

**BEST VALUE SERVICE REVIEW
PROPERTY SERVICES DEPARTMENT - CAPITAL PROGRAMMES
SERVICES**

Abstract

This report informs members that a review of the Property Services Department's Capital Programmes Services has been undertaken within the context of the Council's Best Value Action Plan and seeks the Committee's approval of the Service Improvement Plan prepared as a consequence of that review.

RECOMMENDATION

The Personnel and Property Services Committee is recommended to:

1. note the terms of this report;
2. note and approve the terms of the report on the Service Review of the Property Services Department's Capital Programmes Services, and;
3. approve the proposed Service Improvement Plan arising from the review and detailed in the Appendix to this report.

1 BACKGROUND

In accordance with the Schedule of Best Value Service Reviews agreed by this Committee, a Service Review Team was established in March 1999 to review the Capital Programmes Services within the Property Services department. The team completed its work and submitted its report in April this year. A copy of the report is available in the Members' Lounge.

2 ASSESSMENT OF PERFORMANCE

In accordance with the Council's Best Value procedures the Review Team was required to make a concluding assessment of the performance of the Service. The three possible assessment levels are "below acceptable standard", "acceptable standard" and "above acceptable standard". The team determined that the service was of an "acceptable standard".

3 SERVICE IMPROVEMENT PLAN

The team was also required to prepare recommendations to enhance the service in the form of a Service Improvement Plan. That plan is shown as the Appendix of this report. I endorse this plan in full and ask that the Committee approve it as a basis for action.

4 FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report. Should it be necessary, any financial implications relating to implementation of the service improvement will be the subject of further reports to appropriate committees.

5 CONSULTATION

The Chief Executive, the Director of Law & Administration and the Director of Finance have been consulted in the preparation of this report.

BACKGROUND PAPERS

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 any material extent in preparing the above report.

M G Lunny
Director of Property Services

APPENDIX

5.1 Service Improvement Plan

The Programmes Section is actively involved in developing the programme of works within the budget constraints and in monitoring the progress and cost. The design and procurement of the works to the agreed programme and cost then falls mainly to the Consultancy Managers and, to some extent, to the clients. The Capital Programmes Manager, however, in monitoring progress, is in a pivotal position to comment on this stage of the project's development and on the methods used to carry out these services with a view to achieving greater efficiency and effectiveness.

During the course of the Service Review process, examination of the various aspects revealed areas where there was potential for improvement. In addition, suggestions and comments made by service users responding to the customer satisfaction survey indicated improvements which users would like to see introduced. These are highlighted in the text of this report as recommendations and are summarised below. For ease of reference, the actions are presented in the order in which they appear within the report and the relevant paragraph number is shown in the left hand column. The order does not indicate the significance or importance or priority attached to the actions.

Service Improvement Plan

Para-graph	Action	Responsible Officer	Timescale
3.2	Develop performance indicators with the Programmes Service in respect of managing the building programme included in the Client Department capital budgets and monitoring the expenditure incurred.	Programmes Manager	July 2000
3.5	A fee to recover the cost of this service will be separately identified within the overall fee charging structure	Head of Consultant Services	November 2000
3.7	Examine Programmes Services Section resources in relation to the current demand for core and associated services and develop a strategy for satisfactory delivery of the services.	Head of Consultant Services	August 2000
4.2	Examine and implement improvements in working to		

	programme and in meeting key dates.	Consultant Managers	August 2000
4.2	Promote earlier drafting of programmes by client departments and carry out reviews of the consultants' strategy for service delivery.	Programmes Manager	September 2000 (Housing) November 2000 (Others)
4.2	Identify the resources required to meet the programme and address, at an early stage, any requirement for external resourcing.	Consultant Managers	April each year
4.2	Examine procurement methods and the effect on cost, programme and resources.	Consultant Managers	October 2000
4.6	Within the departmental approach, develop and implement a strategy to determine on a regular ongoing basis the level of customer satisfaction and introduce measures to review feedback and implement agreed service and/or performance improvements.	Head of Consultant Services	September 2000
6.1.2	Investigate separate functions of the Programmes Service and establish whether these functions can be the basis of benchmarking with other Councils.	Programmes Manager	September 2000
6.1.2	Thereafter if appropriate introduce procedures to facilitate monitoring of benchmarking information.	Programmes Manager	October 2000 if applicable