highlighting any financial issues monitored and acted upon.

The Department of Neighbourhood Services presents departmental and service level budget scrutiny reports to the Community Services and Housing Committees.

The Department treats employees as a key strategic resource. Human resource utilisation is planned and related to strategic and operational objectives. The Department operates EAGER the Council employee development scheme to ensure that human resources match strategic and operational plans.

The Department of Neighbourhood Services makes use of the expertise of the Procurement Section in the purchasing products and services. The department operates within strict procurement guidelines that comply with EC procurement laws as laid down by the Procurement section.

The Finance Department manages risk corporately through the Risk and Insurance Manager whose remit is to reduce risk and ensure efficient and effective insurance. The Department of Neighbourhood Services manages risk through a departmental risk management group. The Finance Department also employ an internal audit section with a remit to scrutinise and ensure adherence to financial procedures.

(See Appendix 1- Sound Governance)

5. Use of review and options appraisal

an approach to review that is rigorous and robust with no areas of work protected from consideration for review

review activity achieves quantifiable benefits for key stakeholders accepting that change may be necessary

services are expected to remain competitive and to provide consistently good service quality. In considering opportunities for improvement a fair and open approach will be taken in evaluating alternative forms of service delivery from whatever the sector

The Department of Neighbourhood Services is committed to the delivery of high quality services to the people of East Ayrshire.

The Department is committed to the principle of continuous improvement and to this end has developed a number of improvement plans to drive forward service development. These plan sets out the Departments and our stakeholders priorities in terms of service review and improvement.

Continuous improvement is integrated in to the Departments management arrangements and forms the basis for rigorous service review and development.

The review process is consistent with the corporate approach to Service Review

The review process sets out to challenge the basis for current and future service delivery.

A number of service, policy, strategy and best value service reviews have been undertaken and are time-tabled for the Department. These planned reviews have been instigated with the aim of making quantifiable service improvements for stakeholders.

Stakeholder involvement / consultation in the review process is central to the success of the review.

(See appendix 1 – Review and Option Appraisal)

6. Competitiveness, trading and the discharge of authority functions

it is conscious of being publicly funded in everything it does; it has regard to obligations under the state aid rules; and it is aware of the need to conduct its business in a manner which demonstrates appropriate competitive practice

account is taken of the potential economic impact of the authority's activities (particularly new activities) on the local business community and others

the power to advance well being is not used to raise money, beyond imposing reasonable charges for the work undertaken

where the authority's activities count as entering into an agreement to supply goods and services, the Local Authorities (Goods and Services) Act 1970 is observed

the requirement to keep trading accounts under proper accounting practice is observed where appropriate to the authority's activities, in order to provide a transparent audit trail

The Department of Neighbourhood Services operates a system of service and business planning.

The Department is aware that it is publicly funded and operates within a set legal framework.

The Department has adopted the Cipfa guidelines for competitiveness, trading and the discharge of authority functions.

(See Appendix 1 – Competitiveness, Trading)

7. Sustainable development

Contribution to the achievement of sustainable development – consideration of the social, economic and environmental impacts of activities and decisions both in the short and long term.

The Department of Neighbourhood Services builds sustainability issues in to all its strategies, plans and operations.

Sustainability is at the heart of the East Ayrshire Community Plan. The Council and the Department of Neighbourhood Services is committed to making sure that the outcomes of social, economic and environmental improvements are sustainable and will stand the test of time.

(See Appendix 1 – Sustainability).

8. Equal Opportunities arrangements

A culture which encourages both equal opportunities and the observance of the equal opportunities requirements

Measures are in place to meet the UK wide equal opportunities requirements e.g.

Equal Pay Act 1970

Sex Discrimination Act 1975

Race Relations Act 1976 as amended by the Race Relations Amendment Act 2000.

Disability Discrimination Act

and all relevant subordinate legislation made under such Acts

The Department of Neighbourhood Services is committed to meeting its obligations in terms of equal opportunities. This is reflected in the authorities strategies, plans and operations.

The Department is committed to the elimination and prevention of all discriminatory practices.

