

## **EAST AYRSHIRE COUNCIL**

### **CORPORATE GOVERNANCE COMMITTEE - 16<sup>TH</sup> FEBRUARY 2006**

#### **BEST VALUE SERVICE REVIEW – PROGRESS AND CURRENT POSITION**

##### **Report by Head of Corporate Development and Communication**

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

- 1.1. To provide an update on progress in relation to the implementation of Departmental Best Value Review Programmes.

### **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 programme.
- 2.2. The Council's revised arrangements in relation to Best Value 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 responsibility for monitoring progress in the achievement of their Best Value Review Programme and ensuring that their Service Committees are updated on this.

### **3. BEST VALUE PROGRESS**

- 3.1. 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, the Corporate Governance Committee of 21 September 2004 agreed a strategic programme for Best Value Review over 2004-2007. A summary of the Service units identified for Best Value Review over this period is provided in Appendix 1.
- 3.2. Executive Directors reported to their respective Service Committees on their detailed programmes for Best Value Review. An update on current progress in the implementation of their Review Programmes is provided at Appendix 2 of the report.
- 3.3. Executive Directors are responsible for ensuring that their Service Committees are kept up to date on progress in implementing their agreed Best Value Review Programme.

- 3.4.** It has always been recognised that scope for flexibility and adjustment in the implementation of departmental Best Value Review programmes is required in the context of any prevailing circumstances over the 3 year programme. Where material alterations to the agreed departmental 3 year programmes are proposed, these will be the subject of separate reports by the relevant Executive Director to their Service Committee/s.

#### **4. POLICY/ LEGAL IMPLICATIONS**

- 4.1.** The Local Government 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 Review will ensure that the Council is acting in accordance with statutory requirements.

#### **5. FINANCIAL IMPLICATIONS**

- 5.1.** The implementation of the Departmental Best Value Service Review programmes will play 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.

#### **6. RECOMMENDATIONS**

- 6.1.** Committee is asked to:-
- (i) note the current progress in implementing the Council's Best Value Review Programme as detailed in Appendix 2 of this report;
  - (ii) agree to receive further update reports on the implementation of the Best Value Review programme;
  - (iii) note that Executive Directors will continue to ensure that Service Committees are updated on the implementation of their Best Value Review Programmes; and
  - (iv) otherwise note the terms of this report.

#### **List of Background Papers**

1. Local Government in Scotland Act 2003 and supporting guidance and regulation.

Anyone wishing further information on this report should contact John Clayton, Head of Corporate Development and Communication, Tel. No.: 01563 576165

## APPENDIX 1

### STRATEGIC PROGRAMME FOR BEST VALUE REVIEW

<b>BEST VALUE REVIEW 2004 – 2007</b> <b>Corporate Governance Committee 21 September 2004</b>	
<b>Department of Corporate Support</b>	
Finance	
Information Technology	
Corporate Development and Communication	
Personnel Services	
Administration Services	
Legal Services	
<b>Department of Educational and Social Services</b>	
Education Services	
Social Services	
Community Learning and Development	
Onsite Services	
<b>Department of Neighbourhood Services</b>	
Homes	
Leisure Services	
Protective Services	
Building and Works	
<b>Department of Development and Property Services</b>	
Economic Development <ul style="list-style-type: none"><li>• Enterprise Support</li><li>• Special Projects</li><li>• Property and Redevelopment</li></ul>	
Planning and Building Control <ul style="list-style-type: none"><li>• Development and Promotion</li><li>• Building Control</li><li>• Policy and Projects</li></ul>	
Roads and Transportation <ul style="list-style-type: none"><li>• Roads Operations</li><li>• Roads Design</li><li>• Road Traffic and Transportation</li><li>• Roads General Services</li><li>• Road Safety</li><li>• Street Lighting</li><li>• Roads Contracts</li><li>• Transport Services</li></ul>	

## APPENDIX 2

### DEPARTMENTAL BEST VALUE REVIEW PROGRAMME

<b>DEPARTMENTAL BEST VALUE REVIEW PROGRAMME</b> <b>Agreed by Executive Directors through Service Committees</b>		
<b>Service Unit</b>	<b>Department</b>	<b>Current Progress</b>
<b>2004/05</b>		
Finance	CS	Best Value Review completed in accordance with the agreed programme. Report to the Corporate Governance Committee of 9 June 2005 on recommendations arising from the Review. Update report presented to Corporate Governance Committee of 29 September 2005.
Technical Services	DPS	Following a major consultancy review of Homes by DTZ Piedad a number of key issues arose which impinged on the future relationships with Technical Services, and which had to be considered in line with their future direction. It is proposed that the final report will go to Development Services Committee on the 8 March 2006.
Economic Development and Property	DPS	The timetable for the review of Economic Development and Property Services has slipped due to the importance of certain aspects of the review being carried out in tandem with those relating to the Technical Services review. The work will be completed by end of January 2006, and will be reported to the Development Services Committee of 8 March 2006.
Housing Services	NS	Best Value Review completed in accordance with agreed programme. Reported to and approved by Housing Committee on 20 April 2005 and to Corporate Governance Committee on 9 June 2005. Presented to the Performance Review Group on 6 October 2005.
Ancillary Staff (Educ.)	ESS	Review completed in accordance with the programme. Endorsed by the Chair of the Education Committee and passed to Head of Personnel under his delegated powers.

