

## SERVICE DELIVERY REVIEW

Report By: **ACTING HEAD OF HIGHWAYS & TRANSPORTATION**

### Wards Affected

County-wide

### Purpose

1. To receive a presentation of the Service Delivery Review of the Council's Service Delivery partnership with Amey that is currently underway.

### Financial Implications

2. None as a result of this report

### Background

3. In November 2007 a review was commenced to examine ways of improving the Council's Service Delivery Partnership arrangements with AMEY (incorporating Amey Wye Valley and Owen Williams). This review is being carried out with AMEY with the overall aim, to review the Council's approach to delivering services through the existing Service Delivery Partnership and identify a preferred option to ensure that the Council can deliver a better service for less cost.
4. Two key objectives have been set for the review to achieve. These are:
  - To review alternative forms of delivery with a view to securing annual savings to the Council of a minimum of £1 million; and,
  - To improve current quality and level of service.
5. The scope of the review is intended to encompass all elements of the scope of the existing Service Delivery Partnership. Any changes to the current arrangements arising from the review would be by agreement between Amey and the Council and would not require a re-procurement process.
6. A Project Board and Project Team, led by the Acting Head of Highways and Transportation, has been established to undertake the review. These draw together the necessary expertise and knowledge from across the existing partnership and includes representation from all the main service areas within the Council that could potentially be affected by the outcome of the review. Membership of the Board includes the Director of Environment, Director of Resources and Director of Adult and Community Services.
7. A presentation will be given to the Committee to explain in more detail the approach being taken.

### RECOMMENDATION

**THAT subject to any comments by the Committee the report be noted.**

### BACKGROUND PAPERS

- None identified.

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Further information on the subject of this report is available from Richard Ball – Acting Head of Highways & Transportation