

## EAST AYRSHIRE COUNCIL

### DEVELOPMENT SERVICES COMMITTEE - 14 DECEMBER 2004

#### PROPOSALS FOR BEST VALUE SERVICE REVIEW

##### Report by Executive Director of Development and Property Services

#### 1. PURPOSE OF REPORT

- 1.1 To inform the Committee of the department's proposals for meeting our Best Value Service Review commitments for 2004-07.
- 1.2 To inform the Committee of progress in carrying out EFQM Assessments as part of the Best Value Regime.

#### 2. BACKGROUND

- 2.1 The Local Government in Scotland Act 2003 places a responsibility on Councils to ensure all services have been subject to a Best Value Service Review over a three year rolling programme.
- 2.2 At the meeting of the Corporate Governance Committee of 21 September 2004, it was agreed that departments would report to their Service Committee on their programme for Best Value Service Review for 2004-07.
- 2.3 The Council have agreed to carry out EFQM Assessments, on an annual basis, in relation to demonstrating Best Value and Continuous Improvement.

#### 3. PROPOSALS FOR BEST VALUE SERVICE REVIEW

- 3.1 It is proposed that the units within Development and Property Services that will be subject to review will be as follows:

Service Unit	Date of Review
Technical Services	2004 / 05
Economic Development and Property	2004 / 05
Planning, Development and Building Standards	2005 / 06
Roads and Transportation	2006 / 07

- 3.2 The Reviews for both Technical Services and Economic Development and Property are underway, and will be completed by the agreed deadlines. Thereafter, both will be the subject of separate reports to Committee.

#### **4. EFQM - UNITS FOR ANNUAL ASSESSMENT**

4.1 The units that will be subject to the annual assessment are as follows:

<b>Division</b>	<b>Unit</b>
Economic Development and Property	▪ Enterprise Support and Special Projects
	▪ Property and Redevelopment
	▪ Technical Services
Planning, Development and Building Standards	▪ Planning, Development and Building Standards
Roads and Transportation	▪ Roads Operations
	▪ Roads Design and Transportation
	▪ Roads Contracts
	▪ Transport Services

4.2 Assessments for two of the units are nearing completion, six others are underway, and one is yet to commence. All will be completed by end of 2004/05.

#### **5. FINANCIAL AND LEGAL IMPLICATIONS**

5.1 There are no financial or legal implications.

#### **6. RECOMMENDATIONS**

7.1 It is recommended that the Committee:

- i) note the contents of the report.

**James Lavery**  
**Executive Director of Development and Property Services**  
**29 November 2004**  
**FV**

#### **BACKGROUND PAPERS**

**Nil**

For further information on the contents of this report contact Jim Farrell, Economic Development, on 01563 576144.

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