

## Best Value

### Overview & Scrutiny Management

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## Introduction

- Change required in monitoring BV reviews.  
Due to:
  - Political change
  - Weaknesses of former approach
- O&S Committees are best placed to manage
- Need agreement on process involved
- Recommendations within, but welcome discussion

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## What Happened Before?

- 117 reviews over 5 years
- Based on budgets, not on 'issues'
- Individual service areas reviewed
- Service managers led team
- Looked at detail of process & set-up
- Didn't look at inter-linking areas
- Members reviewed progress

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### Why Change?

- Small-Scale, service focused
- Artificial boundaries
- Process, rather than customer-based
- Officer Led
- Most change minimal, internally focused
- Customers see little change

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### What's Happening Now?

- Largely thematic, cross-cutting reviews
- Customer/Issue focus
- Aligned to objectives & portfolios
- Member-led
- Work on key issues & weaknesses

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### Reviews This Year

- Organisational Assessment
- Strategic Approach to Housing
- Customer Contact
- Regeneration
- Community Safety
- Risk & Safety Management
- Bereavement Services
- Concessionary Fares

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- Housing & Empty Prop. Mgmt } - from last year still to be done.  
- Mun. Mgmt

### Member Involvement - Scoping

- O&S Management Committee to Scope:
  - Your review
  - Your direction
  - Your priorities
- In line with corporate objectives
- Identify review objectives & key issues
- Officer review team will investigate

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### Member Involvement - Monitoring

- Members must monitor progress
- Ensure thorough challenge
- Ensure compliance with 4 Cs
- Address corporate priorities
- CUSTOMER focused
- IMPROVEMENT focused

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### Reviews This Year

- Carried out By Consultants:-
  - Organisational Assessment
  - Strategic Approach to Housing
- Cross-Cutting
  - Customer Contact
  - Regeneration

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## Reviews This Year

### ■ Service-Focused

- Community Safety
- Bereavement Services
- Risk and Safety Management
- Concessionary Fares

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## O & S Management

### ■ Reviews are a mix of cross-cutting & service specific

### ■ Monitoring should reflect that:-

- Use Management Committee's breadth of knowledge
- Use individual Committee's detailed knowledge

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## Recommendations

### ■ Management Committee monitors:

- Organisational Assessment
- Customer Contact
- Regeneration

### ■ Individual Committees:

- Community Safety - Community
- Bereavement Services - Community
- Concessionary Fares - Infrastructure
- Risk & Safety Management - Resources

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## How Will It Work?

- O&S Management Committee will scope and arrive at 'key issues' for review
- Hand over to individual committees as appropriate
- Series of meetings with review team, along lines of:-
  - **1st meeting**
    - review of scope & consultation feedback
    - Challenge discussion based on 'key issues'
  - **2nd meeting**
    - progress report on consultation & challenge
    - Initial compare findings, best practice etc

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## How Will It Work?

- **3rd meeting**
  - Competitiveness report
  - Initial options for improved service delivery
- **4th meeting**
  - receive options appraisal report
  - Agree preferred option
- **5th meeting**
  - Receive and agree action/improvement plan
  - Agree future monitoring arrangements
  - Commend to Executive

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## Summary

- O&S responsibility is to ensure compliance, thoroughness & a customer focus
- Management Cttee should take ownership of cross-cutting reviews
- Individual Cttees should own service-specific reviews
- Commend to Executive only when satisfied with content

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## Questions

- Communication between cttees & management committee
- Member involvement on teams
- Any others?
- Future monitoring.

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