

# WEST DUNBARTONSHIRE COUNCIL

## Report by Chief Executive

Audit & Performance Review Committee: 20<sup>th</sup> September 2006

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### Subject: - Best Value Service Reviews and Continuous Improvement

#### 1. Purpose of Report

- 1.1 The report reviews progress on the current Best Value Service review programme and notes progress on a Continuous Improvement Model.

#### 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 Current & Planned Reviews

##### 3.1 Housing, Regeneration & Environmental Services

Tenancy Services: This review commenced in February 2005. All stages have now been completed and a final report has been drafted.

Roads, Traffic and Transportation: This update of the 2002 review commenced in April 2006 and a project brief (BV1) has been completed.

Architectural Services: This update of the 2002 review also commenced in April 2006 and a project brief (BV1) has been completed.

Homelessness: This new review commenced in April 2006 and a project brief (BV1) has been completed.

Economic Development: This new review commenced in August 2006.

Events & Halls: This review (which was started in 2003 in DES) has recently re-commenced.

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

No reviews are currently in progress

Planned Reviews: The review of Internal school transport is now due to commence in October 2006. 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 current service review is in progress and consultation results have been analysed. Benchmarking and option appraisal is planned for Sept 06 and a final report by October 2006.

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 are all planned for the remainder of 2006 with a final report due in January 2007.

Youth Justice Services: A scoping survey was completed by external consultants in May 2006 and the current service review in June. Consultation, benchmarking and option appraisal are all planned for the remainder of 2006/07 with a final report due in March 2007.

Emergency Contact Services: This review is nearing completion with a final report anticipated in September 2006.

Supporting People Reviews: All 29 stage 1 reviews were completed by March 2006 with 10 now at stage 2. Completion is due by March 2007.

Planned Reviews: Four new reviews are due to commence in 2006/07. These are the Adaptations Service, Adoption & Fostering Services, Use of Temporary & Agency staff and Transport provision. Four new reviews are planned for 2007/08 (Day opportunities in Learning disability, Sensory Impairment, Addiction and Carers services) and 2 reviews are planned for 2008/09 (Brain Injury and Services to Children affected by a disability).

### 3.4 **Chief Executives Services**

Efficient Government Reviews: Procurement and Non-Domestic rates are the subject of Efficient Government reviews – other corporate services may also be included in the on-going Shared Service Review programme.

Information Services, Legal & Administration & Finance Services.  
Forward programme under review

Personnel Services: Review of whole function planned for 07/08

Public Relations: This review commenced this summer. The Project Brief (BV1) has been completed. The review team now has members from all Departments. Work is well advanced on the current service review (BV2). A final report is planned by June 2007.

### 3.5 **Cross-Cutting Reviews**

Policy Function: This review also commenced this summer and the Project Brief (BV1) has been completed. Work has commenced on the current service review with a review of the number of posts and their roles throughout the Council. A final report is planned by August 2007.

*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. Some progress has been made recently with the team brief proposal but more work is required to refine it before it can be formally adopted by all Directorates. A specific short-term working group will progress this and the staff survey activity.

#### **4 Continuous Improvement Model**

- 4.1 The Best Value Strategy Group recently discussed the options of either using an existing 'quality' model such as the European Foundation Quality Model (EFQM) or creating our own internal model based on a 1-6 scoring system and the BV criteria. It was agreed in principle to progress the latter option.
- 4.2 Since then it has emerged that the Improvement Service is promoting a significant new development. They have created a partnership with Quality Scotland and West Lothian Council to market the 'West Lothian Assessment Model' as the new 'Public Sector Improvement Framework'. This will be evaluated and a decision made by the Strategy Group before further resources are committed to developing our own model. The new framework is being launched on 26<sup>th</sup> September and a report will be brought to the next meeting of this Committee.

#### **5 Financial Implications**

None

#### **6 Personnel Implications**

None

#### **7. Recommendations**

The committee is asked to note the contents of this report.

**Tim Huntingford**

Chief Executive

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Appendix 1: List of BV Reviews

