

## MILTON KEYNES COUNCIL - BEST VALUE REVIEW PROGRAMME

Year One - 2000/2001	Year Two - 2001/2002	Year Three 2002/2003	Year Four 2003/2004	Year Five 2004/2005
<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Highways Infrastructure</li> </ul> <p><b>Neighbourhood</b></p> <ul style="list-style-type: none"> <li>Housing repairs</li> <li>Mental health</li> <li>Learning disability (day services)</li> </ul> <p><b>Learning &amp; Development</b></p> <ul style="list-style-type: none"> <li>Special Educational Needs</li> <li>Early Years &amp; Childcare</li> <li>Referral and assessment services (inc. QA)</li> <li>Disability services</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>Corporate financial systems</li> <li>Risk management (inc. Health &amp; Safety)</li> </ul> <p><b>Cross Cutting</b></p> <ul style="list-style-type: none"> <li>Partnerships</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Traffic &amp; transport</li> <li>Synergy transport</li> <li>Building design &amp; management</li> </ul> <p><b>Neighbourhood</b></p> <ul style="list-style-type: none"> <li>Housing management service</li> <li>Older people's services</li> <li>Learning disability (remainder)</li> </ul> <p><b>Learning &amp; Development</b></p> <ul style="list-style-type: none"> <li>Providing school places (inc. L&amp;D property management)</li> <li>Family placement &amp; Adoption</li> <li>Family Support</li> <li>Residential Care &amp; Young People's Services)</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>Information technology</li> <li>Print services</li> <li>Purchasing</li> <li>Contracts unit</li> <li>Legal services</li> </ul> <p><b>Cross Cutting</b></p> <ul style="list-style-type: none"> <li>Sustainability</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Regulatory Services</li> <li>Planning</li> </ul> <p><b>Neighbourhood</b></p> <ul style="list-style-type: none"> <li>Physical disability</li> <li>Alarm centre/sheltered housing</li> <li>Travellers</li> </ul> <p><b>Learning &amp; Development</b></p> <ul style="list-style-type: none"> <li>School improvement</li> <li>Leisure services</li> <li>Arts, museums &amp; libraries</li> <li>Youth offending</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>HR operations (inc. payroll)</li> <li>Elections and electoral registration</li> <li>Corporate &amp; directorate finance</li> <li>Property division</li> <li>Catering</li> <li>Income &amp; payments</li> </ul> <p><b>Cross Cutting</b></p> <ul style="list-style-type: none"> <li>Social Inclusion</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Landscape</li> </ul> <p><b>Neighbourhood</b></p> <ul style="list-style-type: none"> <li>Home care</li> <li>Housing benefits</li> </ul> <p><b>Learning &amp; Development</b></p> <ul style="list-style-type: none"> <li>Economic development (inc. Tourism)</li> <li>Community development (inc. Grant Aid)</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>Committee management</li> <li>Democratic services</li> <li>Employee relations</li> <li>Employee development &amp; Corporate training</li> <li>Council Tax/NNDR</li> </ul> <p><b>Chief Executive's Office</b></p> <p><b>Cross Cutting</b></p> <ul style="list-style-type: none"> <li>Regeneration</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Waste</li> <li>Countryside services</li> </ul> <p><b>Neighbourhood</b></p> <ul style="list-style-type: none"> <li>Commissioning</li> <li>Housing improvement &amp; capital</li> </ul> <p><b>Learning &amp; Development</b></p> <ul style="list-style-type: none"> <li>Lifelong learning</li> <li>Youth services</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>Facilities</li> <li>Emergency planning</li> <li>Registration of births, deaths, marriages</li> <li>Land charges</li> <li>Internal audit</li> </ul> <p><b>Cross Cutting</b></p>



## Assessment of review units

This table describes the review units that form the basis of the five-year programme. It also identifies the primary considerations that suggest at what time in the programme the unit should be reviewed.

It is important to note that it was not possible to apply the assessment criteria consistently to each review unit. For example, the composite review units do not always align directly with existing performance indicators and not all the review units were featured in the recent NOP survey. Where no information is offered this indicates that nothing exists to suggest a particular review timing. In such cases a later review has been suggested.

However, in most cases there exists adequate information to indicate the priority that should be given to each review unit in the programme.

A description of the set of assessment criteria can be found at the foot of this table.