(See Appendix 1 - Equalities)

9. Joint working

A culture which encourages joint working and service delivery where this will contribute to better services and customer focused outcomes.

The Department of Neighbourhood Services has for many years been successfully involved in joint working and service delivery with many of our stakeholder(s) and community planning partners.

The Council and the Department of Neighbourhood Services are committed to joint working with our community planning partners. The basis for joint working has been formalised and is set out in the East Ayrshire Community Plan.

(See Appendix 1- Joint Working)

10. Accountability

The use of public performance reporting so that stakeholders are told what quality of service is being delivered and what they can expect in the future.

Public performance reporting within East Ayrshire has been dealt with at a Corporate level. The Corporate Development Department on behalf of the Council prepares an annual public performance report (PPR). The PPR details performance across the Council and linked to the Community Plan. The PPR links performance to the key themes of the Plan.

The Department of Neighbourhood Services assists in the production of the PPR through the collection of a range of performance information both statutory and non-statutory. The PPR is published in a number of formats to ensure the widest possible dispersion of this information.

(See appendix 1 – Accountability)

**Department of Neighbourhood Services
Best Value Position Statement October 2003 - March 2005**

Appendix 1

DATE	REPORT / STRATEGY / PLANS / CONSULTATION etc	CRITERIA REFERENCE	CRITERIA No
Apr-04	National Code of Local Government Conduct	Commitment & Leadership	1
Apr-04	East Ayrshire Council Standing Orders	Commitment & Leadership	1
Apr-04	East Ayrshire Council Scheme of Delegation Committee / Officer	Commitment & Leadership	1
Jan-05	Improving Housing Repairs Services In East Ayrshire	Commitment & Leadership	1,4,5&9
Jan-04	Proposed Tenant Satisfaction Survey - Housing	Responsiveness & Consultation	2
Mar-04	Tenant Participation Strategy & Action Plan	Responsiveness & Consultation	2,5 &7
Mar-04	Energy Advice Unit	Responsiveness & Consultation	2 &7
May-04	Pilot Rent Deposit Guarantee Scheme	Responsiveness & Consultation	2
Aug-04	Customer Consultation Dean Castle Country Park	Responsiveness & Consultation	2
Sep-04	Customer Consultation Trading Standards	Responsiveness & Consultation	2
Sep-04	Tenant Survey Results - Housing	Responsiveness & Consultation	2
Nov-04	Deposit Guarantee Scheme Update	Responsiveness & Consultation	2
Dec-04	Staff Survey - Leisure Development	Responsiveness & Consultation	2
2004	Customer Consultation Trading Standards	Responsiveness & Consultation	2
Nov-04	Allocations Policy Review	Responsiveness / Consultation / Sound Governance	2 &3
2004	Maintenance of Cleansing Services ISO9002 registration	Sound Governance	3
2004	EFQM Pathway Assessment Housing Services	Sound Governance	3
2004	EFQM Pathway Assessment Outdoor Amenities	Sound Governance	3
2004	EFQM Pathway Assessment Environmental Health	Sound Governance	3
2004	EFQM Pathway Assessment Licensing & Community Safety	Sound Governance	3
2004	EFQM Pathway Assessment Trading Standards	Sound Governance	3
2004	EFQM Pathway Assessment Emergency Planning	Sound Governance	3
2004	EFQM Pathway Assessment EALRIS	Sound Governance	3
2004	EFQM Pathway Assessment Dean Castle Country Park	Sound Governance	3
2004	EFQM Pathway Assessment Leisure Development	Sound Governance	3
2004	EFQM Pathway Assessment Museums, Arts and Theatre	Sound Governance	3
2004	EFQM Pathway Assessment Community Recreation	Sound Governance	3
2004	EFQM Pathway Assessment Building & Works	Sound Governance	3
2004	EFQM Pathway Assessment Cleansing Services	Sound Governance	3
2004	EFQM Pathway Assessment Central Services	Sound Governance	3
2004	EFQM Action Plans	Sound Governance	3
2005	EFQM Pathway Assessment Housing Services	Sound Governance	3
Sep-04	Health & Safety Action Plan 2004/05	Sound Governance	3
Sep-04	Departmental Continuous Improvement Plan 2003-2006	Sound Governance	3
Sep-04	National Performance Framework for Trading Standards	Sound Governance	3
Sep-04	Cumnock and District Leisure Group - Service Level Agreement and Progress Report	Sound Governance	3
Sep-04	Annual Service Improvement Report	Sound Governance /Resource Management	3 &4
6/ Year	Budgetary Control Summary Statement Committee Report: Cleansing	Sound Governance /Resource Management	3 &4
6/ Year	Budgetary Control Summary Statement Committee Report: Community Services	Sound Governance /Resource Management	3 &4
6/ Year	Budgetary Control Summary Statement Committee Report: Outdoor Services	Sound Governance /Resource Management	3 &4
6/ Year	Building & Works Progress Reports	Sound Governance /Resource Management	3 &4

