

**HERTFORDSHIRE COUNTY COUNCIL
CABINET
MONDAY 20 NOVEMBER 2000 AT 10.00 A.M.**

Agenda Item No:

BEST VALUE REVIEW PROGRAMME FOR 2001-2002

Report of the Assistant Chief Executive, Best Value & Scrutiny

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1. Purpose of report

To agree a draft programme of Best Value Reviews for 2001-02, for consultation with the Select Committees in the next round, reporting back to Cabinet on 29 January 2001 prior to seeking full Council approval to the final programme in February 2001.

2. Summary

A 5 year programme of Best Value Reviews, starting in April 2000, was agreed by the Improvement & Review Committee in September 1999. The first year reviews are now complete except for Waste Management which has been postponed. The original programme for Year 2 (2001-02) has had to be revised for a number of reasons, for example, to take advantage of the opportunity to do a review in partnership with Districts. This paper sets out a suggested revised programme of reviews with details of the scope and timing of each review.

1. Background

A 5 year programme of Best Value Reviews was agreed by the Improvement & Review Committee in September 1999. At the time the Committee noted that in a dynamic organisation such as the County Council, while the review programme for Year 1 had to be firm, the schedule for Years 2-5 had to be flexible and responsive to changing circumstances. Specifically, the programme needed to take account of issues emerging out of the earlier reviews (HertsConnect, CSF etc) and opportunities for joint reviews with Districts.

All the reviews scheduled for 2000-01 are now complete, with the exception of Waste Management, which is postponed till Year 4 in order for the current work with Districts on developing an integrated waste management strategy is completed & implemented.

The revised programme set out below has been produced after detailed consultation with services over the past few months.

2. Changes to the original programme for 2001-02

The original and the revised programme of reviews for next year are set out below.

Original programme 2001/02

1. Adults in need – services for the elderly & physically disabled
2. Environment Protection & sustainability
3. Employment of people & Personnel
4. Communications & Reographics
5. Buildings Cleaning
6. Vehicle Maintenance
7. Amey property services
8. Lifelong learning
9. Community Safety

Revised programme

1. Services for adults with sensory & physical disabilities
2. Services for the elderly with mental health problems
3. Environment Management
4. Employment of people & Personnel
5. Communications
6. Reographics
7. Community Safety
8. LEA services for schools
9. Fire Service procurement
10. Economic Development Unit
11. Voluntary sector grants

Changes to the original programme fall into one of four categories: changes to scope, changes to timing, additions to the programme and presentational changes (e.g. changes in review title).

These changes have been made for a number of reasons: to allow the impact of recent reviews and major organisational changes to be known, to better fit with service development plans, or to take advantage of an opportunity to review a service in partnership with the districts.

Appendix 1 sets out the revised five year programme together with the detailed programme for 2001-02 setting out the scope of each review, details of changes from the original programme and reasons for those changes.

Of the four reviews which appear in Yr 2 of the original programme but do not appear in the revised programme, the explanation is as follows:

- Buildings cleaning is rescheduled to Yr 5 and will be considered along with the overall Property review,
- Vehicle maintenance has already been reviewed as part of the Transport Review and is therefore taken out,
- Amey Property Services will be reviewed in Yr 5 as part of Property review,
- Lifelong learning is moved to Yr 3 in order to enable the impact of new developments such as Connexions to be taken into account.

3. Timetable for next year's review

Reviews have been scheduled to start at staggered intervals between January and September 2001. The first of next year's reviews will therefore be able to report to Cabinet in May. All reviews will aim to finish within six months of the starting date, and account has been taken of the slack period in August. Nominations for membership of the Member Review Groups for the early reviews will be sought shortly. The full timetable is set out in Appendix 2 of this report.

Review	Cabinet report
Voluntary sector grants	May 2001
Communications*	June 2001
LEA services to schools	July 2001
Sensory & Physical disabilities	July 2001
Fire Service Procurement	Sept 2001
Reprographics	Oct 2001
Economic Development Unit	Dec 2001
Environment Management	Jan 2002
Elderly with mental health problems	Jan 2002
Community Safety	Mar 2002
Personnel & Employment	Mar 2002

* The timing of this review may vary from plan to take account of the recruitment of a new Head of Corporate Communications

Background information used by the author

“Best Value Review Programme” - Report to the Improvement & Review Committee, Wednesday 8 September 1999

