

To: POLICY AND RESOURCES [PERFORMANCE AND 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 As previously indicated the Council agreed in February,1998 to undertake a full range of Best Value 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 to programme this process. In the current year the 12 reviews being undertaken are:

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

2. Background

2.1.The appraisal report [referred to previously] by the Scottish Office noted that North Lanarkshire, and all Scottish Councils, could involve elected members in the best value service review process to a greater degree. As indicated in my previous report, the Council is responding to the Scottish

Office comment by making an effort to involve members at an interim stage of the service review process. This Report is therefore intended to enhance the interim involvement process by summarising the progress of Year 2 of the service reviews.

3. Progress Assessments

Appendix 1 contains a summary of the progress to date with all of the service reviews in the current year, including the benchmarking, quality and self assessment approaches being adopted by the review teams and project managers.

4. Recommendations

It is recommended that the Committee:

- a] Notes the report
- b] Notes progress made in the Service Review process to date.


Chief Executive

Local Government Access to Information Act

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

APPENDIX 1

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

EDUCATION

Service review start date

AUG 98

Targeted completion date

AUG 2001

PROJECT DETAILS:

Scope of project (enter brief details)

REVIEW OF PRIMARY SCHOOL PROVISION

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
- process benchmarking				
- quality benchmarking				
- cost benchmarking	<input checked="" type="checkbox"/>	<u>Y</u>		<u>ONGOING</u>
- other - please explain				
• EFQM				
• customer survey	<input checked="" type="checkbox"/>	<u>Y</u>	<u>N</u>	<u>NOV 99</u>
• staff survey	<input checked="" type="checkbox"/>	<u>Y</u>	<u>N</u>	<u>NOV 99</u>
• other (please detail briefly)				

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
- service review to be the subject of independent scrutiny?	<u>N</u>	
- service review interim findings to be submitted to the BV Officers' Group		<u>JAN 2000</u>
• reporting:		
- scheduled date for completing <i>interim</i> report		<u>DEC 99</u>
- scheduled date for completing <i>final</i> report		<u>ONGOING</u>

Signed

Jan S...
SERVICE REVIEW PROJECT MANAGER

Date

14/9/99

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

EDUCATION

Service review start date

AUG 99

Targeted completion date

DEC 99

PROJECT DETAILS:

Scope of project (enter brief details)

REVIEW OF THE CURRICULUM AND TIMETABLE, STRUCTURE IN 26 SECONDARY SCHOOLS.

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
- process benchmarking	<input checked="" type="checkbox"/>	<u>N</u>		<u>Nov. 99.</u>
- quality benchmarking	<input type="checkbox"/>			
- cost benchmarking	<input checked="" type="checkbox"/>	<u>N</u>		<u>Nov. 99.</u>
- other - please explain	<input type="checkbox"/>			
• EFQM	<input type="checkbox"/>			
• customer survey	<input checked="" type="checkbox"/>	<u>N</u>		<u>DEC. 99.</u>
• staff survey	<input checked="" type="checkbox"/>	<u>N</u>		
• other (please detail briefly) <u>SCHOOL SURVEY.</u>		<u>Y.</u>		

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
- service review to be the subject of independent scrutiny?	<input checked="" type="checkbox"/>	<u>DEC 99.</u>
- service review interim findings to be submitted to the BV Officers' Group		
• reporting:		
- scheduled date for completing <i>interim</i> report		
- scheduled date for completing <i>final</i> report		<u>FEB 2000</u>

Signed



SERVICE REVIEW PROJECT MANAGER

Date

14 / 9 / 99.

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

EDUCATION

Service review start date

JAN 99

Targeted completion date

JAN 2000

PROJECT DETAILS:

Scope of project (enter brief details) REVIEW AND ANALYSIS OF PROVISION OF STAFF DEVELOPMENT FOR CLASSROOM BASED STAFF INCLUDING SENIOR MANAGEMENT IN SCHOOLS.

