

EAST AYRSHIRE COUNCIL

PERFORMANCE REVIEW GROUP

MINUTES OF MEETING HELD ON THURSDAY 6 OCTOBER 2005 AT 1400 HOURS IN THE MEETING ROOM, COUNCIL HEADQUARTERS, LONDON ROAD, KILMARNOCK

PRESENT: Councillors Brian Reeves (Chair), and Harry Wilson, Provost Jane Darnbrough and Councillors Robert McDill, William Menzies and Jimmy Carmichael; Fiona Lees, Chief Executive; and Alex McPhee, Executive Head of Finance.

ATTENDING: Elizabeth Morton, Depute Chief Executive/Executive Director of Corporate Support; Bill Stafford, Executive Director of Neighbourhood Services; Martin O'Rourke, Best Value and Performance Manager; James Campbell, Principal Officer (Support), Neighbourhood Services; and Jennifer Morrison, Administrative Officer.

APOLOGIES: Councillors Stephanie Young and Isabella Macrae.

CHAIR: Councillor Brian Reeves, Chair.

BEST VALUE SERVICE REVIEW - PROGRESS REPORT

1. The Group received a presentation on the Best Value Service Review Programme within Neighbourhood Services and, in particular, the Housing Best Value Review.

As part of the presentation, the Executive Director of Neighbourhood Services covered the following areas:-

- review of the programme;
- why service review?;
- guiding principles;
- service review programme;
- housing best value service review aims;
- Housing Best Value Service Review process;
- four C's;
- recommendations
 - structural changes;
 - communications;
 - repairs;
 - estate management;
 - anti-social behaviour;
 - homelessness and allocations
- conclusions.

Following this presentation, Members had the opportunity, in line with the role of the group, to put questions to the Executive Director of Neighbourhood Services in order to challenge and thereby seek assurances, that Best Value Review in the Department was being consistently applied, was effective, was relevant to circumstances and was delivering improvements.

The Group thereafter agreed:-

- (i) that it was satisfied that the Executive Director of Neighbourhood Services had in place, by way of appropriate Action Plans and regular reports to the Housing and Community Services Committees, measures to ensure that the principles of Best Value and of Review were being delivered. Arising from this point, it was noted that the Executive Director would submit to the January Meeting of the Housing Committee, reports on Improvement to the Housing Repairs Service;
- (ii) that in terms of its future meetings it wished to continue with the format of a presentation to the Group by the relevant Executive Director as appropriate; and
- (iii) to note as previously agreed, that the next Departmental input would be from the Department of Educational and Social Services and in this respect the next meeting be held in early December with arrangements remitted to appropriate Officers.

The meeting terminated at 1455 hours.