

**BEST VALUE REVIEW - PROPERTY MANAGEMENT**

**Review Outline:**

**1. Preparation**

- Define Boundaries of Review
- Identify Review Team members
- Establish Reference Group members (represents stakeholders and challengers)
- Draft Terms of Reference
- Agree ToR with Reference Group
- Identify funding position
- Draw up project plan

**2. Conducting the Review**

- Analyse current service provision (incl costs, staffing, assets managed)
- Review existing strategies, policies, service plans (challenge need)
- Identify current management information and performance measurement systems
- Research comparative performance data (statistical and process benchmarking - who are best performers?)
- Identify customers/recipients of service
- Obtain User view of service (survey, panel)
- What are alternative methods of provision?
- Assess competitiveness
- Action Plan for continuous improvement

**3. Reporting**

- Regular contact with other Review lead officers
- Progress reports to Reference Group, QMPG, COB, BV/CCT Sub-Cttee, Property Sub-Cttee

- Final Report