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6/ Year	Budgetary Control Summary Statement - Homes & TS, Central Repair Account	Sound Governance /Resource Management	3 & 4
6/ Year	Budgetary Control Summary Statement - Property	Sound Governance /Resource Management	3 & 4
6/ Year	Budgetary Control Position - Housing Revenue Account	Sound Governance /Resource Management	3 & 4
6/ Year	Budgetary Control Position - General Fund Housing	Sound Governance /Resource Management	3 & 4
6/ Year	Budgetary Control Position - Supporting People Grant	Sound Governance /Resource Management	3 & 4
6/ Year	Budgetary Control Position - Supporting People Administration	Sound Governance /Resource Management	3 & 4
6/ Year	Housing Capital Programme 2003/04	Sound Governance /Resource Management	3 & 4
13 / Year	Budgetary Control Statement Report: All sections (4 weekly)	Sound Governance /Resource Management	3 & 4
Annually	Neighbourhood Services Capital Programme 2003/04/05	Sound Governance /Resource Management	3 & 4
8 / Year	Capital Plan Monitoring Group Meetings	Sound Governance /Resource Management	3 & 4
Annually	General Services Revenue Budget 2004/05	Sound Governance /Resource Management	3 & 4
Nov-03	Summer programme for children: Evaluation Report	Sound Governance /Resource Management	3 & 4
Nov-03	Lesiure United Progress Report	Sound Governance /Resource Management	3 & 4
Nov-03	Community Action to Community Health Progress Report	Sound Governance /Resource Management	3 & 4
Nov-03	BNSF - Teenage Recreation Areas Progress Report	Sound Governance /Resource Management	3 & 4
Jan-04	General Services Revenue Budget Charges for Services 2004/05	Sound Governance /Resource Management	3 & 4
Jan-04	Games Hall Attendances Progress Report	Sound Governance /Resource Management	3 & 4
Jan-04	Restructure / Reconfiguration of Museums, Arts and Theatre Section	Sound Governance /Resource Management	3 & 4
Jan-04	Management restructure in the Outdoor Amenities Service	Sound Governance /Resource Management	3 & 4
Jan-04	Proposed restructure of Protective Services	Sound Governance /Resource Management	3 & 4
Jan-04	Rent Payment Arrangements	Sound Governance /Resource Management	3 & 4
Mar-04	Care and Repair Update	Sound Governance /Resource Management	3 & 4
Mar-04	Common Housing Update	Sound Governance /Resource Management	3 & 4
Mar-04	Former Tenant Arrears	Sound Governance /Resource Management	3 & 4
Mar-04	Building Strong, safe and attractive communities	Sound Governance /Resource Management	3 & 4
Mar-04	Review of Library , Information and Registration Services	Sound Governance /Resource Management	3 & 4
May-04	Housing Investment Strategy	Sound Governance /Resource Management	3 & 4
Sep-04	Former Tenant Arrears	Sound Governance /Resource Management	3 & 4
Nov-04	Housing Investment Programme	Sound Governance /Resource Management	3 & 4
Jan-05	Housing Investment Programme	Sound Governance /Resource Management	3 & 4
Jan-05	Void Management	Sound Governance /Resource Management	3 & 4
Jan-05	Care and Repair Update	Sound Governance /Resource Management	3 & 4
Sep-04	Contract Measurement	Sound Governance /Resource Management	3 & 4
Sep-04	Void Management	Sound Governance /Resource Management	3 & 4
Sep-04	Housing Investment Programme	Sound Governance /Resource Management	3 & 4
Jan-05	Rent Arrears and Former Tenant Arrears	Sound Governance /Resource Management	3 & 4
Jan-04	Food Service Plan	Sound Governance / Sustainability	3 & 7
Sep-04	Health and Safety Action Plan 2004/05	Sound Governance / Sustainability	3 & 7
Sep-04	Departmental Continuous Improvement Plan Review 2003-06	Sound Governance / Sustainability	3 & 7
Sep-04	Statutory Performance Indicators	Sound Governance / Accountability	3 & 10
Jan-05	Statutory Performance Indicators - Trials	Sound Governance / Accountability	3 & 10
Sep-04	Service Improvement Report	Sound Governance / Accountability	3 & 10

