

**VALUE FOR MONEY – SUMMARY OF GOOD PRACTICES**

<p><b><u>Easington Position</u></b></p> <ul style="list-style-type: none"> <li>• Corporate commitment (Members, management, workforce &amp; trades unions).</li> <li>• BV Inspection Reports show good performance</li> <li>• Integrated service and financial planning</li> <li>• Existence of a Medium Term Financial Plan – Priority driven.</li> <li>• Medium Term Financial Framework guides the budget process/costs reflect policy decisions..</li> <li>• Robust financial monitoring processes.</li> <li>• Requests for growth robustly challenged at senior level. Existing budgets/efficiencies first call.</li> <li>• Culture of cost consciousness but open to ideas.</li> <li>• Performance Management Framework in place – Robust reporting procedures in place.</li> <li>• Corporate focus to improve performance, investment targeted to improving services and capacity. (£1.5m).</li> <li>• Service delivery reported to scrutiny.</li> <li>• Value for money challenged through: Best Value Reviews Service Reviews</li> <li>• Efficiency targets exceeded. (Gershon)</li> </ul>	<p><b><u>Best Practice</u></b></p> <p><b>How well is vfm achieved?</b></p> <ul style="list-style-type: none"> <li>• Total expenditure per head of population low in comparison.</li> <li>• Council tax policy.</li> <li>• Good performance - PI's generally improving &amp; moving in right direction (Authority A 70% improving, 65% in top 2 quartiles)</li> <li>• Strong financial arrangements.</li> <li>• Exercises to challenge the purpose, effectiveness and spend in each service. What are we getting for our money how we compare? (Discuss – SLAs EDH)</li> <li>• Knowledge of why some services are comparatively high cost. (Needs more work)</li> <li>• Knowledge of external factors affecting cost. – deprivation <ul style="list-style-type: none"> <li>- elderly popn</li> <li>- service pressures</li> </ul> </li> </ul> <p><b>How well is VFM managed?</b></p> <ul style="list-style-type: none"> <li>• Corporate Commitment.</li> <li>• Integrated financial and service planning process. <ul style="list-style-type: none"> <li>&gt;Efficiency targets set for each service area.</li> <li>&gt;Service objectives linked to overall plans</li> <li>&gt;Budget priority driven- MTFP</li> </ul> </li> <li>• Performance management framework embedded. <ul style="list-style-type: none"> <li>&gt;Outcome based</li> <li>&gt;good data collection</li> <li>&gt;timely reports</li> </ul> </li> </ul>
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- Procurement Arrangements:  
Robust approach  
Major projects subject to good project management/staged reviews of progress(Gateway reviews).  
Code of Practice in place.  
Good tendering processes based on quality as well as cost.  
E procurement in progress.

- Some service managers see performance and cost analysis as a tool to drive improvement. (part of the day job).

- Service reviews are prominent, currently the following are in process of being undertaken:-  
Care Services  
Best Value review of Support Services  
Environmental Services  
Review of SLA's with East Durham Homes.

- Identify efficiencies as a matter of course:  
Achieve Gershon Targets  
Corporate awareness /governance.  
Realign budgets from efficiencies identified  
Carry out process mapping to increase capacity and reduce waste.

>benchmarking  
>more use of local indicators

- Mixed delivery mechanisms  
>outsourcing  
>PPPs  
>Working with partners to improve performance.  
LAAs/LPSAs
- Use of I.T. to deliver efficiencies.  
>customer service centres v back office  
>home assessments – benefits  
>home working
- Good procurement practices.  
>reduced costs non contract spend  
>e procurement  
>framework/partnering arrangements
- Customer Focus (Part)  
>communications.  
>consultation  
>satisfaction surveys-more
- Requests for growth robustly challenged at senior level.  
Existing budgets/efficiencies first call. *Growth exception rather than the rule.(Not always)*  
>All changes of resources must have specific objectives
- Monitoring Arrangements for VFM in place (Part)  
Outcome based  
Outcomes reviewed.
- All Service managers see performance and cost analysis as a tool to drive improvement. (part of the day job).
- Uses locally indicators more widely to better inform service performance. National PI's are limited in use.