<b>Review unit</b> ( & composite elements)	<b>Suggested review timing</b>	<b>Primary considerations</b> (Only the main criteria driving the review timing for each unit in particular are detailed)
<b>ENVIRONMENT DIRECTORATE</b>		
<b>Highways Infrastructure</b> Bridges & Engineering Highways Street Lighting Synergy Highways	Early	Public dissatisfaction with roads and pavements (NOP) Street lighting poor on Audit Commission PIs Roads & pavements of high importance to the public (NOP) Major maintenance contracts end 31/03/02 & 31/03/03
<b>Regulatory Services</b> Building Control Environmental Health Trading Standards Specialist services	Later	Public satisfaction with Environmental Health and Trading Standards is high (NOP) On Audit Commission PIs, Environmental Health rated good, Trading Standards rated average. Informal review of these services already underway
<b>Planning</b> Development Control Land Use Strategy Central MK Review	Year 3	Planning rated as average on Audit Commission PIs Year 3 would be post Local Plan Review
<b>Building Design &amp; Management</b> Architecture MK (excluding Management) Synergy Building Services	Year 2	Early review required in advance of expiry of current CCT contract and tendering of housing repairs contract
<b>Traffic &amp; Transport</b> Traffic, Transport & Parking Passenger Transport Home to School Transport Taxi Licensing	Early	Public dissatisfaction with public transport and car parking, both of which are rated as high priority services (NOP) Transport is major strand in Community Partnership Plan
<b>Synergy Transport</b>	Early	Link to traffic and transport review
<b>Countryside Services</b> Countryside Management Rights of Way Canal Projects Smallholdings Hanson Environmental Study Centre Bradwell Abbey	Later	
<b>Landscape</b>	Later	Public satisfaction with landscape is rated medium and its importance as medium (NOP)

<b>Review unit</b> (& composite elements)	<b>Suggested review timing</b>	<b>Primary considerations</b> (Only the main criteria driving the review timing for each unit in particular are detailed)
<b>Waste</b> Cleansing Recycling Waste Disposal	Later	Public satisfaction with recycling and refuse collection is high, and with street cleaning is medium (NOP) Recycling scores as good against Audit Commission PIs. Major waste contract in process of being let now.

<b>NEIGHBOURHOOD SERVICES</b>		
<b>Housing repairs</b>	Early	Public satisfaction with council housing is low (NOP). Repairs service rated as poor against Audit Commission PIs. Responsive repairs contracts end 31/03/01
<b>Housing Management (inc. Homelessness &amp; private sector)</b>	Early	Public satisfaction with council housing is low (NOP) Decisions if people are homeless rated as poor and the percentage of lettings to homeless households rated as good against Audit Commission PIs
<b>Mental Health</b>	Early	Prepare for Joint Inspection in 2001 Rated as poor against Audit Commission PIs.
<b>Learning Disability (day services)</b>	Early	Prepare for Joint Inspection in 2001
<b>Older People's Services</b>	Early	Prepare for Joint Inspection in 2001 Rated as high priority service (NOP)
<b>Learning Disability (Remainder)</b>	Early	Prepare for Joint Inspection in 2001
<b>Physical Disability</b>	Year three plus	Public satisfaction is medium (NOP) Rated as high priority service (NOP)
<b>Alarm Centre/Sheltered Housing</b>	Year three plus	Links to physical disability review
<b>Travellers</b>	Year three	Issue of high prominence locally, but Travellers Citizens Jury process concluded in 1999 and outcomes now being implemented. Year three will allow review of effectiveness.
<b>Home Care</b>	Later	Subject to pilot Best Value review in 1998/99 and outcomes now being implemented.
<b>Housing Benefits</b>	Later	Public satisfaction is medium (NOP) Service rated as of medium importance (NOP) Subject to pilot Best value review in 1998/99
<b>Commissioning</b>	Later	
<b>Housing Improvement and Capital</b>	Later	
<b>LEARNING &amp; DEVELOPMENT DIRECTORATE</b>		
<b>Arts, Museums &amp; Libraries</b> Arts Museums Theatre & Gallery Libraries	Later	Public satisfaction with libraries is high
<b>Lifelong Learning</b> Lifelong Learning management Adult Continuing Education Awards	Later	Public satisfaction with Adult Education is high (NOP) Adult Education rated as of low importance (NOP) Subject of Government review
<b>Economic Development</b> Economic Development Tourism Development	Later	
<b>Community Development</b> Community Development Neighbourhood schemes Community centres & meeting places Community regeneration Grant Aid	Later	Public satisfaction with community centres is high (NOP) Community centres rated as of low importance (NOP)
<b>Leisure Services</b> Leisure centres Parks, sports grounds etc. Talent & sports development Grants	Later	Public satisfaction with leisure services is high but rated as of low importance (NOP)

<b>Youth Services</b> Youth Service Grants Moorlands Family Centre	Later	Public satisfaction with Youth and Community Service is medium and rated as of low importance (NOP)
<b>Disability Services</b> Disability Westminster Drive Furze House	Early	Prepare for Joint Inspection in 2001
<b>Family Support</b> Asylum seekers/Section 17 CS grants	Early	Prepare for Joint Inspection in 2001
<b>Referral and Assessment Services</b> Children in Need mgt & admin Child assess/protect/support Quality Assurance	Early	Prepare for Joint Inspection in 2001
<b>Residential Care</b> Heathercroft, St Georges, Middleton, Tattenhoe External placements & residential Young People's Services Leaving Care	Early	Prepare for Joint Inspection in 2001
<b>Family Placement and Adoption</b> Pre-trial and turnaround Fostering Adoption	Early	Prepare for Joint Inspection in 2001
<b>Youth Offending</b> Youth justice team	Year three or later	High public priority given to reducing youth crime (NOP) but Youth Offending Team only implemented April 2000.
<b>School Improvement Services</b> Advisers OFSTED INSET training School support Governor training Multicultural-primary GEST/Standards Fund Section 11 grant Music service Outdoor education	Year three	Public satisfaction with schools is high (NOP) Schools rated as high priority (NOP)
<b>Special Educational Needs</b> Assessment Outreach Early intervention Home liaison Special education team Home tuition Pupil referral unit Educational psychologists Educational welfare	Early	Prepare for OFSTED inspection in 2001
<b>Early Years and Childcare</b> Home to school link Simpson Unit Nurseries Play and childcare	Early	Prepare for OFSTED inspection.
<b>Providing School Places</b> Temporary classrooms Education planning Capital financing Managing property	Early	Prepare for OFSTED inspection.
<b>RESOURCES DIRECTORATE</b>		