METHODOLOGIES BEING USED:

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

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
- service review to be the subject of independent scrutiny?	<input type="checkbox"/>	<input type="checkbox"/>
- service review interim findings to be submitted to the BV Officers Group		<u>OCTOBER 99</u>
• reporting:		
- scheduled date for completing <i>interim</i> report		<input type="checkbox"/>
- scheduled date for completing <i>final</i> report		<u>DEC. 99</u>

Signed



SERVICE REVIEW PROJECT MANAGER

Date

14/9/99

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

EDUCATION

Service review start date

JUNE 99

Targeted completion date

JULY 2000

PROJECT DETAILS:

Scope of project (enter brief details) TO ESTABLISH A STEERING GROUP TO REVIEW THE REPORT "TIME FOR TEACHING" PUBLISHED BY HMI/ACCOUNTS COMMISSION AND AUDIT THE CURRENT POSITION AND PREPARE AN ACTION PLAN BY JULY 2000
 METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
- process benchmarking	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> N	<u>JULY 2000</u>
- quality benchmarking	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> N	<u>JULY 2000</u>
- cost benchmarking	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> N	<u>JULY 2000</u>
- other - please explain	<input type="checkbox"/>			
• EFQM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• customer survey	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> N	<u>OCT 99</u>
• staff survey	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> N	<u>OCT 99</u>
• other (please detail briefly)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
- service review to be the subject of independent scrutiny?	<input checked="" type="checkbox"/> Y	<u>JULY 2000</u> - ON GOING
- service review interim findings to be submitted to the BV Officers' Group		<u>JULY 2000</u>
• reporting:		
- scheduled date for completing <i>interim</i> report		<input type="checkbox"/>
- scheduled date for completing <i>final</i> report		<u>JULY 2000</u>

Signed

Jan Swain

Date

14/9/99

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

EDUCATION

Service review start date

MAY 99

Targeted completion date

OCT 99

PROJECT DETAILS:

Scope of project (enter brief details) A REVIEW OF NORTH LANARKSHIRE'S NEW FOCUSED APPROACH TO THE TEACHING OF WRITING IN PRIMARY SCHOOLS

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
- process benchmarking	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> N	<input type="checkbox"/> OCT 99.
- quality benchmarking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- cost benchmarking	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> N	<input type="checkbox"/> OCT 99.
- other - please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• EFQM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• customer survey	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> Y.	<input type="checkbox"/>
• staff survey	<input checked="" type="checkbox"/>	<input type="checkbox"/> Y	<input type="checkbox"/> Y.	<input type="checkbox"/>
• other (please detail briefly)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
- service review to be the subject of independent scrutiny?	<input type="checkbox"/> N.	<input type="checkbox"/>
- service review interim findings to be submitted to the BV Officers' Group		<input type="checkbox"/> OCT 99
• reporting:		
- scheduled date for completing <i>interim</i> report		<input type="checkbox"/>
- scheduled date for completing <i>final</i> report		<input type="checkbox"/> DEC 99.

Signed

Jim Swan

Date

14/9/99

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

EDUCATION

Service review start date

JUNE 99

Targeted completion date

DEC 99

PROJECT DETAILS:

Scope of project (enter brief details) A REVIEW OF THE DEPLOYMENT OF PROMOTED TEACHING STAFF IN 134 PRIMARY SCHOOLS

METHODOLOGIES BEING USED:

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

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
- service review to be the subject of independent scrutiny?	<input type="checkbox"/>	<input type="checkbox"/>
- service review interim findings to be submitted to the BV Officers' Group		<input type="checkbox"/> NOV 99
• reporting:		
- scheduled date for completing <i>interim</i> report		<input type="checkbox"/>
- scheduled date for completing <i>final</i> report		<input type="checkbox"/> DEC 99

Signed

John Jones

SERVICE REVIEW PROJECT MANAGER

Date

14/9/99

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

COMMUNITY SERVICES

Service review start date

Jan '99

Targeted completion date

Dec. '99

PROJECT DETAILS:

Scope of project (enter brief details)

The review will deal with the entire grounds maintenance service. The scope of the project will be to develop an action plan after examination of key issues, as detailed below.

