

## **Agenda Item:**

**Title: Best Value Reviews 2001/2002**

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### **Introduction**

1. The purpose of this report is to recommend terms of reference for the best value reviews planned for 2001/2002 and consider approaches to conducting the reviews in the light of the experience of the first year reviews.

### **Background**

2. The best value legislation requires local authorities to review all areas of service over a five-year period. The programme of reviews is set out in the Best Value Performance Plan.
3. The following reviews have been included in the BVPP for 2001/02:
  - Community Safety
  - Corporate support
  - Health
  - Housing – warden service

### **Conducting the Reviews**

4. It is proposed that the methodology for the reviews should be largely as for last year. The guidance notes have been updated and a flow chart has been drawn up to show the main stages of the reviews. This is attached as Appendix 1.
5. Lead officers have been identified for each review and draft terms of reference have been drawn up. These are set out in Appendix 2 for approval. The review for corporate support is a large and complex review and will include several themes. It will be important for a balance to be reached between a cross-cutting approach to these services and the need to examine the particular issues for each service within the review.
6. As for last year, it is proposed that for each review, there is a small 'reference group' of members who act as sounding board for the officer team working on the review and provide political steer during the course of the review. Group Leaders have been asked to nominate members for these groups.
7. While the reference groups worked well last year in providing advice and a political steer during the review, there was still some lack of clarity as to the path of recommendations from each of the reviews. In 2001, this problem may be exacerbated by the likelihood that new political structures will be introduced during the course of the reviews. At present, it seems likely that the new scrutiny committees will be responsible for overseeing best value reviews in the new structure. Members are asked to consider the path for recommendations for best value reviews for 2001 to ensure that relevant members have opportunity to contribute and that decisions can be taken promptly.

## **Recommendations**

8. RECOMMENDED THAT:

- (1) The terms of reference as set out in Appendix 2 be recommended to Policy & Resources Committee for approval.
- (2) The Sub-committee recommend to Policy & Resources the approval path for reports and recommendations arising from the best value reviews 2001.

## **BEST VALUE SERVICE REVIEW**

### **HEALTH**

#### **TERMS OF REFERENCE**

##### **Strategic Objectives**

To improve the health of our community and ensure Uttlesford remains a safe place to live.

##### **Scope**

To work with all health service and related organisations (including the voluntary sector) to ensure high quality services are available and delivered to the local community and visitors.

##### **Objectives**

Ensure that the activities meet the Council's strategic objectives.

Evaluate the effectiveness and efficiency of current services and partnerships.

Develop partnerships and arrangements to deliver new and improved services to the community and specific users.

##### **Tackling the four Cs**

- Challenge
  - Core purposes of current activities
  - Strengths and weaknesses
  - Arrangements and relations with key partners
- Compare
  - Benchmarking with other authorities (where possible)
  - Costs, processes, outputs
  - Satisfaction levels
- Consult
  - Stakeholders:
    - Key partners (NHS Trusts, Social Services, Care and Repair Agency, Government departments)
    - Members
    - General public as users
- Compete
  - Investigate possible alternative arrangements

##### **Assumptions and Influences**

The creation of the Uttlesford Primary Care Trust  
Development of the Community Strategy  
The development of Stansted Airport  
Saffron Walden Community Hospital Business Plan

##### **Review Team**

- Members Not known
- Officers Richard Secker, Will Cockerell, Rep from Community Development
- Others PCT Representative

# **BEST VALUE REVIEW HOUSING – WARDEN SERVICES**

## **TERMS OF REFERENCE**

### **The Council's Strategic Objective**

- Ensuring the choice of homes better needs our community's need.
- Improving the health and safety of our community.

### **Scope**

- Warden Service
- Provision of the 'Lifeline' emergency call service.

### **Objectives**

- To ensure that the service delivers the Council's strategic objectives and complements other services provided by the Council and other relevant bodies.
- To assess the needs of tenants and users of the Lifeline equipment.
- To ensure a cost efficient service.
- To assess and enhance the level of tenant satisfaction.
- To identify the corporate implication of any service options.

### **Tackling the Four C's**

#### **Challenge**

- Are the tenants receiving the service they expect.
- Should the service be streamlined with wardens working a more structured day.
- Should wardens be mobile or resident on site.
- Are there better ways of providing the service.
- Should the Lifeline service be provided by the Council
- Is the Lifeline service accessible for those who need it.

#### **Compare**

- Do other providers provide better quality services to their tenants/customers.
- Do other providers provide more cost effective services to tenants and Lifeline users.

## **Consult**

- Seek views of tenants, wider community, other service providers and staff.

## **Compete**

- Test Options with various providers.

## **Assumptions and Influences**

- Users of services' views are very important.
- Need to keep tenant representatives and others involved about progress of the review.
- Consider the likely impact of 'Supporting People' with regard to provision of service.
- Need to review the working arrangements of Wardens (reference European Working Directive).
- Need to assess if Wardens should be more mobile rather than based at a site.
- Elderly population and their needs expected to grow over next few years.

## **Review Teams**

### Members of Reference Group:-

To consist of nominated Councillors  
plus a Tenant Panel representative

### Officer Team:-

To consist of nominated officers  
plus a warden and a representative  
from Essex County Council Social Services