

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Audit & Performance Review Committee: 14 March 2007

Subject: Best Value Service Reviews

1. Purpose of Report

- 1.1 The report updates Committee on the progress of the current Best Value Service review programme.

2. Background

- 2.1 A list of reviews is maintained by the Policy Unit and the current version is presented as a 'timeline' in Appendix 1.

3 Main Issues

3.1 Housing, Regeneration & Environmental Services

Tenancy Services: This review commenced in February 2005. All stages have now been completed and the final report has been drafted and is being peer-reviewed by members of the BV Strategy Group in preparation for a report to a future Social Justice Committee.

Roads, Traffic and Transportation: A project brief was prepared in April 2006 for this updated review which is planned to be complete by March 2007.

Homelessness: This new review commenced in April 2006 and a project brief (BV1) was completed in July followed by a draft current service review (BV2) in October. The consultation phase (BV3) is being progressed but has slipped from the planned completion date of October 2006. The review is still planned to be complete by March 2007.

Economic Development: This new review commenced in August 2006 and a draft Project Brief (BV1) has been completed. A draft current service review (BV2) has been prepared. There has been some slippage but the review is still planned to be complete by March 2007.

Events & Halls: This review (which was started in 2003 in DES) has recommenced. The Project Brief (BV1) was completed in August 2006 and a draft current service review (BV2) was completed in October 2006. The consultation phase (BV3) is being progressed. There has been some slippage but the review is still planned to be complete by March 2007.

Architectural Services: This update of the 2002 review also commenced in April 2006. The project brief (BV1) was completed in April 2006 and the current service review (BV2) has been completed. The consultation phase (BV3) is being progressed. There has been some slippage but the review is still planned to be complete by March 2007.

Planned Reviews: Five new reviews are due to commence in 2007/08. These are Janitorial Services, Revenue Services, Environmental Health, Planning (including development control & building standards) and Estates. Two reviews are planned for 2008/09 (Trading standards and Finance/Admin)

3.2 Education & Cultural Services

School Transport: The review of Internal school transport commenced in October 2006. This involves a review of our in-house transport provision, transport provided by the Strathclyde Partnership for Transport (SPT) and by TOA Taxis. The review is scheduled for completion in April 2007. The BV1 documentation has been completed and the scope of the review has been completed. The Deputy Leader of the Council has agreed to join the working group.

Planned Reviews: The proposed review of Cultural activities is planned to commence in 2007/08.

3.3 Social Work

Community Equipment & Aids: A new BV review commenced in Sept 05 following an Audit Scotland study. The BV3 phase was completed in May 06 and consultation results have been analysed. The original plans for completion of the benchmarking and option appraisal phases by Sept 06 and a final report by October 2006 has slipped with the BV1 report now going to the February Departmental Management Team (DMT) and the final report is now expected by June 2007.

Commissioning Services for Older People: This review also follows up Audit Scotland work. The review commenced in March 2005 with the BV1 and BV2 going to February's DMT. Consultation, benchmarking and option appraisal are all currently being carried out and will be the subject of BV stage reports in due course. There has been a delay in the gathering of client dependency information – which is a key set of information for this review. The final report is now planned for May 2007.

Youth Justice Services: A scoping survey and the current service review were completed by external consultants in May 2006. Consultation, benchmarking and option appraisal are all planned for the remainder of 2006/07 with a final report date has slipped slightly from March to April 2007. In the meantime BV1 and BV2 reports are going to the February DMT.

Emergency Contact Services: This review is nearing completion. The final report was anticipated in September 2006 but now will be completed by March 2007. The BV1 and BV2 are also going to the February DMT.

Supporting People Reviews: All 29 stage 1 reviews were completed by March 2006 all ongoing reviews will be completed by March 2007.

Planned Reviews: Four new reviews are now due to commence in 2007/08. These are the Adaptations Service, Adoption & Fostering Services, Use of Temporary & Agency staff and Day opportunities in Learning disability. Four new reviews are planned for 2008/09: Transport provision, Sensory Impairment, Addiction and Carers services and 2 reviews are presently planned for 2009/10 (Brain Injury and Services to Children affected by a disability).

3.4 Chief Executive's Services

Public Relations: This review commenced last summer. The Project Brief (BV1) has been completed. The BVSG is the Project Board for this review and the current service review (BV2) has been completed. Work on the consultation phase (BV3) is well advanced but this is not completed and thus this stage of the review failed to make its target date of end-November. The review is now behind schedule but it is still anticipated that a final report will be ready by the original planned date of June 2007.

Policy Function: This review also commenced last summer and the Project Brief (BV1) has been completed. Work has been completed on the current service review (BV2) with a review of the number of posts and their roles throughout the Council. This phase was due for completion by mid-November 2006. Work has commenced on the consultation phase (BV3) which is due to complete by end-February 2007. A final report is, however, still on-track to be ready by August 2007.

Other Services: Reviews of Application support and Desk Top support within ICT were commenced in 2005; an interim report on the former was last presented to the strategy group in January 2006 – however no further progress has been made. More detailed plans for other review proposals in the Department previously put forward have not yet been fully developed – these will be further addressed in the next quarterly report to this Committee.

4. Financial Implications

4.1 There are no financial implications.

5. Personnel Issues

5.1 There are no personnel issues.

6. Risk Analysis

6.1 No risk analysis needed for this report

7. Recommendations

7.1 The Committee is invited to note the contents of this report.

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Date: 1 March 2007

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Appendix: Appendix 1: List of BV Reviews

Background Papers: None

Wards Affected: All