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
– process benchmarking	√	N	N	Summer 2000
– quality benchmarking	√	Y	N	See Note 1
– cost benchmarking	√	Y	N	November '99
– other - please explain				

Note 1: Agreed to benchmark Servqual with Angus Council - await them to implement Servqual

• EFQM	√	Y	N	October '99
• customer survey	√	Y	Y	-
• staff survey	√	N	N	December '99
• other (please detail briefly)	QFD	N	N	December '99

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
– service review to be the subject of independent scrutiny?	N	N/A
– service review interim findings to be submitted to the BV Officers' Group		30/9/99
• reporting:		
– scheduled date for completing <i>interim</i> report		November '99
– scheduled date for completing <i>final</i> report		January 2000

Signed

Service Development & Review Manager (Parks)

Date

13 September, 1999

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

COMMUNITY SERVICES

Service review start date

MAY 99

Targeted completion date

FEB Y2K

PROJECT DETAILS:

Scope of project (enter brief details) To conduct a comprehensive review of the Council's In-house Transport System. To produce a detailed Action Plan on SMART criteria.

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
– process benchmarking	√	Y	N	DECEMBER
– quality benchmarking	√	Y	N	DECEMBER
– cost benchmarking	√	Y	N	DECEMBER
– other - please explain				
• EFQM				
• customer survey	√	Y	Y	
• staff survey				
• other (please detail briefly)				

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
– service review to be the subject of independent scrutiny?	? ADLO	
– service review interim findings to be submitted to the BV Officers' Group	YES	End November
• reporting:		
– scheduled date for completing <i>interim</i> report		1/11/99
– scheduled date for completing <i>final</i> report		Feb 2000

Signed Eric Keenan

Date

15 September 1999

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

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
• benchmarking:				
– process benchmarking	<input checked="" type="checkbox"/>	Y	N	Sept. 30th
– quality benchmarking	<input checked="" type="checkbox"/>	Y	N	Sept. 30th
– cost benchmarking	<input type="checkbox"/>			
– other - please explain	<input type="checkbox"/>			
• EFQM	<input checked="" type="checkbox"/>	Y	N	
• customer survey	<input checked="" type="checkbox"/>	Y	N	
• staff survey	<input checked="" type="checkbox"/>	Y	N	
• other (please detail briefly)	<input type="checkbox"/>			

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
– 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
• reporting:		
– scheduled date for completing <i>interim</i> report		Oct '99
– scheduled date for completing <i>final</i> report		Nov '99

Signed

M. Coombs

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

16 Sept

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

Administration - Legal Services Division

Service review start date

Targeted completion date

PROJECT DETAILS:

Scope of project (enter brief details) To evaluate and to assess the performance of the District Courts processes, to examine the efficiency, effectiveness and responsive of the service provided and to seek to support a system of continuous improvement by way of 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
• benchmarking:				
- process benchmarking	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="N"/>	<input type="text" value="Nov 1999"/>
- quality benchmarking	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="N"/>	<input type="text" value="Nov 1999"/>
- cost benchmarking	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="N"/>	<input type="text" value="Nov 1999"/>
- other - please explain	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
• EFQM	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="N"/>	<input type="text" value="Nov 1999"/>
• customer survey	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="N"/>	<input type="text" value="Oct 1999"/>
• staff survey	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
• other (please detail briefly)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
- service review to be the subject of independent scrutiny?	<input type="text" value="Y"/>	<input type="text" value="Sept 1999"/>
- service review interim findings to be submitted to the BV Officers' Group		<input type="text" value="Dec 1999"/>
• reporting:		
- scheduled date for completing <i>interim</i> report		<input type="text" value="Dec 1999"/>
- scheduled date for completing <i>final</i> report		<input type="text" value="Dec 1999"/>

Signed 
SERVICE REVIEW PROJECT MANAGER

Date 16/9/99

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

Administration - Central Services Division

Service review start date

Aug 99

Targeted completion date

Nov 99

PROJECT DETAILS:

Scope of project (enter brief details)

To examine the existing performance of the Printing and Reprographics service and its current aims and objectives; to examine the cost and quality of the service and the options available for the delivery of the service and to identify the potential for improvement.

