

ANGUS COUNCIL

ITEM No 17

POLICY AND RESOURCES COMMITTEE - 8 MAY 2001

BEST VALUE REVIEW OF COMMITTEE AND ELECTION SERVICES

REPORT BY THE DIRECTOR OF LAW AND ADMINISTRATION

ABSTRACT

This Report formally presents the findings of the Best Value Service Review Team set up by the Law and Administration Department on Committee and Election Services and seeks the approval of the Committee to implement the recommendations of the Team.

1. RECOMMENDATIONS

It is recommended that the Committee:-

- (i) approve the findings of the Best Value Service Review that Committee and Election Services are operating at above an acceptable level; and
- (ii) approve the proposed Service Improvement Plan, as set out in the Appendix to the Report.

2. INTRODUCTION

Reference is made to Article 6 of the minute of meeting of Angus Council of 28 June 2000, when a revised Best Value Service Review Programme for the Law and Administration Department was approved. The Review of Committee and Election Services within the Law and Administration Department was undertaken as part of the Council's planned approach in reviewing all services within the context of Best Value. In undertaking the review the corporate model for Service Reviews was followed.

A copy of the full Service Review Report has been placed in the Members' Lounge.

3. SCOPE OF THE REVIEW

The scope of the review covered the provision of the following services:-

- the provision of a range of services which support the corporate and democratic core of the authority;
- the organisation on behalf of the Children's Panel Advisory Committee (CPAC) of the recruitment of members to the Angus Children's Panel and the provision of support to the CPAC;
- the administration of a number of charitable trusts which are vested in the Council;
- the provision of election administration on behalf of the Returning Officer;
- the co-ordination of the Director's responsibilities under Financial Regulations for the receipt and opening of tenders.

4. SUMMARY OF REVIEW

The main conclusion of the Report which is supported by the very high level of customer satisfaction particularly from Elected Members, was that the service was operating at above an acceptable level. However, issues were identified where the service could be improved and these are contained in the Service Improvement Plan, as detailed in the Appendix.

5. FINANCIAL IMPLICATIONS

There are no financial implications arising from this Report.

6. HUMAN RIGHTS

There are no Human Rights implications associated with the implementation of the recommendations of the Report.

7. CONSULTATION

In accordance with the Standing Orders of the Council, this Report has been the subject of consultation with the Chief Executive and the Director of Finance

CATHERINE A COULL
Director of Law and Administration

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above Report.

BEST VALUE SERVICE REVIEW - COMMITTEE & ELECTION SERVICES

SERVICE IMPROVEMENT PLAN

Committee Administration

<u>ACTION</u>	<u>RESPONSIBILITY OF</u>	<u>TIMESCALE</u>
<ul style="list-style-type: none"> Report to be prepared and submitted to the Chief Officers' Management Team on report production procedures and timescales. 	Director of Law and Administration	September 2001
<ul style="list-style-type: none"> Monitor compliance with corporate timescales. 	Committee Services Manager	September 2001
<ul style="list-style-type: none"> Consult Departments to discuss further their request for early access to draft Minutes. 	Committee Services Manager	September 2001
<ul style="list-style-type: none"> Investigate the technical feasibility of co-ordinating electronically Elected Members' Schedules¹ - with eventual extension to all Chief Officers. 	Director of Information Technology	¹ December 2001
<ul style="list-style-type: none"> Give full support to the Council's e-government strategy¹ and early consideration to e-distribution for Officers². 	Committee Services Manager	¹ Ongoing ² December 2001
<ul style="list-style-type: none"> Develop process maps into a comprehensive procedures manual. 	Committee Services Manager	December 2001
<ul style="list-style-type: none"> Introduce local performance indicators and consider the feasibility of introducing a quality accreditation system. 	Committee Services Manager	April 2002
<ul style="list-style-type: none"> Continue to monitor decisions emerging from the ongoing review of the Council's political and management structures. 	Committee Services Manager	Ongoing

Election Administration

<u>ACTION</u>	<u>RESPONSIBILITY OF</u>	<u>TIMESCALE</u>
• Develop internal knowledge of the Pickwick Election Management System and create a comprehensive procedures manual.	Committee Officer/Admin. Supervisor (Dept.)	December 2001
• Consider improvements to election expenses coding procedures for combined polls.	Committee Officer/Admin. Supervisor (Dept.)	January 2002

Charities Administration

<u>ACTION</u>	<u>RESPONSIBILITY OF</u>	<u>TIMESCALE</u>
• Amend the application form for Strang's Mortification Exceptional Grants.	Committee Officer	August 2001
• Seek further amalgamation of charities within burghs.	Committee Services Manager	December 2002