

Meeting:	Scrutiny
Date:	12 December 2001

27. BEST VALUE REVIEW OF HIGHWAYS MANAGEMENT. The Committee considered the report of the Highways Management Best Value Review Team regarding the outcome of the Best Value Review of Highways Management.

Members were informed that the Highways Management Best Value Review had now been completed. Having considered the Highways Management service against the Action Plan and Key Challenges for this review, the review team concluded that the service should be maintained and developed by the Borough Council.

Arising from the review, undertaken over eight months, was a Best Value Improvement Plan, which was detailed at 9.0 in the report. A summary of the Improvement Plan was as follows:

- To further develop and to maintain the Highways pages on the Council's web site and to progress with developments in e-Government.
- To develop improved links with the Community by the setting up of a Highways Forum to which all Community Groups would be invited to attend at which highway and transport issues may be addressed and in which Members would have a key role.
- To consider in the longer term the management of all externalised amenity work contracts within one working group.
- To conduct an Annual Survey of correspondence and to monitor the satisfaction of the users of the Highway Management service.
- To reduce the net budget cost to the Council of providing the Highways Management service in future years by setting more appropriate income targets.

Members were advised that the high number of telephone calls received by the Department would hopefully be addressed by utilising the Council's website and developing further the Highways pages. With regard to the recommendation that consideration be given to bringing the management of all its externalised amenity work contracts into one working group, the Head of Amenities reported that the Group considered that such an arrangement would provide benefits in procurement and efficiencies in the overall management and monitoring of like contracts. Further work would be necessary on this, however, to fully consider the implications of such a change.

RESOLVED: That Cabinet be recommended to approve the Improvement Plan as set at 9.0 of the report.

Democratic Services, Town Hall, Grove Road, Eastbourne, BN21 4UG

Tel (01323) 415022/415023 Minicom (01323) 415111 Fax (01323) 410322

E Mail: councillors@eastbourne.gov.uk

(der\P:\cabinet\reports\2002\bv scru extr highways)