METHODOLOGIES BEING USED:

		Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
•				
– process benchmarking	<input checked="" type="checkbox"/>	Y	N	26/11/99
– quality benchmarking	<input checked="" type="checkbox"/>	Y	N	26/11/99
– cost benchmarking	<input checked="" type="checkbox"/>	Y	N	26/11/99
– other - please explain				
• EFQM	<input checked="" type="checkbox"/>	N	N	26/11/99
• customer survey	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N	15/10/99
• staff survey	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N	15/10/99
• other (please detail briefly)				

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
– service review to be the subject of independent scrutiny?	Y	22/10/99
– service review interim findings to be submitted to the BV Officers' Group		
• reporting:		
– scheduled date for completing <i>interim</i> report		29/10/99
– scheduled date for completing <i>final</i> report		26/11/99

Signed

G. C. Henry

Date

15th September 1999

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

Administration: Central Services Division

Service review start date

Targeted completion date

PROJECT DETAILS:

Scope of project (enter brief details)

To evaluate and assess the performance of the Office System Centre processes, to examine the efficiency, effectiveness and response of the service provided to the Departments of the Council and to seek to support a system of continuous improvement by way of 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
• benchmarking:				
– process benchmarking	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="N"/>	<input type="text" value="30 September 99"/>
– quality benchmarking	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="N"/>	<input type="text" value="30 September 99"/>
– cost benchmarking	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="N"/>	<input type="text" value="30 September 99"/>
– other - please explain	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
• EFQM	<input checked="" type="checkbox"/>	<input type="text" value="N"/>	<input type="text" value="N"/>	<input type="text"/>
• customer survey	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text"/>
• staff survey	<input checked="" type="checkbox"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text"/>
• other (please detail briefly)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
– service review to be the subject of independent scrutiny?	<input type="text" value="Y"/>	<input type="text" value="22/10/99"/>
– service review interim findings to be submitted to the BV Officers' Group	<input type="text" value="Y"/>	<input type="text"/>
• reporting:		
– scheduled date for completing <i>interim</i> report		<input type="text" value="15/10/99"/>
– scheduled date for completing <i>final</i> report		<input type="text" value="30/10/99"/>

Signed

S. A. Jones
SERVICE REVIEW PROJECT MANAGER

Date

15th September 1999

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

Planning and Environment Department

Service review start date

Mar 99

Targeted completion date

Dec.
2000

PROJECT DETAILS:

Scope of project - It is intended that most services provided within the Economic Development Unit will be reviewed over a 12 - 18 month period. For NOV. 99 a complete review of the activities outlined below will be the subject of the report to be submitted to the Chief Executive's Dept as part of the Council's Best Value plan.

Business Loan Services (Small Business Support Scheme & West of Scotland Loan Fund) and Employment Grant Scheme - These 3 projects are targeted at the business community. For each project the key issues to be examined include:- Are the service objectives being met? Is the service the most effective it could be and is it being delivered in the most efficient manner?

Staff Absence - To examine sickness and absenteeism levels within the Unit and to establish targets and mechanisms for improvement.

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
- process benchmarking	<input checked="" type="checkbox"/>	Y	N	30.9.99
- quality benchmarking	<input checked="" type="checkbox"/>	Y	N	30.9.99
- cost benchmarking	<input checked="" type="checkbox"/>	Y	N	30.9.99
- other - please explain	<input type="checkbox"/>			
• EFQM	<input type="checkbox"/>			
• customer survey	<input checked="" type="checkbox"/>	Y	Y	
• staff survey	<input checked="" type="checkbox"/>	Y	Y	
• other (please detail briefly)	<input checked="" type="checkbox"/>			
Value for money assessments		Y	N	1.10.99
Independent service evaluations		Y	Y	VARIED
Internal financial auditors report		Y	Y	10.3.99

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
- service review to be the subject of independent scrutiny?	Y	16.9.99
- service review interim findings to be submitted to the BV Officers' Group		Nov.99
• reporting:		
- scheduled date for completing <i>interim</i> report		29.10.99
- scheduled date for completing <i>final</i> report		27.10.99

Signed



Date

14.9.99

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

Planning and Environment

Service review start date

Sept

Targeted completion date

Nov

PROJECT DETAILS:

Scope of project (enter brief details)

Building Control Best Value Review

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
– process benchmarking	√	Y	N	
– quality benchmarking	√	Y	N	Not Known
– cost benchmarking	√	Y	N	Not Known
– other - please explain				
• EFQM				
• customer survey	√	Y	Y	
• staff survey	√	Y	Y	
• other (please detail briefly)				

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
• peer review:		
– service review to be the subject of independent scrutiny?	Y	16/9/99
– service review interim findings to be submitted to the BV Officers' Group		Oct
• reporting:		
– scheduled date for completing <i>interim</i> report		Oct
– scheduled date for completing <i>final</i> report		Nov

Signed _____

Date

13/9/99

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

Housing and Property Services

Service review start date

Sept '98

Targeted completion date

Oct. '99

PROJECT DETAILS:

Scope of project (enter brief details) Local Housing Services – examination of current resources and service costs, specification performance indicators, standards and user involvement together with voids, repairs and rent arrears procedures.

