Best Value Overview & Scrutiny Management	
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	
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	

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

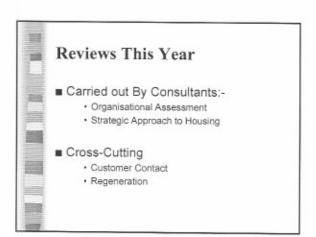
What's Happening Now? Largely thematic, cross-cutting reviews Customer/Issue focus Aligned to objectives & portfolios Member-led Work on key issues & weaknesses

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

- Howard & Empty Pep. Magnt J-from last year still to be due.

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

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



Reviews This Year Service-Focused Community Safety Bereavement Services Risk and Safety Management Concessionary Fares

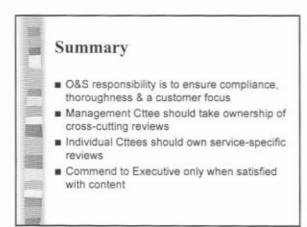
O & S Management

- 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

Recommendations

- Management Committee monitors:
 - Organisational Assessment
 - · Customer Contact
 - · Regeneration
- Individual Committees:
 - · Community Safety Community
 - Bereavement Services Community
 - · Concessionary Fares Infrastructure
 - Risk & Safety Management Resources

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



Questions Communication between cttees & management committee Member involvement on teams Any others?