

## **EAST AYRSHIRE COUNCIL**

### **PERFORMANCE REVIEW GROUP**

#### **MINUTES OF MEETING HELD ON WEDNESDAY 14 DECEMBER 2005 AT 0930 HOURS IN THE MEETING ROOM, COUNCIL HEADQUARTERS, LONDON ROAD, KILMARNOCK**

**PRESENT:** Councillors Brian Reeves (Chair), Harry Wilson, Robert McDill and Jimmy Carmichael; and Fiona Lees, Chief Executive.

**ATTENDING:** John Mulgrew, Executive Director of Educational and Social Services; Jackie Donnelly, Executive Head of Social Work; James Lally, Best Value and Performance Officer; Jacqueline Creighton, Corporate Policy Officer; Kay Gilmour, Head of Community Support; John Clayton, Head of Corporate Development and Communication; Euan Couperwhite, Head of Resource Support; Graham Short, Head of Service: Quality Improvement; Robin Gourlay, Head of Service: On-site; and Jennifer Morrison, Administrative Officer.

**APOLOGIES:** Councillors Stephanie Young and Isabella Macrae, Provost Jane Darnbrough and Alex McPhee, Executive Head of Finance.

**CHAIR:** Councillor Brian Reeves, Chair.

#### **BEST VALUE SERVICE REVIEW**

1. The Executive Director of Educational and Social Services began by referring to the brochure which had been tabled at the meeting and which outlined the services within the Department which were subject to the following range of performance review mechanisms:-
  - external inspection;
  - external performance standards;
  - self evaluation; and
  - improvement planning.

The Executive Director of Educational and Social Services then outlined the extent of the Best Value programme up to 2006 which was detailed in the brochure, and stressed that the Department continue to pursue best value and was committed to European Foundation Quality Management (EFQM).

#### **PRESENTATION**

2. The Group then received a presentation delivered by Heads of Service from the Department of Educational and Social Services which covered the following three areas:-
  - (i) progress against the agreed programme for Best Value Review;
  - (ii) processes used in the review; and
  - (iii) outcomes.

The following areas were covered during the presentation:-

## **Executive Director of Educational and Social Services**

Section 1 - Progress against the agreed programme for Best Value Service Review.

Section 2 - Process - Implementing the Council's Strategy

- Why Service Review;
- The Service Review Programme;
- Best Value Service Review Aims;
- Service Review Process;
- Guiding Principles - The 4 "C"s:
  - Challenge;
  - Consult;
  - Compare; and
  - Compete.

Section 3 - Impact and Outcomes.

### **Head of Service (On-site)**

- On-Site Services.

### **Head of Community Support**

- Community Learning and Development Service;
- Community Facilities;

### **Head of Service (Quality Improvement)**

- Quality Improvement.

### **Head of Resource Support**

- Technician Service;
- Ancillary Staffing.

### **Executive Head of Social Work**

- Older People's Residential Services;
- Community Meals;
- Looked After and Accommodated Children;
- Community Youth Support Team;
- Anti-Poverty;
- Section 10;
- Transport; and
- Training.

The Executive Director of Educational and Social Services then concluded the presentation.

Following the presentation, Members of the Group then put various questions to the Officers present.

The Group thereafter agreed:-

- (i) to note the progress to date and the planned programme to 2006 for Best Value Review;
- (ii) that the correct processes had been used in the review; and
- (iii) that the reported outcomes were positive ones.

The meeting terminated at 1040 hours.