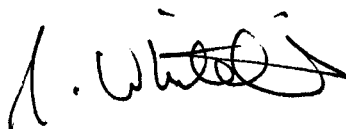
METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
<ul style="list-style-type: none"> benchmarking: <ul style="list-style-type: none"> – process benchmarking – quality benchmarking – cost benchmarking – other - please explain 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="text" value="Yes"/> <input type="text" value="Yes"/> <input type="text" value="Yes"/> <input type="text" value="Yes"/>	<input type="text" value="No"/> <input type="text" value="No"/> <input type="text" value="No"/> <input type="text" value="No"/>	<input type="text" value="October '99"/> <input type="text" value="October '99"/> <input type="text" value="October '99"/> <input type="text" value="October '99"/>
<ul style="list-style-type: none"> EFQM 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<ul style="list-style-type: none"> customer survey 	<input checked="" type="checkbox"/>	<input type="text" value="Yes"/>	<input type="text" value="No"/>	<input type="text" value="October '99"/>
<ul style="list-style-type: none"> staff survey 	<input checked="" type="checkbox"/>	<input type="text" value="Yes"/>	<input type="text" value="No"/>	<input type="text" value="October '99"/>
<ul style="list-style-type: none"> other (please detail briefly) 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
<ul style="list-style-type: none"> peer review: <ul style="list-style-type: none"> – service review to be the subject of independent scrutiny? – service review interim findings to be submitted to the BV Officers' Group 	<input type="text" value="Y"/> <input type="text"/>	<input type="text" value="Sept. '99"/> <input type="text" value="Sept. '99"/>
<ul style="list-style-type: none"> reporting: <ul style="list-style-type: none"> – scheduled date for completing <i>interim</i> report – scheduled date for completing <i>final</i> report 	<input type="text"/> <input type="text"/>	<input type="text" value="Sept. '99"/> <input type="text" value="Oct. '99"/>

Signed



Date

14/9/1999

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

Housing and Property Services

Service review start date

Sept '98

Targeted completion date

Oct. '99

PROJECT DETAILS:

Scope of project (enter brief details) Review of all property services with the exception of property maintenance.

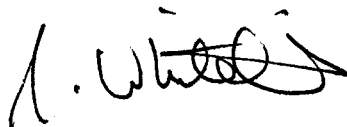
METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
• benchmarking:				
– process benchmarking	✓	Yes	No	October '99
– quality benchmarking	✓	Yes	No	October '99
– cost benchmarking	✓	Yes	No	October '99
– other - please explain				
• EFQM				
• customer survey	✓	Yes	No	October '99
• staff survey	✓	Yes	No	October '99
• other (please detail briefly)				

REPORTING AND APPROVAL PROCESS

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

Signed



Date

14/9/1999

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

SOCIAL WORK DEPARTMENT

Service review start date

1.6.99

Targeted completion date

31.12.1999

PROJECT DETAILS:

Scope of project (enter brief details)

Benchmarking and EFQM Study of all remaining childcare services[Area Teams,Projects,External Provision.

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
<ul style="list-style-type: none"> • benchmarking: <ul style="list-style-type: none"> - process benchmarking - quality benchmarking - cost benchmarking - other - please explain • EFQM 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> N <input type="checkbox"/> N <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> N	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<ul style="list-style-type: none"> • customer survey 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> N	<input type="checkbox"/>
<ul style="list-style-type: none"> • staff survey 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> N	<input type="checkbox"/>
<ul style="list-style-type: none"> • other (please detail briefly) • carers/external providers 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> N	<input type="checkbox"/>

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
<ul style="list-style-type: none"> • peer review: <ul style="list-style-type: none"> - service review to be the subject of independent scrutiny? 	<input type="checkbox"/> y	<input type="checkbox"/>
<ul style="list-style-type: none"> - service review interim findings to be submitted to the BV Officers' Group 	y	16/9/99
<ul style="list-style-type: none"> • reporting: <ul style="list-style-type: none"> - scheduled date for completing <i>interim</i> report 		26/11/99
<ul style="list-style-type: none"> - scheduled date for completing <i>final</i> report 		31/12/99

