

Item 3: Best Value Review Work Programme 2004/05

Note: Completion dates have not been added to a number of projects because these will be reviewed mid-way following CPA Assessment outcomes.

OBJECTIVE	COMPLETE REVIEW PROGRAMME TO AGREED STANDARDS AND DELIVER IMPROVED ORGANISATIONAL AND SERVICE PERFORMANCE.		
ACTIONS	OUTCOMES & MILESTONES	PERFORMANCE INDICATORS	CURRENT PERFORMANCE
Culture, Arts and Heritage	Completed September 2004.	Produce a strategy for the long-term delivery of these services, provide management and structural options for the delivery of the strategy, and an assessment of how resources can be used most effectively.	This business unit has just moved from Education to Environment and Leisure, and the opportunity has been taken to review the management and operations of this service. This will subsume the review of the business case for the Discovery Centre (see 2003/04).
Business Managers Handbook	Completed October 2004.	Deliver the update of the Handbook and the new format and intranet site. Increased use by managers.	Issues about ease of access to information.
Tenants Halls	Completed October 2004.	Provide rigorous assessment of current position and produce framework for delivering excellent community facilities.	Review requested by Housing Scrutiny. A general 'healthcheck' wanted on the operation and management of the halls and the services provided.
Facilities Management	Completed July 2004.	Management policy and strategy introduced and financial savings identified.	Management responsibility is fractured. Inconsistencies of standards and potential loss of economies of scale.

Procurement Audit	Completed June 2004.	Profile of staff involved in procurement completed.	Incomplete knowledge.
Strategic Services Business Support Unit and Key Business Processes	June – December 2004	Over see the further development of the BSU and review the operation of key business processes.	Initial structure established.
Youth, Crime and Anti-Social Behaviour	Start September 2004		
Mayoral Services	Possible start August 2004		
Managing Partnership Working			
Business Process Re-engineering for the Customer Contact Centre			
Evaluation of Local Agenda 21 and Sustainability			
Business Process Review of Trade Waste			
Review of Disabled Parking Permits			