

BEST VALUE REVIEW OF SUPPORT SERVICES

DRAFT TERMS OF REFERENCE

1. Scope and structure

The scope of the review is to examine whether the selected support services provide value for money to enable Derby Homes to meet its identified business objectives.

2. Key issues for the service reviews

The service reviews will

- (a) Define both the service required by Derby Homes and service provided by Derby City Council or internal teams.
- (b) Compare the service required with the service provided and establish whether service provided meets the needs of internal and/or external customers.
- (c) Establish the cost effectiveness of the service.
- (d) Draw up an action plan to implement cost effective alternatives if necessary.

3. Review Team

The proposed membership is:

Assistant Director & Company Secretary
Maintenance Team
Local Services Team
Tenancy Team
Personnel Team
IT Unit
Admin Support
Derby City Council

Unison

Lorraine Watson
Alex Dixon
Farooq Malik
Murray Chapman
Lynne Bromley
Lee Haynes
Julie Wren
Gordon Stirling/
Martin Guest
Helen Cross
Simon Evans

4. Background

4.1 The budgeted cost for Support Services in 2003/4 is

	£'000
Provided directly	1,630
Provided by Derby City Council and not already market tested	<u>1,004</u>
Total	2,634

4.2 Discussion in the review team identified the following areas for investigation

	2003/4 £'000	2003/4 £'000
Grounds maintenance		480
Legal Services		90
Personnel Services:		
Direct	200	
Derby City Council	87	287
Insurance claims handling		24
Equalities, performance and monitoring, marketing and communications		50
IT support:		
Direct	615	
Derby City Council	108	<u>723</u>
Total		<u>1,654</u>

4.3 A scoping event was held on 11 June 2003 based on these areas of service.

Part of the scoping event included a risk assessment involving the stakeholders present. This identified:

Red risk service issues:

(Very high likelihood with critical impact)

Grounds Maintenance
IT
Personnel
Cash Offices

Red risk service issues:

(High likelihood with critical impact) Insurance claims handling

Amber risk service issues:

(Significant likelihood with critical impact) Personnel
Policy and Finance

- 4.4 From this event, a lead officer from the review team has been appointed to lead on the reviews emerging.

Personnel Services	Lynne Bromley
IT Support	Lee Haynes
Cash Office Sustainability	Murray Chapman
Rechargeable Repairs Process	Farooq Malik
Grounds Maintenance	Alex Dixon
Legal Services, Equalities, Performance	Lorraine Watson
Monitoring, Marketing & Communications	

5. Process

The review will follow the process identified by Derby City Council's Best Value Review Toolkit 2003/4.

6. Key Events and Timetable

Terms of Reference approved	28 August 2003
Baseline Assessment of Services included in Review	31 October 2003
Challenge Event	30 November
Compare, Consult, Compete Event	31 January 2004
Options Appraisal	29 February 2004
Final Report and Improvement Plan	29 April 2004