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APPENDIX 1

Appendix 1

Hertfordshire County Council Best Value Review Programme

Year 1 (2000/01)	Year 2 (2001/02)	Year 3 (2002/03)	Year 4 (2003/04)	Year 5 (2004/05)
<ol style="list-style-type: none"> 1. Coroner & Magistrates Courts 2. Transport 3. Procurement & Contract Management 4. Information & Communications Technology (incl Itnet Facilities Management & PCs office support) 5. Fire Service Communications & Control 	<ol style="list-style-type: none"> 1. Services for adults with sensory / physical disabilities 2. Services for the elderly with mental health problems 3. LEA services to schools Community Safety 4. Environment management 5. Communications 6. Reprographics 7. Employment of people & Personnel 8. Fire Service Procurement 9. Economic Development Unit 10. Voluntary Sector Grants 	<p>A programme of reviews is being developed for Services for Young People</p>		
		<ol style="list-style-type: none"> 1. Services for adults with Mental Health or Learning Difficulties 2. Community Strategy 3. Strategic Planning 4. Finance Services & Systems (incl ITnet managed financial services) 5. Management of the Authority 6. School Meals 7. Lifelong Learning 8. Fire Service Training 9. Standards of Fire Cover 10. Music Service and MECCS 	<ol style="list-style-type: none"> 1. Services for the elderly (excl mental health) 2. Schools Management Information & ICT 3. Environment Planning & Enforcement 4. Births, Deaths & Marriages 5. Community Advice & Information 6. Services to Ethnic Minority & Disadvantaged Groups 7. Legal services 8. Administrative & Secretarial Services 9. Rural Estates 10. Education Budget & Assets 11. Fire Safety Enforcement 12. Waste Management 13. Social Services Inspection Unit 	<ol style="list-style-type: none"> 1. Highways Services 2. LEA traded services to schools (IT, Finance, Libraries, Outdoors, Media & Workshops) 3. Property (incl grounds maintenance and buildings cleaning) 4. Postal services 5. Rights of Way 6. Cultural & Heritage Services

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Year 2 Reviews (detail) – part 1

	Review Title & Scope	Changes to the original programme + Reason for the changes
1.	<p><u>Services for adults with sensory/physical disabilities</u> Assessment & Entitlement, Day Care, Home Care, Residential/ nursing care, Counselling/ support, Sensory Disability, Employment Direct, Care Management, New Deal, Speech Therapy, Housebound library services, Videos for the Deaf service, Cassettes for the Blind service, Respite care, Occupational Therapy</p>	Change in title: To better reflect the scope of the review
2.	<p><u>Services for elderly with mental health problems</u> Assessment & Entitlement, Day Care, Home Care, Residential/ nursing care, Counselling/ support, Employment Direct, Care Management, New Deal, Respite care, Occupational Therapy</p>	Change in title: To better reflect the scope of the review
3.	<p><u>LEA services to schools</u> The whole of the School Improvement and Advisory Service but excluding Herts Outdoors, the Music Service and MECSS.</p>	Brought forward from Year 3 (2002-03) and scope changed In order to focus strongly on the school improvement agenda in line with the Education Development Plan.
4.	<p><u>Community Safety</u> Road Safety Education Training & Publicity School Crossing Patrol Provision, Safety Engineering, Crime & Disorder, Crime Prevention, Fire Safety</p>	Change in Scope: Emergency Planning and Health & Safety have been taken out of this review & dealt with under the Personnel BV Review (see below)

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5.	<u>Environment management</u> Countryside Management Service Recreation Sites Watling Chase Community Forest Hertfordshire Biological Records Centre Specialist Archaeology & Landscape Services Investment in External Trusts	Change in title. Change in scope: Taken out from this review Sustainability, Agenda 21, Rural estates and Rights of Way, Town Centre Support, Green County Commission. Sustainability to be dealt with as an overarching issue in relation to every review (eg: Equalities). Agenda 21 to be dealt with as part of a “Community Strategy” review in Yr 3. Following a policy review of Rural Estates in 1998, it will be reviewed in Yr 4 (2003/4). Following a recent review of Rights of Way, it will be reviewed in Yr 5(2004/5). The County Council no longer provides Town Centre Support (ceased March 2000). The Green County Commission no longer exists..
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Year 2 Reviews (detail) – part 2

	Review Title & Scope	Changes to the original programme + Reason for the changes
6.	<p>Communications Corporate Communications, Departmental Communication teams Consultation activities throughout HCC</p>	No change
7.	<p>Reprographics Impressions, County Graphics, Design Studio , Web page designers</p>	No change
8.	<p>Employment of people/Personnel Corporate Training & Development , Dept.'al Training Units, Corporate Personnel, Dept'al Personnel Units, Emergency Planning, Health & Safety, Risk Management</p>	Changes in scope: Health & Safety, Emergency Planning & Risk Management share offices & admin support with Personnel, it is thought sensible to include them all in the same review.
9.	<p>Fire Service Procurement</p>	Added to the programme: It is a Home Office statutory requirement that Fire Service Procurement is reviewed in Yr 2 of the programme. This review will have regard to the outcomes of the County Council's PACMAN review.
10.	<p>Economic Development Unit Full scope to be developed in partnership with Districts</p>	Moved from Yr3 (originally part of Strategic Planning & Settlement Strategies) Opportunity to carry out the BV review in partnership with Districts

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11.	Voluntary Sector Grants Grants awarding process Grants criteria Multiple County/District grant applications Voluntary sector capacity to attract non LA funding	Brought forward from Yr 4: (2003/4)- originally scheduled under “Services to Minority & disadvantaged Groups”. A number of Districts are undertaking a review of grant giving this year and have expressed an interest in working with HCC on this issue. Also District Audit is starting a Value for Money study in this area, which will require a significant contribution from HCC which could be used to support our own Best Value review process
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Timetable for Best Value Reviews: 2001-2002

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Voluntary sector															
Communications*															
Education															
Physical & Sensory Disabilities															
Fire Service Procurement															
Repro graphics															
Economic Dev. Unit															
Environment Management															
Elderly with MH problems															
Community Safety															
Personnel & Employment															

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