

16 SEPTEMBER 1999

**LANDSCAPE MAINTENANCE BEST VALUE PILOT REVIEW - QUESTIONNAIRE
TO LOCAL COUNCILS**

1. Purpose

- 1.1 To report on responses received to a questionnaire sent to all Local Councils as part of the Landscape Maintenance Best Value Pilot Review.

2. Background

- 2.1 The Committee will be aware that the Council has been undertaking a number of Best Value Pilot Reviews. The Landscape Maintenance Best Value Pilot Review commenced in November 1998. As part of this Review the Council has:

- challenged why and how the service is being provided;
- invited comparison with the performance of others across a range of relevant indicators, taking into account the views of both service users and potential suppliers;
- consulted with local taxpayers, service users, partners; and
- embraced fair competition as a means of securing efficient and effective services.

- 2.2 The landscape maintenance service was the subject of a Quality Audit Service Review back in 1991, which looked at many of the issues examined under the current review. A similar consultation questionnaire to that used in 1991 is being used to see how opinion has changed, if at all. In 1991 two questionnaires were used - one for the public and another for our contractors.

- 2.3 It was decided that a revised questionnaire based on the public questionnaire of 1991 should be sent to all Local Councils within Milton Keynes to ascertain their current perception of the Landscape Maintenance service within Milton Keynes. A copy of that questionnaire is attached at **Annex A**. It is recognised that the questionnaire was not ideally suited to Local Councils, but it was felt important to keep the questions broadly similar to those asked of the general public for comparison purposes. Responses have been received from 25 of the 43 Local Councils, a summary of their responses is shown in **Annex A**.

- 2.4 The Committee is invited to note that the Landscape Maintenance Best Value Pilot Review is due to be completed by the end of next month. A report will be made to the next meeting of the Committee for information on the outcome of this review.

3. **Recommendation**

- 3.1 The Committee is invited to note the responses from Local Councils to the Landscape Maintenance Best Value questionnaire.