

**APPENDIX VI**

**EAST AYRSHIRE COUNCIL**

**BEST VALUE SUB-COMMITTEE OF THE POLICY AND RESOURCES  
COMMITTEE**

**MINUTES OF MEETING HELD ON THURSDAY 14 JANUARY 1999 AT 1100  
HOURS IN THE MEETING ROOM, COUNCIL HEADQUARTERS, LONDON ROAD,  
KILMARNOCK**

**PRESENT:** Councillors David Sneller, Daniel Coffey, James Kelly, James Boyd, Tommy Farrell and Eric Jackson.

**ATTENDING:** Fiona Lees, Depute Chief Executive; Alex McPhee, Director of Finance; John Hillis, Director of Housing; Barbara Haughan, Director of Support Services; Graham Short, Depute Director of Education; Graham Haugh, Depute Director of Personnel Services; John Griffiths, Head of Leisure Services; Alan Neish, Head of Planning and Building Control; Helen Dick, Head of Performance; Anna Gallagher, Team Leader, Legal Services; Margaret McManus, Principal Officer, Social Work; and Robert Beaton, Administrative Officer.

**APOLOGIES:** Councillors Drew McIntyre and John Smith.

**CHAIR:** Councillor David Sneller, Chair.

**OUTPUT BASED PERFORMANCE INDICATORS (Item 1, Page 3309)**

1. There was submitted a report dated 5 May 1998 (circulated) by the Director of Education which informed of the use of Output Based Performance Indicators in the Education Department.

It was agreed:-

- (i) to note the endorsement of the Education Committee of the Indicators, identified in Paragraph 4.3 of the report through the Target Setting Initiative;
- (ii) to approve the Indicators identified in Paragraph 4.3 of the report as part of the "Best Value" Initiative; and
- (iii) otherwise, to note the contents of the report.

**ACCOUNTS COMMISSION MANAGEMENT STUDIES MODULE 2: MANAGING  
PEOPLE**

2. There was submitted a report dated 23 December 1998 (circulated) by the Director of Personnel Services which provided a corporate summary of the Council's response to the Accounts Commission Management Studies Module 2: Managing People as at 31 October 1998.

It was agreed:-

- (i) to note the Council's progress in responding to the Accounts Commission Module 2 entitled "Managing People";

- (ii) that the Director of Personnel Services provide a report relating to the Council's corporate progress as at 31 March 1999 to the Personnel and Property Sub-Committee meeting of 13 April 1999;
- (iii) to request each Service Director to submit a report on progress against the management arrangements within the terms of the Performance Plan for the service to appropriate Service Committees during October 1999; and
- (iv) otherwise, to note the contents of the report.

### **PROPOSALS FOR SERVICE REVIEW**

3. There was submitted a report dated 8 January 1999 (circulated) by the Chief Executive which outlined issues on the development of the service review process in line with the Business Excellence Model.

It was agreed:-

- (i) that Business Excellence Model assessments would be undertaken as service units aligned to a revised service review programme;
- (ii) to request that Departments carry out a re-evaluation of service units and submit proposals for a revised service review programme to the next meeting of this Sub-Committee;
- (iii) to note that a service unit would be reviewed as a pilot commencing February to April 1999 using the Business Excellence Model aligned to the service review process;
- (iv) to note that current service reviews for Administration, Criminal Justice and Special Education Needs Services would be completed as far as practicable, in line with these proposals;
- (v) to request that appropriate Officers submit a report on proposals for the establishment of a Member/Officer Group to carry out final appraisals of service reviews, to the next meeting of the Sub-Committee;
- (vi) to request that appropriate Officers consult with the relevant Trade Unions on the proposed changes to the service review process; and
- (vii) otherwise, to note the contents of the report.

### **UPDATE ON CURRENT POSITION OF SERVICE REVIEWS**

4. There was submitted a report dated 8 January 1999 (circulated) by the Chief Executive which provided an update on position with regard to service reviews currently being undertaken within the Council.

It was agreed:-

- (i) to note the position with regard to the service reviews currently being undertaken;
- (ii) to note the requirement that further reports on these service reviews would be included in the remit of the report on the Member/Officer Working Group to be submitted to the next meeting; and
- (iii) otherwise, to note the contents of the report.

### **NON-STATUTORY PERFORMANCE INDICATORS**

5. There was submitted a report dated 7 January 1999 (circulated) by the Chief Executive which updated progress on the implementation of Non-Statutory Performance Indicators.

It was agreed:-

- (i) to approve the current and proposed Non-Statutory Performance Indicators as detailed within the report;
- (ii) to approve the reporting procedures as detailed within the report; and
- (iii) otherwise, to note the contents of the report.

### **PROPOSALS ON KEY PERFORMANCE INDICATORS AND PUBLIC PERFORMANCE REPORTS**

6. There was submitted a report (circulated) by the Chief Executive which submitted an update of the current position, proposals for a response on The Scottish Office key performance indicators and the proposed timetable for the completion of key performance indicators and public performance reports.

It was agreed:-

- (i) to approve the submission to The Scottish Office of the comments shown in Appendix 1 of the report as the Council's agreed response on proposals for key performance indicators;
- (ii) to approve the timetable for the completion of a performance management and planning framework as detailed within Appendix 2 of the report; and
- (iii) otherwise, to note the contents of the report.

### **PRESENTATION OF CERTIFICATES TO ASSESSORS**

7. The Sub-Committee noted that the undernoted members of staff had qualified for certificates as trained assessors on company self-assessment used by the European Foundation for Quality Management in Administering the European Quality Awards:-

Jim Farrell and Jacqueline Martin (Commercial Operations);

David Ferguson and Katie Kelly (Community Services);

Janie Allen, Bill Hunter and Tom Williams (Education);

John Pilkinton and Jennifer Queripel (Housing);

Connie Kerr (Personnel Services);

Bill Duncan and Donal Flannery (Social Work); and

Michael Gillespie and Morag McEwan (Support Services).

The Chair of the Sub-Committee then presented certificates to members of staff present.

The meeting terminated at 1159 hours.