Network Team (Educ.)	ESS	This is the second cycle of Best Value Review for this service. Second Review will be reported to Education Committee 21 March 2006.
Technicians service (Educ.)	ESS	Completed October 2004 and agreed by Joint Board.
Quality Improvement (Educ.)	ESS	Review completed in accordance with programme. Results reported to Education Committee 13 September 2005.
Resource Support (Educ.)	ESS	Review in progress will be completed in December 2005/January 2006 and reported to the Education Committee on 22 March 2006.
Janitorial services (Educ.)	ESS	Reviews have been conducted within the PPP framework and reported to the Education Committee on 19 October 2005. Outcomes from Committee used within overall Onsite review concluded in December 2005/January 2006. Will be reported to Education Committee 22 March 2006.
Cleaning Services (Educ.)	ESS	
Catering Services (Educ.)	ESS	
Community Facilities (Educ.)	ESS	Reviews have been completed in accordance with programme. Results reported to Education Committee 25 May 2004.
Community Learning and Development (Educ.)	ESS	Review completed and report submitted to Education Committee 22 March 2005.
Older people's Residential services (SW)	ESS	Review completed and reported to Social Work Committee 11 September 2003.
Community Meals (SW)	ESS	Review completed and reported to Social Work Committee 20 May 2004 with an update in September 2004.
Transport (SW)	ESS	Review completed and reported to Social Work Committee 9 September 2004.
Section 10 Funding (SW)	ESS	Review completed and reported to Social Work Committee 9 September 2004.
Anti poverty (SW)	ESS	Review completed and reported to Social Work Committee 4 November 2004.
Training (SW)	ESS	Review completed and reported to Social Work Committee 4 November 2004.
Looked after and Accommodated Children (SW)	ESS	Review completed and reported to Social Work Committee 20 May 2004 with further report on implications on 9 September 2004.

Adults with Learning Disability (SW)	ESS	Review in progress and will be completed with a report to the Social Work Committee, anticipated 18 May 2006.
Community Youth Support Team (SW)	ESS	Review completed and reported to Social Work Committee 19 May 2005.
Residential Services Adult Care (SW)	ESS	Review in progress and will be completed with a report to the Social Work Committee anticipated 23 March 2006.
Resource Support (SW)	ESS	Review will be completed by 31 Jan 2006, with report to SW Committee 23 March 2006.
Children with Disability (SW)	ESS	Review in progress and will be completed with a report to the Social Work Committee anticipated 18 May 2006.
Sensory Impairment (SW)	ESS	Review in progress and will be completed with a report to the Social Work Committee anticipated 18 May 2006.
Sheltered Housing (SW)	ESS	Review in progress and will be completed with a report to the Social Work Committee anticipated 23 March 2006.
<b>2005/06</b>		
Personnel Services	CS	Review in progress. Update report presented to Corporate Governance Committee of 29 September 2005.
Administration and Legal	CS	Review in progress. Update report presented to Corporate Governance Committee of 29 September 2005.
Corporate Development and Communication	CS	This review will commence following the Best Value and Community Planning Audit. Update report presented to Corporate Governance Committee of 29 September 2005.
Planning Development and Building Standards	DPS	The review commenced in October 2005. It is expected that the review will be completed by the end of February 2006.
Leisure Services	NS	Review will be completed by the end of January 2006 and will be reported to CMT in February 2006. It is anticipated that it will subsequently be reported to Community Services Committee 29 March 2006.

Protective Services	NS	Review in progress and will be completed in line with the agreed timetable (October 2005 to March 2006). A report to Community Services Committee will follow the completion date.
Early Years (Educ.)	ESS	Review in progress and scheduled for completion within agreed programme.
School staffing (Educ.)	ESS	Review in progress and on schedule for completion within agreed programme.
Personnel (Educ.)	ESS	Incorporated into Resource Support review. Completed in December 2005.
Community learning and development - Support to voluntary organisations (Educ.)	ESS	Review not started due to impact of wider review of CLDS. Report to be submitted to Committee.
Services to Adults - Learning disability day services (SW)	ESS	Review will take place within Services to Adults. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.
Services to Adults - Direct Payments (SW)	ESS	
Services to Adults - Mental Health Services (SW)	ESS	
Children and Families - Assessment and Prevention Services (SW)	ESS	Review will take place within Children and Families. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.
Children and Families - Child Protection (SW)	ESS	
Children and Families - Family Support and Supervision (SW)	ESS	
Services to Older People - Services to Health - hospital based services (SW)	ESS	Review will take place within Services to Older People. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.
Criminal Justice Services - Youth Justice (SW)	ESS	Review will take place within Criminal Justice Services. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.
Community Care and Fieldwork Services - Assessment and Care Management (SW)	ESS	Review will take place within Community Care Fieldwork and Commissioning Services. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.
<b>2006/07</b>		
Roads and Transportation	DPS	The Division is preparing for the review in 2006/07 by developing performance information, examining the adequacy of current consultation procedures and expanding benchmarking opportunities.

Information Technology	CS	This review will commence in accordance with the agreed programme. Update report presented to Corporate Governance Committee of 29 September 2005.
Building and Works	NS	Review due to commence in line with the agreed timetable (April 2006 to October 2006). A report to the Housing Committee will follow the completion date.
Delegated Budgets (Educ.)	ESS	Review will take place according to agreed programme.
Youth Strategy (Educ.)	ESS	Review will take place according to agreed programme.
Services to Adults - Learning Disability Day Services (SW)	ESS	Review will take place within Services to Adults. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.
Services to Older People - Older Peoples Day Care services (SW)	ESS	Review will take place within place within Services to Older People. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.
Services to Older People - Call Centre (SW)	ESS	Review will take place within Services to Older People. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.
Community Care and Fieldwork Services - Commissioning Services (SW)	ESS	Review will take place within Community Care Fieldwork and Commissioning Services. Restructured programme to be agreed by SW Committee, anticipated 23 March 2006.

24 January 2006