

To: POLICY & RESOURCES [PERFORMANCE & BEST VALUE] SUB COMMITTEE	Subject: BEST VALUE SERVICE REVIEWS - INTERIM REPORTING
From: CHIEF EXECUTIVE	
Date: 9 September, 1999	Ref: CE/010/018/350

1. Introduction

1.1 In the light of the introduction of the Best Value Regime, the Council agreed in February, 1998 to undertake a full range of Service Reviews covering all relevant services across the authority's Departments over a 5 year period. A Rota for the review of services was devised in order to organise the services/functions of the Council into yearly tranches. In Year 1 of the programme [1998/99] five reviews were undertaken. In year 2, the current year, 12 reviews are being undertaken as noted in Appendix A.

2. Background

2.1 The year 1 appraisal of Best Value by the Scottish Office comprised a number of exercises which included:

- an audit by the external auditors
- a visit to the Council by two officers from the Local Government Division of the Scottish Office to hear presentations on the conduct of four of the five reviews in year 1.

The audit and the appraisal report by the Scottish Office noted that North Lanarkshire Council had demonstrated progress with best value and was implementing a range of potential improvements in service delivery. However it was suggested that the Council could involve elected members in the best value service review process to a greater degree.

2.2 As a response to this, my report to the Policy and Resources Committee in June of this year suggested an additional process be introduced whereby members would receive reports and presentations by departments on service reviews at an interim stage. This Report is intended as an introduction to this process and encompasses the interim assessment of the first of those service reviews, that for the Policy and Performance Section of the Chief Executive's Office. A further report on progress with the remainder of year 2 of service reviews is included in the current Agenda.

3. Policy and Performance Unit

3.1. A review team from the Policy and Performance Unit of the Chief Executive's Office is in the process of reviewing key elements of its function, namely:

- the Service Planning Process
  - the Corporate Complaints Procedure
  - Surveys and Public Consultation
  - Provision of Statistical/Trends Information
  - Statutory Performance Monitoring and Publication
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3.2. A summary of the scope, methodology, key issues for examination and progress of the service review is attached at Appendix B. The approaches listed in the summary are being undertaken by the review team as part of a process involving:-

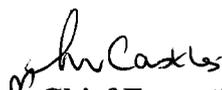
- benchmarking meetings with external organisations and other Councils
- application of the European[EFQM] Self Assessment Model
- the design and circulation of questionnaires to staff and service users.

3.3. It is intended that the draft report on the service review findings and improvement action plan will be submitted to the Best Value Officer Working Group in October with a final report being submitted for Committee approval before the end of the year.

#### 4. Recommendations

4.1. It is recommended that the Committee :

- a] notes the report
- b] notes the progress made to date with the service review.

  
**Chief Executive**

Local Government Access to Information Act

For further information on this report please contact Alex Gardiner, Policy Planning Manager on extension 2231

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**Service Review Rota - Year 2**

<b>Framework Category</b>	<b>Department</b>	<b>Activity</b>
Education	Education	Teaching and Learning (Primary Education)
		Teaching and Learning (Secondary Education)
1988 Act	Community Services	Grounds maintenance
		Transport
Core	Chief Executive	Policy/Performance
	Administration	District Courts Office systems Printing
Service	Planning&Environment	Economic Development Building Control
	Housing&Property	Local Housing Service Areas 1-6 Property Services
	Social Work	Childcare Service
	Finance/I.T.	Creditors/Cash Collection. Applications Development/Support

## APPENDIX B

### YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

CHIEF EXECUTIVE'S OFFICE

Service review start date

May, '99

Targeted completion date

Oct, '99

**PROJECT DETAILS:**

**Scope of project** (enter brief details)

Evaluation of critical processes and activities of the Corporate Policy and Performance and Information/Research sections and the production of an Improvement Plan.

**METHODOLOGIES BEING USED:**

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• <b>benchmarking:</b>				
– process benchmarking	<input checked="" type="checkbox"/>	Y	N	Sept. 30th
– quality benchmarking	<input checked="" type="checkbox"/>	Y	N	Sept. 30th
– cost benchmarking				
– other - please explain				
• <b>EFQM</b>	<input checked="" type="checkbox"/>	Y	N	
• <b>customer survey</b>	<input checked="" type="checkbox"/>	Y	N	
• <b>staff survey</b>	<input checked="" type="checkbox"/>	Y	N	
• <b>other (please detail briefly)</b>				

**REPORTING AND APPROVAL PROCESS**

	Y/N	Scheduled date (enter month)
• <b>peer review:</b>		
– service review to be the subject of independent scrutiny?	Y	September
– service review interim findings to be submitted to the BV Officers' Group	Y	October
• <b>reporting:</b>		
– scheduled date for completing <i>interim</i> report		Oct '99
– scheduled date for completing <i>final</i> report		Nov '99

Signed

M Cooks

Date 10.9

SERVICE REVIEW PROJECT MANAGER

**This section to be completed by Corporate Policy and Performance Section**

Date project progress report received

10 Sept

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

16 Sept