

**NORTH LANARKSHIRE COUNCIL
REPORT**

To: ENVIRONMENTAL SERVICES COMMITTEE		Subject: BEST VALUE REVIEW OF TRANSPORT TRADING OPERATION
From: HEAD OF LAND SERVICES		
Date: 22 AUGUST 2007	Ref: KW/JD	

1. INTRODUCTION

1.1 As part of the council's arrangements to ensure best value and compliance with the Local Government in Scotland Act 2003, it was decided to carry out a full best value review for all the trading operations of the council. Last year we reported on five of the six operations and advised that further work would be done on the Transport review. This exercise has now been completed and this report outlines the main recommendations in relation to the delivery of this service.

2. REVIEW PROCESS

2.1 A general framework was developed for the review process that ensured that each review would carry out certain key activities. These are detailed below:

- Determine the scope of the review
- Examine the existing service against the criteria for best value in the legislative guidance and identify any gaps to be actioned
- Carry out consultation with all appropriate stakeholders
- Gather and analyse benchmarking data
- Agree the criteria and the weighting for scoring the options with stakeholder group
- Identify a range of options for service delivery and carry out an initial assessment
- Determine a short list of options
- Carry out an option appraisal exercise on the viable options and score them
- Prepare detailed improvement action plan
- Senior management overview
- Involve a representative group of councillors in the appraisal process
- Prepare draft report
- Go through the council's peer review procedure
- Report to committee for approval
- Implementation, with regular monitoring of progress
- Annual update on the progress of the action plans to committee

3. MAIN REVIEW PROPOSALS

- 3.1 After detailed consideration of the views of the various key stakeholders and a rigorous option appraisal exercise, the following main proposals are recommended:
- 3.1.1 A hybrid service delivery option is proposed. In this instance, this would mean that many elements of the service would continue to be delivered by Land Services but that there should be an examination of the other possible options for service delivery in relation to the current workshop activities.
 - 3.1.2 The service should achieve some financial savings as detailed in their improvement plan.
 - 3.1.3 The service should implement all the areas for action identified in its service improvement plan, resulting from customer feedback and the analysis of benchmarking data.
- 3.2 The full report and appendices associated with this review have been placed in the Local Government Library.

4. RECOMMENDATION

- 4.1 It is recommended that members approve the implementation of the proposals outlined above in relation to the Transport trading operation.



Kenneth Wilson
Head of Land Services

Members seeking further information on this report, please contact Kenneth Wilson, Head of Land Services (0141 304 1846).