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Quarterly	Absence Management Reports / Quarterly	Resource Management	4
Jan-04	Outdoor Amenities - Equipment / vehicle leases and hires	Resource Management	4
Jan-04	Void Management Proposed Demolitions	Resource Management	4
6 / Year	Proposed disposals and development	Resource Management	4
Mar-04	Proposed Demolitions	Resource Management	4
Mar-04	Major Grants to voluntary organisations- Kilmarnock Leisure Centre Trust	Resource Management	4
Sep-04	Major Grants to voluntary organisations-New Cumnock Environmental Regeneration Volunteers	Resource Management	4
Sep-04	Major Grants to voluntary organisations- Bellsbank Adventure Playground	Resource Management	4
Nov-04	Cleansing Vehicle Replacement Requirements	Resource Management	4
Sep-03	Neighbourhood Services Capital Programme 2003/04	Resource Management	4
4 / Year	Corporate Risk Management Group - Meeting Minutes	Resource Management	4
4 / Year	Departmental Risk Management Group - Meeting Minutes	Resource Management	4
Feb-99	Employee Development Scheme (EAGER)	Resource Management	4
6 / Year	General Services Capital Monitoring Group - Meeting Minutes	Resource Management	4
May-04	Surplus ground adjacent to the Gavin Hamilton Sports Centre, Darvel	Resource Management	4
May-04	Surplus playpark - surplus ground , Fir Park, Moscow	Resource Management	4
May-04	Surplus land at Dalsalloch Wood, Auchinleck	Resource Management	4
May-04	Feudal Reform / Factoring of the Right to Buy Housing properties	Resource Management	4
May-04	Proposed Initiative Areas	Resource Management	4
May-04	Housing Development Proposals	Resource Management	4
May-04	Proposed Disposal of Land	Resource Management	4
May-04	Proposed Disposal and transfer of Land	Resource Management	4
Sep-04	Newmilns Cemetery - Surplus Ground	Resource Management	4
Sep-04	5 Glaisnock road, Cumnock - Surplus Ground	Resource Management	4
Sep-04	Annanhill Nursery - Surplus Ground	Resource Management	4
Nov-04	Housing Development Proposals	Resource Management	4
Nov-04	Proposed Disposal of Land	Resource Management	4
Nov-04	Dalricket Mill Landfill Site, By New Cumnock - Surplus Ground	Resource Management	4
Jan-05	Proposed Housing Initiative Areas	Resource Management	4
Jan-05	Housing Development Areas	Resource Management	4
Jan-05	Disposal of land	Resource Management	4
Feb-05	Cultural Commission - Response to Consultation	Resource Management	4
Feb-05	Future Museum Southwest	Resource Management / Review & Options	4&5
Feb-05	Local Authority Internal Waste Audits	Resource Management / Review & Options	4&5
Feb-05	Real Nappy Campaign - Waste Minimisation Initiative	Resource Management / Review & Options	4&5
Feb-05	Review of golf course provision	Resource Management / Review & Options	4&5
Feb-05	Review of Council bowling greens	Resource Management / Review & Options	4&5
Feb-05	Netherthird Community Library	Resource Management / Review & Options	4&5
Feb-05	Amalgamation of Library, registration and Information Services in Dalmellington and Bellsbank	Resource Management / Review & Options	4&5
6 / Year	Awarding of contracts	Resource Management / Review & Options	4&5
Nov-04	Revenue Maintenance and Capital Contracts	Resource Management / Review & Options	4&5
Jan-05	Proposed Demolitions	Sound Governance /Resource Management	4&5

