

APPENDIX II

EAST AYRSHIRE COUNCIL

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

**MINUTES OF MEETING HELD ON FRIDAY 13 FEBRUARY 1998 AT 1000
HOURS IN THE MAIN MEETING ROOM, COUNCIL HEADQUARTERS, LONDON
ROAD, KILMARNOCK**

PRESENT: Councillors David Sneller, Drew McIntyre, Ronald Brailsford, Jim O'Neill, Daniel Coffey, James Kelly, John Smith and Eric Jackson.

ATTENDING: David Montgomery, Chief Executive; Fiona Lees, Depute Chief Executive; Des Tierney, Director of Commercial Operations; Barbara Haughan, Director of Support Services; Margaret Burnell, Senior Depute Director of Education; Alex McPhee, Senior Depute Director of Finance; Charles McIvor, Depute Director of Commercial Operations; Alan McKnight, Depute Director of Housing; Graham Haugh, Depute Director of Personnel Services; John Griffiths, Head of Leisure Services; Douglas Campbell, Head of Public Relations and Marketing; Margaret McManus, Principal Officer, Social Work; and Julie Armstrong, Senior Administrative Officer.

APOLOGIES: Councillors Kim Nicoll, Jimmy Boyd and Tommy Farrell.

APPOINTMENT OF CHAIR

1. The Senior Administrative Officer called for nominations for Chair and Councillor Sneller was nominated and thereafter took the Chair.

TOWARDS BEST VALUE

2. The Depute Chief Executive, Lead Officer of the Best Value Officer Implementation Group gave a presentation to the Sub-Committee which gave a broad overview on the principles of Best Value, and the establishment of the Member/Officer Group to prepare the Council's submission for Best Value (which was approved by Council on 25 September 1997).

The Depute Chief Executive then gave details of the compliance plan and assessment process together with associated timescales and targets.

The Sub-Committee noted the information provided.

**BUSINESS EXCELLENCE SELF ASSESSMENT - ESTABLISHMENT OF
CENTRAL SUPPORT TEAM**

3. There was submitted a report dated 6 February 1998 (circulated) by the Best Value Officer Implementation Group which advised of the establishment of the Central Support Team to facilitate the Council's implementation of the Business Excellence Model.

It was agreed:

- (i) to note the steps taken by the Best Value Implementation Group to establish and train a Central Support Team to facilitate implementation of Business Excellence Self Assessments across the Council's service; and

- (ii) otherwise to note the contents of the report.

PRESENTATION OF CERTIFICATES TO ASSESSORS

4. 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 of Quality Management in administering The European Quality Awards:-

Carol Johnston, James Campbell and Andrew Kennedy (Commercial Operations); Les Aitchison (Community Services); Bob Griffiths and Andrew Scott-Martin (Development Services); Mary Docherty, Anne Ross and Kenneth McKinlay (Education); Colin Houston (Finance); Gerry Darroch and David Saunders (Housing); Eoghan Baird (Personnel Services); Donald McVicar and Alex Reid (Support Services); Margaret McManus and Kay Gilmour (Social Work).

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

BEST VALUE IMPLEMENTATION: SERVICE SPECIFICATION, TARGETS AND STANDARDS

5. There was submitted a report dated 6 February 1998 (circulated) by the Best Value Officer Implementation Group which described the process of service specification within the context of the Council's "Towards Best Value" initiative.

It was agreed:

- (i) to approve the framework described in the report as a basis for the development of service specifications in Council Departments;
- (ii) to the further development of the framework to take account of experience in implementation and local circumstances; and
- (iii) otherwise to note the contents of the report.

BEST VALUE ASSESSMENT PROCESS

6.1 TOWARDS BEST VALUE - UPDATE ON IMPLEMENTATION OF BUSINESS EXCELLENCE MODEL

There was submitted a report dated 6 February 1998 (circulated) by the Best Value Officer Implementation Group which advised of the progress made in implementing the Business Excellence Model and of the adjustments made to the programme in light of operational experience.

It was agreed:

- (i) to note the progress which was being made with regard to the implementation of the Business Excellence Programme;
- (ii) to note the adjustments to the programme outlined in Sections 3 and 4 of the report which had been made in the light of operational experience;
- (iii) to receive at a future meeting, a further report on the arrangements proposed for the implementation of the programme for 1998/99 together with the associated costs; and
- (iv) that a presentation be made to Members on the application of the self assessment process for a Department and that the Social Work Department be the topic for the presentation.

6.2 OPTION APPRAISAL

There was submitted an amended report dated 21 January 1998 (circulated) by the Best Value Officer Implementation Group which sought approval for the process of Option Appraisal required to be carried out for all Council Services under the Best Value Regime.