<b>Information Technology</b>	Early	Critical support service.
<b>Print Services</b>	Early	Service has close links to Information Technology
<b>Purchasing</b>	Early	Key advisory service with role in supporting Best Value reviews
<b>Contract Unit</b>	Early	Key advisory service with role in supporting Best Value reviews
<b>Legal Services</b>	Year two	Current contract ends March 2002
<b>Corporate Financial Systems</b>	Early	Key systems in supporting Best Value reviews and ongoing monitoring of financial performance.
<b>Risk Management (including Health &amp; Safety)</b>	Early	Of high importance internally and judged to be inadequate at present.
<b>HR Operations</b> (includes Payroll)	Year three	Payroll perceived to be relatively high cost service.
<b>Elections and Electoral Registration</b>	Year three	Review would follow next General Election.
<b>Corporate &amp; Directorate Finance</b>	Early	Key support service
<b>Property Division</b>	Year three plus	Subject of phase 2 pilot review
<b>Committee Management</b>	Later	Allow time for new political management arrangements to bed in.
<b>Democratic Services</b>	Later	Allow time for new political management arrangements to bed in.
<b>Chief Executive's Office</b>	Later	Allow time for new political management arrangements to bed in.
<b>Employee Relations</b>	Later	
<b>Employee Development &amp; Corporate Training</b>	Later	
<b>Council Tax/NNDR</b>	Later	Link to review of Housing Benefit. Subject of successful round one pilot review.
<b>Facilities</b>	Year five	Year five would be close to the end of the lease for Saxon Court
<b>Emergency Planning</b>	Later	
<b>Registration of Births, Marriages and Deaths</b>	Later	
<b>Land Charges</b>	Later	
<b>Internal Audit</b>	Later	
<b>Catering</b>		
<b>Income &amp; payments</b>		
<b>CROSS-CUTTING REVIEWS</b>		
<b>Sustainability</b> (including Energy Management Local Agenda 21 Environment Body MK)	Early	Major strand of Community Partnership Plan.
<b>Partnerships</b>	Early	Council is engaged extensively in partnership working and added value needs to be assessed. Partnerships potentially important in delivering Best Value. Partnerships deliver Community Partnership Plan
<b>Social Inclusion</b>	Early	A key strand of Community Partnership Plan. Public view that it is important issue (NOP)
<b>Regeneration</b>	Later	Key strand of Community Partnership Plan.  Regeneration is subject of current strategy development. A later review of impact would be appropriate.

## Description of Assessment Criteria

Public Satisfaction

Based on results of NOP sample survey of residents, question 7 - satisfaction of users with services.  
High = 75+% satisfaction

Low = 25+% dissatisfaction

Importance to the public	Based on results of NOP sample survey of Milton Keynes residents, question 8 - top two most important services High = 10%+ support Medium = 5-10% support Low = less than 5%
Relationship to community planning/priorities	Identified community priorities in NOP survey. Top five: - Reducing youth crime 86% ("very important" rating) - Improving care and support for older people in their own homes (78%) - Improving standards in schools (77%) - Reducing poverty and discrimination ((70%) - Improving public transport Themes in Community Partnership Plan: - Crime and Disorder - Health - Economy & Regeneration - Poverty - Sustainability - Transport - Lifelong Learning - Arts & Culture
Audit Commission PIs	Score against 1998/99 performance indicators for service delivery and management (excludes levels of spend) Good = performance amongst top 25% of unitary authorities Poor = performance amongst bottom 25% of unitary authorities, or significant deterioration in service locally (Ref. Report to Scrutiny Commission, 08/09/99)
Contract due to end	Date of major contract to be re-let
Inspection due	Audit Commission/Joint Review of our Social Services functions likely between April and July 2001. An OFSTED inspection is also likely in the Spring of 2001.
Key support service	Relates typically to internal support services that have a key role in supporting Best Value reviews and the whole organisation's preparation (eg. information systems)
Other factors	A number of additional factors were considered, including:  Scope for service efficiency. Not possible across the board because of the lack of comparative data for the particular review units.  Actual or potential links to other services being reviewed.  History of recent reviews or other significant events.