

Review activity proposed to support redesign

Gnìomhachd ath-sgrùdaidh
ga mholadh airson taic a chur
ri ath-dhealbhadh

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Introduction

The Redesign Board has looked at all of the 270 functions carried out by the Council. It has considered what we know about:

- the Council's legal duties to carry them out;
- how much is spent on them;
- how well we perform them;
- how the public views them; and
- if any contracts with others to provide them are coming to an end over the next 2 years.

With this information the Redesign Board has identified the next steps for review. These are described here:

- 1.** There are around 120 functions proposed to be in scope for some kind of review. These are listed in this booklet.
- 2.** For some functions mini reviews are recommended that might mean a focus for example on a review of charges and income. These are shown in the booklet. For others it is too early to tell what a review will mean but the Redesign Board is open to a range of options being considered.
- 3.** The options include:
 - In-house services – how to run these better and more efficiently;
 - In-sourcing of services currently contracted out;
 - Shared services – both provided by us and provided for us;
 - Outsourced services – and looking at different ways of commissioning these (e.g. by outcomes, by payment by results, by social impact);
 - Services delivered in partnership and integrated services;
 - Arms-Length External Organisations and Trading Operations to enable more commercial practice and sustainability of service;
 - Community-run services;
 - Opportunities for new place-based approaches with partners; and
 - Stopping services (using the guidance from the Accounts Commission on how to go about this along with an assessment of the impact on different groups in our community and in different places).

4. Undertaking reviews on around 120 functions would mean a significant programme of work taking probably for up to 2 years, so in September 2016 the Board will prioritise the functions identified for review in 2016/17. Where reviews are already underway or planned this will be taken into account.
5. The Board has also identified if the functions for review should be prioritised as essential or desirable for the Council to deliver. This classification is also shown in the booklet. For some functions no prioritisation was made, mainly because further information is needed and for some there are questions about whether the Council is best placed to provide the service. These are shown as not classified.
6. As well as looking at individual functions, the Board has recognised that there are strategic issues to address in redesign. These are included in the booklet and described as the strategic part of the review. Some relate to national reviews underway, some relate to our partnership working and others are about structures and operating arrangements of the Council.
7. The Board proposes that the reviews are done by internal challenge and review, like peer review, drawing on the talent within the Council supported by review guides and methods. There would be a number of ways for staff to be involved in this process. External support may also be sought from the Local Authority Improvement Service, partners, professional bodies and external organisations.
8. The Board is also considering in September how best to involve the views of the public in the review phase of its work. It recognises the importance of engaging with:
 - The public in general - with the options of using the Citizens' Panel and new digital approaches;
 - Representative groups within the community, including Community Councils and other community bodies;
 - People using the service under review, with a particular focus on how to understand how changes might affect them before any decisions are made.

The Values agreed for the Council developed by the Redesign Board

We believe everyone can have new ideas for doing things better. We want to hear them, especially when they challenge us. We believe good ideas and good results come from people coming together with different views, being respectful and honest about what we can do together. We will make even more effort to hear voices that are not normally heard. We will have faith in staff to use their initiative and we will have faith in local communities to do more for themselves.

Challenging Open to ideas Participating Empowering

For further information:

Redesign papers are published on the website:

www.highland.gov.uk/info/20003/committee_information/696/redesign_of_the_highland_council_board/5

Staff facebook group:

www.facebook.com/groups/1595118924151802/

Outcome 1

Highland is an attractive place to do business, with key sectors supported making the most of our outstanding natural resources. Our economic growth is shared across the region with opportunities for all to contribute and benefit, making the most of the skills of our people and developing them.

Outcome 1 Groups

Functions supporting this outcome are grouped into:

- Supporting economic growth (Highland is an attractive place to do business).
- Supporting business (with key sectors supported making the most of our outstanding natural resources).
- Ensuring safe and responsible business practice.
- Inclusive economic growth (economic growth is shared across the region with opportunities for all to contribute and benefit, making the most of the skills of our people and developing them).

The strategic part of the review will involve discussions with partners and Government on the role of all public bodies in:

- economic growth (including the Council's roles), reviewing who should do what and to be involved in the Government's review of HIE, SDS and the Scottish Funding Council;
- supporting community groups, bodies and social enterprises to run services in their communities, reviewing who should do what to develop the best possible support framework; and
- protecting beneficiaries of European monies, and to identify what will replace European funding.

Individual reviews to focus on the functions

- Supporting economic growth (Highland is an attractive place to do business)

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Capital Programme & management

(+ outcome 5)

Essential

Airstrips

(+ outcome 2)

Not classified

Major developments pre-application service

Desirable

Review of charging.

Highland Economic Forum

(+ outcome 2)

Not classified

Local pre-application service

Desirable

Review of charging.

Harbours

(+ outcomes 1,2)

Not classified

- Supporting business (with key sectors supported making the most of our outstanding natural resources).

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Discretionary functions

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Tain Mussel Fishery

Not classified

Tourism

(+ outcome 2)

Not classified

Business development finance

Not classified

Collection of monies for Business Improvement Districts (BIDs)

(+ outcome 5)

Desirable

Review of cost.

