

**2010/11 Key Actions****Appendix 3**

<b>Service Area</b>	<b>Actions</b>	<b>Responsible Officer</b>
Architectural Services	<ul style="list-style-type: none"><li>• Establish accurate WDC Optimum fee by July 2010.</li><li>• Review the fee scales with the five other contributing authorities on an annual basis, with the next review due by 30/9/10.</li><li>• Identify appropriate private enterprises offering similar services and carry out an annual benchmarking exercise by 30/9/10.</li><li>• Develop a Service Level Agreement for Architectural Services in consultation with users by October 2010.</li></ul>	Head of Property and Technical Services
Facilities Management (building cleaning, janitorial and catering services)	<ul style="list-style-type: none"><li>• Undertake benchmarking exercise of Catering/Cleaning/Janitorial service delivery options and unit/task costings with comparable local authorities by October 2010.</li><li>• Consider investment needs to realise productivity gains by October 2010.</li><li>• Review/reconfigure service delivery model by March 2011 to improve service efficiency.</li></ul>	Head of Land and Environment
Grounds Maintenance (including Street Cleaning)	<ul style="list-style-type: none"><li>• Complete review of unit cost comparisons and task costing comparisons by 31/10/10.</li><li>• Review current specifications by comparison to comparator groups and identify key variations.</li><li>• Participate in APSE Process Benchmarking exercise and analyse results by December 2010.</li><li>• Review available manpower resources and skills and compare to workload by September 2010.</li><li>• Develop options for reconfiguration of service delivery models by September 2010 to improve service efficiency.</li><li>• Further market test elements of the service following the above service reconfiguration to the value of £1million.</li></ul>	Head of Land and Environment

Service Area	Actions	Responsible Officer
Housing Management	<ul style="list-style-type: none"> <li>• Confirm HouseMark proposal (by May 2010)</li> <li>• Join HouseMark scheme (by May 2010)</li> <li>• Prepare information for submission to HouseMark (by August 2010)</li> <li>• Data validation by HouseMark (by September 2010)</li> <li>• Benchmarking information available (by December 2010)</li> </ul>	Head of Housing and Regeneration
Development Management and Building Standards	<ul style="list-style-type: none"> <li>• Discuss with Scottish Government what, if any, national competitiveness research is planned - by 31/5/10.</li> <li>• Utilising our lead role in the Clyde Valley Community Planning Partnership's Economic Strategy Review we will invite the 7 other unitary authorities to participate in developing and sharing comparative data to aid benchmarking of competitiveness measures by 30/6/10.</li> <li>• By the end of December 2010 the group will have identified a core set of comparative measures to aid sensible benchmarking.</li> <li>• Prepare an Improvement Plan for those areas which highlights that we are less competitive than our fellow Clyde Valley Community Planning Partnership unitary authorities by March 2011.</li> </ul>	Head of Housing and Regeneration