



Best Value Review of Services to Road Users

RECOMMENDATION

- 1.1 To approve in principle the Final Report and Improvement Plan of the Best Value Review Team.
- 1.2 To refer the report to the Planning and Environment Commission for comment.

REASON FOR RECOMMENDATION

2. The improvements outlined in the Improvement Plan are intended to lead to improved services and outcomes associated with the delivery of services to road users. However this is a large area of work and clearly there were a number of key areas that did not come forward through the best value review, which will remain a priority.

SUPPORTING INFORMATION

- 3.1 As part of the 2003/2006 programme of Best Value Reviews, the Council has completed a review of the Services to Road Users.
- 3.2 The review largely covered the work carried out by the Highways, Transportation and Waste Management Division of the Development and Cultural Services Department.
- 3.3 The Review Team, after engagement with stakeholders who have an interest and involvement in delivering services to road users, has identified a schedule of improvements outlined in the Improvement Plan at the end of the Final Report. The Final Report and Improvement Plan are attached at Appendix 2. The appendices to the final report will be bound as a separate document and made available in the Member's rooms prior to the meeting.

OTHER OPTIONS CONSIDERED

- 4.1 The Services to Road Users Review Team has considered a number of options as part of the review. These are outlined in Section 8 of the Final Report.

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Background papers: Baseline Assessment Report
Results of Consultation Exercises
List of appendices: Appendix 1 – Implications
Appendix 2 – Final Report and Improvement Plan

IMPLICATIONS

Financial

- 1.1 The financial implications of each of the actions identified in the Improvement Plan are referred to in the column headed 'What resources will be required, including financial resources?' However, they are also set out in Table 1 attached, highlighting the difference between those options that can be taken forward within existing resources, those that have had additional resources identified and those that require more resources.
- 1.2 This assessment has to be qualified, in that the financial implications are simply shown as identified by the Review Team and have not been reassessed in detail by Finance Directorate. Approval 'in principle' does not remove the obligation under the limits set out in the Council's Financial Procedures to seek specific authorisation for measures which would involve a virement in gross or net budgets or additional costs outside of approved budgets, at which place more a substantive assessment would be made. In addition, many of the proposals have substantive costs attached, and could not be progressed outside of a wider assessment of affordability and priority within the budget process.

Legal

2. The Best Value Review of Services to Road Users has been carried out under the requirements of the Local Government Act 1999.

Personnel

3. Members will note from the Improvement Plan that some of the improvements have implications for existing staff in terms of re-directing officer time. The Improvement Plan identifies where further resources would be required.

Equalities impact

4. A number of the key issues were directly related to improving access for all road users to transport services. This included consideration of access to public transport for people that do not have a readily available and accessible public transport service during the day, evenings or weekends. Also the issue of parking enforcement proposes improvements to the provision and management of blue badge parking across the city.

Corporate objectives and priorities for change

- 5.1 The proposal comes under the Council's Objectives of
 - a healthy environment
 - integrated, cost-effective services.

5.2 The proposal furthers the priorities of

- minimising increases in Council Tax and increase value for money
- continuing with plans to remove traffic from city centre streets, where this helps people make better use of the city centre, and improve transport choice by completing Connecting Derby – the city centre transport plan
- enhancing the community leadership role of the Council both at strategic and neighbourhood level, through partnership working and listening to, and communicating, with the public
- responding to people's needs appropriately, on time and first time, by developing a customer-focused culture, using new technology and investing in our buildings to provide modern working environments for service delivery and employees.