

Meeting: Executive

Portfolio Area: Best Value

Date: 27th May 2003

2003/04 BEST VALUE PERFORMANCE PLAN

(Chief Executive's)

KEY DECISION

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1 PURPOSE

To consider and agree the Council's Best Value Performance Plan (BVPP) for 2003/04

2 BACKGROUND

2.1 Corporate Business Strategy Stevenage Borough Council – “Changing Gear”

2.1.1 On 15th January 2003, the Executive considered a report on the Council's corporate business strategy *Stevenage Borough Council – “Changing Gear”*. This agreed the reviewed corporate business strategy, which involved consultation with officers and Members and reflects results of public consultation.

2.1.2 The Corporate Business Strategy *Stevenage Borough Council – “Changing Gear”* forms the basis of the Best Value Performance Plan.

2.2 2003/04 Best Value Performance Plan

2.2.1 The December 2001 White Paper - “Strong Local Leadership – Quality Public Services” introduced a revised performance management framework for local authorities and some changes to best value requirements. The publication date for the Best Value Performance Plan was changed to 30th June each year to allow the document to be based on actual rather than estimated performance information.

2.2.2 As well as containing the Council's plans for the next 12 months, the Best Value Performance Plan must include performance targets against the nationally determined BVPIs for the next 5 years.

2.2.3 The Best Value Performance Plan and the included Best Value Performance Indicators will form an integral part of the Council's Comprehensive Performance Assessment in January 2004.

2.2.4 On 15th January 2003, the Executive agreed the timetable for publication of the Best Value Performance Plan. To achieve the publication deadline, the Executive agreed to Scrutiny Overview Committee reporting any comments direct to the meeting of full

council on the 11th June 2003, rather than reporting through June Executive. The full timetable is shown below.

DATE	MEETING
27 th May 2003	Executive
28 th May 2003	Resources and Corporate Management Scrutiny Panel
2 nd June 2003	Scrutiny Overview Committee
11 th June 2003	Full Council

3 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

3.1 The development of the corporate business strategy for 2003/04

3.1.1 The Corporate Business Strategy was reviewed in 2002 as part of the annual planning cycle. Progress during 2002/03 on the key development areas was assessed and the following changes are recommended:

- ✓ The wording of the ambition for sustainability be improved to say 'Minimising the Councils impact on the environment and promoting good practice'
- ✓ The key development areas ('Development of a Community Strategy' and 'Community Safety strategies and partnerships') to be merged into a new key development area of 'Development of Partnership Working'.
- ✓ A new key development area of 'E-Government' to be introduced to replace the key development area of 'Support Services'.
- ✓ The key development area of 'Leisure' to be deleted. In recent years leisure has been a priority for the council. Working in partnership with a number of agencies including Stevenage Leisure Limited, the council has successfully facilitated access to an extensive range of leisure opportunities and therefore no longer requires key development area status.
- ✓ The key development area of 'Continuous improvement of council services' to be deleted. This remains of major importance but is being addressed through the new performance management arrangements and therefore no longer requires key development area status.

3.1.2 It is now recognised that key development areas relate to either services for the community or organisational development, as follows:

Services for the community

- Development of partnership working
- One stop experience customer services
- The provision of a top quality housing services to tenants and people in need of housing
- The cleanliness and condition of the local environment
- Sustainable management of waste
- Communication and public consultation
- Community development and physical regeneration

Organisational Development

- E-government
- Performance Management

- Equalities
- Sustainability
- Asset Management
- Office Accommodation

3.1.3 A new section covering Change Management has been introduced which identifies how the council plans to manage the change it is facing from both internal and external factors.

3.2 Publication date and content of the 2003/04 Best Value Performance Plan

3.2.1 The draft Best Value Performance Plan has been sent to all members with a covering letter identifying the reporting timetable.

3.2.2 The format has been slightly modified to emphasise the clear direction for the Council's work as set out in the Corporate Business Strategy. The structure of the plan is based around the key development areas, reporting on progress during last year and detailing clear action plans for 2003/04 and beyond. The main sections are as follows:

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Message from the Leader of the Council	5
Introduction from the Chief Executive	6
Contact your Councillor	7
The role of the Council	8
"Changing Gear: The Council's Corporate Business Strategy 2003/04 – 2006/07	11
The development of the corporate business strategy for 2003/04	15
Development of partnership working	19
"One stop experience" customer service	22
The provision of a top quality housing service to tenants and people in need of housing	25
The cleanliness and condition of the local environment	29
The sustainable management of waste	32
Communications and public consultation	34
Community development and physical regeneration	37
E-government	43
Performance Management	46
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Good quality services	61
A-Z of service performance and achievements	63
What do you think	76
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The Council's Political and Decision Making Arrangements	82
The Council's procurement and competition strategy	84
The Council's Performance 2002/03	86
Statutory Best Value Performance Indicators	96

3.2.3 **Members are asked to note that while every effort has been made to present the draft plan in a complete form, officers are continuing to improve on some of the sections by amending the fine detail of the Plan**

3.2.4 Over the past three years the Council has published the Best Value Performance Plan in a full colour 'glossy' format. It is proposed that this year, the plan is published in two formats. The first being on CD-Rom to improve accessibility, and the second, a two tone printed document. An example of this can be found in the library. It is estimated that a saving of £6,000 will be made using this approach.

3.2.5 Portfolio Holders will have already been consulted on the content of the Best Value Performance Plan and are asked to confirm it through this report.

3.3 Best Value Performance Indicators (BVPis)

3.3.1 The requirements for including performance information in this years Best Value Performance Plan have altered from previous years. The publishing of performance from 2 years ago is no longer needed, along with the comparison of that performance with other Local Authorities.

3.3.2 At the back of the Best Value Performance Plan are tables containing the Council's 2002/03 performance against the nationally determined BVPis. This information must be audited and returned to the Audit Commission who will produce comparative data for all Local Authorities in Autumn 2003. To avoid repetition there will not be a separate BVPI quarterly monitoring report and members are asked to note the end year performance included in the Best Value Performance Plan.

3.3.3 Also included in the tables are the Council's performance targets for the next 5 years, as per the government's requirements. Portfolio Holders will have already been consulted regarding these and are asked to confirm them through this report.

4 IMPLICATIONS

4.1 Policy Implications

The Best Value Performance Plan summarises the Council's main policy and performance priorities for the next year.

4.2 Financial Implications

The production and printing costs of the Best Value Performance Plan are £6,000. These are covered by existing budgets.

The financial implications of the policies set out in the Best Value Performance Plan for 2003/04 are covered by the Council's budget estimates and forward plan for 2003/04.

5 RECOMMENDATIONS

5.1 The Executive agrees the changes to the Corporate Business Strategy *Stevenage Borough Council – "Changing Gear"* for inclusion in the 2003/04 Best Value Performance Plan (section 3.1 refers)

- 5.2 To agree the content of the Council's Best Value Performance Plan for publication on the 30th June 2003
- 5.3 To agree the proposed publication format of CD-Rom and two tone printed publication
- 5.4 To note the Council's final pre-audited 2002/03 performance against the BVPIs (see pages 96 - 106)
- 5.5 To agree the Council's targets for 2003/04 to 2007/08 against the Best Value Performance Indicators (see pages 96 – 106)
- 5.6 To note the reporting timetable shown in section 2.2.4 of this report

BACKGROUND DOCUMENTS

- December 2001 White Paper "Strong Local Leadership – Quality Public Services"
- Local Government (Best Value) Performance Plans and Reviews Amendment Order