

**BEST VALUE REVIEW OF PROPERTY SERVICES  
IMPLEMENTATION MONITORING SHEET**

<b>Best Value action/target</b>	<b>Responsible officer</b>	<b>By when April 2000</b>	<b>Progress</b>
<b>Standards - major projects</b> Building standards in place for capital works have national and local indicators on major projects	Phil Roberts	September 2000 Received	Building Research Foundation are acting as a consultant to develop local standards based on national research. This is enabling us to use advanced research to improve the design of our buildings.
<b>Strategic contracting - minor works.</b>	Phil Roberts	Sept. 2000 Received	Currently piloting grouping contracts for mechanical and electrical work together under one contractor and pricing consistently. This will result in savings through streamlined overheads and discounts for volume.
<b>Project management and Sponsorship</b> Processes and roles agreed	Tony Comer	September 2000	Roles have been agreed through creation of Hertfordshire Property. All newly commissioned projects will have clear project management roles
<b>Rationalise maintenance.</b> Processes and roles agreed.	Peter Dougherty	October 2000	Reorganisation completed through creation of Herts Property. Further training and development work to follow.
<b>Asset Review.</b> Commence reviews to increase capital receipts in a way that meets the aspirations of people who use property at the same time as generating receipts.	Dick Bowler	October 2000	Target met and recruitment to core review team underway for completion by Jan 2001. Gill Robinson appointed as team leader.

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<b>Strategic contracting - major projects</b> This involves packaging work together a few contractors with longer-term contracts with the Council. At the same time aiming to rationalise design so that there is greater consistency. Service should improve through fewer snagging problems and VfM through lower overheads and quantity discount .	Phil Roberts	October 2000	Report from working team in draft mid October. 3 pilot schemes underway to refurbish Science and food technology labs. There is a national target of a 30% reduction in cost by 2003 but this needs to be set against inflation of 10% for building works in the South East.
<b>Project management and Sponsorship.</b> New structure in place.	Tony Comer	October 2000	New structure in place from October 2000. Helpline will be operational from Nov/Dec.
<b>Project management and Sponsorship</b> Training programme for project managers and sponsors	Tony Comer	October 2000	Trainer appointed. Basic project management training commences in mid November. This is a change management programme aiming to change behaviours as well as processes.
<b>Rationalise maintenance.</b> New structure in place.	Tony Comer	October 2000	Completed as part of Hertfordshire Property
<b>Serviceability standards</b> Standards aim to develop a rational basis for prioritising work with the intention of increasing effectiveness and customer satisfaction. Standards to be set for all services other than Education.	Phil Roberts	October 2000	Likely now in Dec 2000. Surveys and report underway.

**Service Improvement:** Expected service improvements as a result of this action plan are:

Improvement in customer satisfaction with property services

Shorter lead time for projects

**Savings – Cashable:** Strategic contracting will result in savings through reduced overheads and volume discounts. However the tender price index shows 10% inflation in building works in the South East so these savings may be swallowed up by inflation. The estimated savings were in the order of £500,000.

**Savings – Non Cashable:**