It was agreed to approve the Option Appraisal Procedure outlined in the report.

6.3 OPTION APPRAISAL - THREE YEAR CORE PROGRAMME FOR THE REVIEW OF SERVICES

There was submitted a report dated 5 February 1998 (circulated) by the Best Value Officer Implementation Group which recommended a three year core programme with reserve list for the review of services as part of the Council's Option Appraisal process.

It was agreed;

- (i) that discussions be entered into with the Trade Unions in respect of the three year core programme;
- (ii) subject to (i) above, to the three year core programme for Option Appraisals ;

Year 1 - 1998/99

Administration (Central Support)
 Audit
 Building Cleaning
 Criminal Justice Services
 Grounds Maintenance
 Outdoor Education
 Special Needs Education (Support and Delivery)
 Waste Management

Year 2 - 1999/2000

Community Care Services (Older People)
 Community Education (Support and Delivery)
 Housing Benefit Service
 Legal Services
 Library and Information Services
 Local Planning and Development Control
 Refuse
 Revenues
 Training and Development (Personnel)
 Vehicle Maintenance

Year 3 - 2000/01

Accountancy
 Catering
 Children and Families (Services)

Contracting and Technical Services (service elements to be specified)
 Economic Development (Delivery)
 Environmental Health
 Health and Safety
 Housing (remainder of Service)
 Property (management of the Property portfolio)
 Roads: Network Management
 Secondary Education (Support and Delivery)
 Street Cleaning

- (iii) that Officers bring forward, to the next meeting of the Sub-Committee, an implementation plan in respect of those services/service elements scheduled for Year 1; and
- (iv) otherwise to note the terms of the report.

Councillor Coffey left the meeting at this point.

BEST VALUE IMPLEMENTATION: BENCHMARKING SERVICES

- 7. There was submitted a report dated 3 February 1998 (circulated) by the Best Value Officer Implementation Group which described the role of benchmarking within the Council's response to Best Value and which recommended appropriate options for the procurement of benchmarking services.

It was agreed:

- (i) to note the Best Value Officer Implementation Group's progress in considering the procurement of benchmarking services;
- (ii) that CoSLA be the preferred option as the Council's partner to provide benchmarking services should proceed;
- (iii) that if these services could not be provided at an early date by CoSLA, an external tendering exercise for such services should proceed;
- (iv) that CoSLA be advised of the Sub-Committee's decision in relation to this matter; and
- (v) otherwise to note the terms of the report.

CUSTOMER/CITIZEN FEEDBACK

8.1 ACHIEVING A CUSTOMER/CITIZEN FOCUS

There was submitted a report dated 3 February 1998 (circulated) by the Best Value Officer Implementation Group which indicated progress in auditing existing systems for achieving customer/citizen feedback and arrangements for improving on these systems in the future.

It was agreed:

- (i) that note the progress to date in auditing existing customer/citizen feedback mechanisms; and
- (ii) that the timetable for implementing new initiatives as detailed within the report be approved.

8.2 RESIDENTS SURVEY: SPECIFICATION

There was submitted a report dated 3 February 1998 (circulated) by the Best Value Officer Implementation Group which proposed a specification for an East Ayrshire Residents Survey to be conducted during April - May 1998 as part of the Council's compliance with its Best Value Implementation Plan.

It was agreed:

- (i) to approve the specification for the residents survey as detailed within the report for implementation during April and May 1998;
- (ii) to receive a presentation of the survey results during the summer of 1998; and
- (iii) otherwise to note the contents of the report.

Councillor McIntyre left the meeting at this point.

ACCOUNTS COMMISSION MANAGEMENT STUDIES - MODULE 2 - MANAGING PEOPLE

9. There was submitted a report dated February 1998 (circulated) by the Best Value Officer Implementation Group which advised of the Council's proposed response to the Accounts Commission Module 2 entitled "Managing People".

It was agreed:

- (i) to refer the matter to the Personnel Sub-Committee of the Policy and Resources Committee and the Education Committee for their interest; and
- (ii) otherwise to note the contents of the report.

BEST VALUE - TRADE UNION CONSULTATION

10. There was submitted a report dated 11 February 1998 (circulated) by the Director of Personnel Services which proposed arrangements for effective consultation with Trade Unions on Best Value developments.

It was agreed:

- (i) to an approach being made to Trade Unions with a view to establishing a small Joint Consultative Group on strategic issues relating to the development of Best Value; and
- (ii) that the Director of Personnel Services undertake consultations with Trade Unions concerning the appropriateness of existing Departmental Joint Consultative Committees as vehicles for effective consultation on Best Value issues particularly in the light of the implementation of single status for existing APT&C Etc Staffs, Manual and Craft Workers.

The meeting terminated at 1140 hours.