

**EAST AYRSHIRE COUNCIL**

**HOUSING COMMITTEE – 16 MARCH 2005**

**DEPARTMENT OF NEIGHBOURHOOD SERVICES  
BEST VALUE SERVICE REVIEW PROGRAMME**

**Report by Executive Director of Neighbourhood Services**

**1. PURPOSE OF REPORT**

- 1.1 To seek the Committee's consideration of a proposed programme for the implementation of Best Value Service Review within the Department of Neighbourhood Services.

**2. BACKGROUND**

- 2.1 The Corporate Governance Committee on 21 September 2004 agreed a report that put forward a wider, strategic programme for Best Value Service Review across all Council services. Among other things, the Committee agreed that Executive Directors would bring detailed proposals for Best Value Service Review within their own services, to their respective service Committees for consideration.
- 2.2 This report now puts forward a proposed programme for Best Value Service Review for the services within the Department of Neighbourhood Services.

**3. PROPOSED PROGRAMME FOR BEST VALUE SERVICE REVIEW**

- 3.1 There is a requirement that all Council services be subject to Best Value Service Review by 2006/07. Committee will appreciate that Best Value Service Review can be an intensive and time consuming exercise and it is, therefore, essential that these reviews be managed on a phased basis within the timescale specified.
- 3.2 The proposed programme for Best Value Service Review for the 4 Service Units within the Department of Neighbourhood Services is highlighted in the following table.

<b>Service Unit</b>	<b>Proposed Programme</b>
Housing Services	04/05
Leisure Services	05/06
Protective Services	05/06
Building & Works	06/07

- 3.3 Progress in relation to the implementation of the final agreed programme for Best Value Service Review will be reported to future meetings of Community Services and Housing Committees.
- 3.4 The Housing Service received approval for their Best Value Service Review Programme at Housing Committee on the 08 September 2004.
- 3.5 Progress on the implementation of the remaining reviews and the proposals resulting from these reviews will also be reported to future meetings of Community Services and Housing Committees.

#### **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 within the Department of Neighbourhood Services will ensure that the Department is acting in accordance with Corporate policy and statutory requirements.

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

- 5.1 The implementation of the Departmental Best Value Service Review Programme will play an important part in the drive for continuous improvement and the Department's ability to demonstrate economy, efficiency and effectiveness in the delivery of its services.

#### **6. RECOMMENDATIONS**

- 6.1 Committee is asked in respect of its interest to:
- (i) agree the programme for Best Value Service Review for the Department of Neighbourhood Services as detailed at paragraph 3.2 of this report;
  - (ii) agree to receive further reports on the progress and the implementation of the Best Value Review programme and proposals for improvement arising from specific reviews at future meetings of this Committee;
  - (iii) otherwise note the terms of this report.

**William Stafford**  
**Executive Director of Neighbourhood Services**

**WS/JC**

**28 February 2005**

## **List of Background Papers**

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

Anyone wishing to inspect background papers listed above should telephone Janie Stewart on 01563 576076.

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