

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Audit & Performance Review Committee: 20 December 2006

Subject: Best Value Service Reviews

1. Purpose of Report

- 1.1 The report reviews progress on 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 a final report is being drafted in preparation for a report to the Social Justice Committee in March 2007.

Roads, Traffic and Transportation: A project brief was prepared in April 2006 for this updated review and the review 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 and a draft current service review (BV2) in October. The consultation phase (BV3) has started 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. 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. 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. 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.

Planned Reviews: Resource limitations has resulted in the proposed review of Cultural activities being moved to 2007/08.

3.3 Social Work

Community Equipment & Aids: A new BV review commenced in Sept 05 following an Audit Scotland study. The BV" 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 and the final report is now expected by March 2007.

Commissioning Services for Older People: This review also follows up Audit Scotland work. The review commenced in March 2005 but little progress has been achieved to date. Consultation, benchmarking and option appraisal were all planned for the remainder of 2006 with a final report due in January 2007 but the final report will now be delayed until April 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.

Emergency Contact Services: This review is nearing completion. The final report was anticipated in September 2006 but now will be completed by March 2007.

Supporting People Reviews: All 29 stage 1 reviews were completed by March 2006 with 12 now at stage 2. Completion is still due 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 planned for 2009/10 (Brain Injury and Services to Children affected by a disability).

3.4 Chief Executives Services & Cross Cutting Reviews

Public Relations: This review commenced this summer. The Project Brief (BV1) has been completed. The BVSG is the Project Board for this review and the current service review (BV2) is attached for consideration. Some items are still outstanding but the workload of the PR team recently has precluded completion – which was due in mid-October. Work has commenced on the consultation phase (BV3) but this is not completed and has failed to make its target date of end-November. Thus this 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 assuming that some dedicated resource is maintained within the Policy Unit.

Policy Function: This review also commenced this summer and the Project Brief (BV1) has been completed. Work has virtually been completed on the current service review (BV2) with a review of the number of posts and their roles throughout the Council. The BVSG is the Project Board for this review and the current version of BV2 report is attached for consideration. This phase was due for completion by mid-November 2006. Work has commenced on the consultation phase (BV3) which is due to complete by February 2007. A final report is still on-track to be ready by August 2007 assuming that some dedicated resource is maintained within the Policy Unit.

Internal Communication & Consultation: Two follow-up actions from this previous review are outstanding; namely a new staff survey and the introduction of formal team briefing across the Council. Resources and timing are under review as part of the BV Improvement Plan.

4. Personnel Issues

4.1 There are no personnel issues.

5. Financial Implications

5.1 There are no financial implications.

6. Recommendations

6.1 **The Committee is asked to note the contents of this report.**

David McMillan
Chief Executive
Date: 13 December 2006

Wards Affected: All

Appendix: Appendix 1: List of BV Reviews
Appendix 2: BV2 Report – Public Relations
Appendix 3: BV 2 Report – Policy Function

Background Papers: None

Person to Contact: David Webster, Section Head (Performance Management) Telephone 01389 73714