Signed R.Paul

Date 15/9/99

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received	<input type="checkbox"/>
Date project progress report reviewed by Chief Executive's Office	<input type="checkbox"/>
Date feedback provided to Service Department (where necessary)	<input type="checkbox"/>

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

FINANCE - FINANCIAL SERVICES

Service review start date

1/10/98

Targeted completion date

30/9/99

PROJECT DETAILS:

Scope of project (enter brief details)

To review the creditors service, identifying the cost and quality of the current service, participating in a Benchmarking Club of 18 local authorities and undertaking a more detailed review in a "family group" of 5 authorities. Attempts will also be made to compare the service with the private sector.

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
Benchmarking:				
- process benchmarking	✓	Y	N	Ongoing
- quality benchmarking	✓	Y	N	Ongoing
- cost benchmarking	✓	Y	Y	
- other – please explain				
EFQM				
customer survey	✓	Y	N	Ongoing
staff survey	✓	Y	N	Ongoing
other (please detail briefly)				

REPORTING AND APPROVAL PROCESS

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

Signed L Moore

Date 14/9/99

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

FINANCE - FINANCIAL SERVICES

Service review start date 1/4/99

Targeted completion date 30/9/99

PROJECT DETAILS:

Scope of project (enter brief details)

To review the cash collection service. The analysis will include a comparison of the fees from the private sector, taking into account the level of service provided by such organisations. The intention is also to compare the service with other local authorities, which operate a Municipal Bank. The quality of the service to the public will be reviewed, using customer surveys.

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
· benchmarking:				
- process benchmarking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- quality benchmarking	<input checked="" type="checkbox"/>	Y	N	Interim October 1999
- cost benchmarking	<input checked="" type="checkbox"/>	Y	N	Interim October 1999
- other - please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
· EFQM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
· customer survey	<input checked="" type="checkbox"/>	Y	N	October 1999
· staff survey	<input checked="" type="checkbox"/>	Y	Y	Ongoing
· other (please detail briefly)		Y	N	October 1999
Identification of services provided by private sector companies; assessment of the cost and quality of the in-house team providing that same level of service				

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
· peer review:		
- service review to be the subject of independent scrutiny?	<input checked="" type="checkbox"/>	September
- service review interim findings to be submitted to the BV Officers' Group		
· reporting:		
- scheduled date for completing <i>interim</i> report		
- scheduled date for completing <i>final</i> report		November

Signed L Moore

Date 14/9/99

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)

YEAR 2 - SERVICE REVIEW PROGRESS REPORT

Department undertaking review

Finance – I.T. Services

Service review start date

4/10/99

Targeted completion date

28/2/00

PROJECT DETAILS:

Scope of project (enter brief details) Review all areas of service delivery of Applications Development and Support

METHODOLOGIES BEING USED:

	Tick those that apply	Started Y/N?	Completed Y/N?	If not complete, enter scheduled completion date
benchmarking:				
- process benchmarking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- quality benchmarking	Ã	Y	N	31/10/99
- cost benchmarking	Ã	Y	N	31/10/99
- other - please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>				
• EFQM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• customer survey	Ã	Y	Y	Carried out regularly
• staff survey	Ã	N	<input type="checkbox"/>	<input type="checkbox"/>
• other (Staff reviews)	<input type="checkbox"/>	Y	N	Ongoing

REPORTING AND APPROVAL PROCESS

	Y/N	Scheduled date (enter month)
peer review:		
- service review to be the subject of independent scrutiny?	Y	Oct 1999
- service review interim findings to be submitted to the BV Officers' Group	<input type="checkbox"/>	Dec 1999
reporting:		
- scheduled date for completing <i>interim</i> report	<input type="checkbox"/>	Dec 1999
- scheduled date for completing <i>final</i> report	<input type="checkbox"/>	Feb 2000

Signed R Baxter

Date 13/9/99

SERVICE REVIEW PROJECT MANAGER

This section to be completed by Corporate Policy and Performance Section

Date project progress report received

Date project progress report reviewed by Chief Executive's Office

Date feedback provided to Service Department (where necessary)