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May-04	Authorised Non Occupation Policy	Resource Man / Review & Options/ Sustainability	4,5&7
Apr-04	Housing Improvement Programme	Resource Management / Sustainability	4&7
Sep-04	Fire Damage Re-instatement	Resource Management / Sustainability	4&7
Sep-04	Building Strong, safe and attractive communities	Resource Management / Sustainability	4&7
Sep-04	Private Sector Housing Grant Bid	Resource Management / Sustainability	4&7
Sep-04	Home Energy Conservation Act Progress Report	Resource Management / Sustainability	4&7
Nov-04	Sheltered Housing Improvements	Resource Management / Sustainability	4&7
Nov-03	Dunlop & district Community Company, lease and funding request negotiations	Review / Option Appraisal	5
Mar-04	Implementation of the three bin system: member officer working group	Review / Option Appraisal	5
Sep-04	Food Safety Agency Funding for promotion of food safety management proceures	Review / Option Appraisal	5
Sep-04	Provision of public convenience - Request for authorisation to close Darvel facility	Review / Option Appraisal	5
Feb-05	Consultation paper on the landfill allowance scheme regulations	Review / Option Appraisal	5
Nov-03	Strategic Waste Fund Guidance	Review / Option Appraisal	5
Jan-05	Health & Safety Enforcement Strategy partnership working and topic inspections	Review / Option Appraisal / Sustainability	5 ,7 &9
Nov-04	Waste Disposal Strategy	Review / Option Appraisal / Sustainability	5 & 7
Nov-04	Waste Recycling - amended targets for local authorities	Review / Option Appraisal / Sustainability	5 & 7
May-04	Cleansing Services Business Plan 2004/05	Competitiveness, Trading / Sustainability	6 & 7
May-04	Community Recreation Business Plan 2004/05	Competitiveness, Trading / Sustainability	6 & 7
May-04	Outdoor Amenities Business Plan 2004/05	Competitiveness, Trading / Sustainability	6 & 7
Mar-04	Building & Works Business Plan 2004/05	Competitiveness, Trading / Sustainability	6 & 7
Nov-00	Human Rights Act	Equalities	8
Jan-04	Race Relations Amendment Act 2000 -Housing	Equalities	8
Jan-05	Race Relations Amendment Act 2000 -Housing	Equalities	8
Feb-04	Report on the adoption of the Race Relations Amendment Act 2000	Equalities	8
Sep-03	Disability Discrimination Act and Council Properties	Equalities	8
Feb-04	Employment Equality Regulations 2003	Equalities	8
Oct-96	Recruitment & Selection Procedure	Equalities	8
Sep-04	Pilot Care and Repair Project Outcomes and expansion	Equalities / Joint Working	8 & 9
Jan-04	Homeless Strategy Update	Joint Working / Sustainability	9 & 7
Jan-04	Supporting People Programme	Joint Working / Sustainability	9 & 7
Mar-04	Joint Mediation Service	Joint Working / Sustainability	9 & 7
Sep-04	Homeless Strategy Update	Joint Working / Sustainability	9 & 7
Nov-04	Supporting People Programme Update	Joint Working / Sustainability	9 & 7
Jan-05	Supporting People Programme	Joint Working / Sustainability	9 & 7
Jul-04	East Ayrshire, The Community Plan	Joint Working / Sustainability	9 & 7
May-04	Ayrshire Libraries Forum : EAC to be lead authority	Joint Working	9
May-04	Waste Disposal joint working with South Ayrshire	Joint Working	9
Sep-04	East Ayrshire Public Performance Report 2003/04, Delivering Our Promises	Accountability	10
Jan-05	Freedom of Information Implemetation	Accountability	10