- Ensuring safe and responsible business practice (with key sectors supported making the most of our outstanding natural resources).

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Liquor and gambling licensing

Essential

Review of advertising costs.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Environmental health licensing and health and safety at work enforcement
Includes essential and desirable activities

Trading standards
Includes essential and desirable activities

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Materials testing lab construction projects

Desirable

Review income generation.

- Inclusive economic growth (economic growth is shared across the region with opportunities for all to contribute and benefit, making the most of the skills of our people and developing them).

Statutory functions, little discretion

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Statutory functions, with discretion

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LEADER
(+ outcome 1)
Not classified

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Employability service
(+ outcome 3)
Not classified

Outcome 2

The world class environment of Highland is protected, enhanced and enjoyed by residents and visitors.

Outcome 2 Groups

Functions supporting this outcome are grouped into:

- Protecting the world class environment.
- Enhancing the world class environment.
- Enjoying the world class environment.

The strategic part of the review will involve exploring:

- how to enable enthusiasts and others to be more involved; and
- new service delivery and governance models with other public bodies and community groups.

Individual reviews to focus on the functions

- Protecting the world class environment

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Management of licensed sites

Essential

Review of all waste functions.

Waste transport and disposal

Essential

Review of all waste functions.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Energy reduction projects

Desirable

To exclude HRA projects.

Collection of waste

Essential

Review of all waste functions.

Food waste collections

Desirable

Review of all waste functions.

Collection of recycle

Desirable

Review of all waste functions.

Commercial waste

Essential

Review of all waste functions.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Energy strategy

Desirable

Recycling waste

Desirable

Review of all waste functions.

Green waste

Desirable

Review of all waste functions.

Bulky uplifts and fly tipping

Desirable

Review of all waste functions.

Education and awareness on waste and recycling

Desirable

Review of all waste functions.

● Enhancing the world class environment

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Statutory functions, with discretion

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Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Forestry service
Desirable

Environmental health: contaminated land
Essential

Road verge and grass cutting
Essential

Environment capital projects
Not classified

Highland Environment Forum
Not classified

Amenity grass cutting
Desirable

Cemetery grass cutting
Desirable

● Enjoying the world class environment

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Statutory functions, with discretion

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Discretionary functions

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Harbours
(+ outcomes 1,3)
Not classified

Long distance paths
Essential

Provision of civil amenity sites
Desirable

Environment facilities management
Not classified

Street and road cleansing
Essential

Tourism
(+ outcome 1)
Not classified

Countryside rangers
Not classified

Planted areas
Not classified

Fly tipping
Desirable

Outcome 3

Highland is an attractive place to live, work and learn, where people and communities can achieve their potential, supported and connected by good infrastructure, amenities and services. In growing up and growing older we enjoy a good quality of life, living in safe communities, taking care of each other and looking out for those who need more support.

Outcome 3 Groups

Functions supporting this outcome are grouped into:

- An attractive place to live (Note: links to the outcome 2 on environment).
- Achieving potential (Note: links to outcome 4).
- Connected by good infrastructure, amenities and services.
- Enjoying a good quality of life growing up and growing older.
- Safe communities.
- Taking care of each other and looking out for those who need more support.

Individual reviews to focus on the functions

- An attractive place to live (Note: links to the outcome 2 on environment)

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Discretionary functions

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Gaelic language plan **Desirable**

Providing recreational, sporting and cultural facilities **Desirable**

Review focus limited to public libraries and archive services.

War memorial safety and amenity **Not classified**

● Achieving potential (Note: links to outcome 4)

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Primary education

Essential

Review focus on administration in all schools.

Secondary education

Essential

Review focus on administration in all schools.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Gaelic medium education

Essential

Review focus on administration in all schools.

Quality improvement in schools

Desirable

Review focus on whether the reduced size of the team enables effective delivery.

School hostels

Desirable

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Music tuition

Desirable

School catering – paid meals service

Desirable

● Connected by good infrastructure, amenities and services

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Private sector housing grant

Essential

Review focus on full cost recovery.

Environmental Health water supplies

Essential

All environmental health functions reviewed together.

Environmental health food safety

Essential

All environmental health functions reviewed together.

Environmental health other functions (public health)

Essential

All environmental health functions reviewed together.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Harbours

(+ outcomes 1,2)

Not classified

Local transport strategy

Desirable

All transport functions to be reviewed together.

Quality bus partnership

Desirable

All transport functions to be reviewed together.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Public transport

Corran Ferry

Not classified

All transport functions to be reviewed together.

Community transport

Desirable

All transport functions to be reviewed together.

Car parking and car parks

Desirable

Review focus on charging.

Public conveniences

Desirable

● Enjoying a good quality of life growing up and growing older

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Statutory functions, with discretion

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Discretionary functions

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Allied Health Professionals (NHS)

Essential

Commissioned preventative services

(+ outcome 5)

Desirable

Adult social care

Essential

School nursing (NHS)

Essential

● Safe communities

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Statutory functions, with discretion

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Discretionary functions

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Navigation lights

Not classified

Environmental health pest control enforcement

Not classified

Part of the wider review of environmental health functions.

Violence against women, Women's Aid & MARAC

Essential

Street lighting

Desirable

School crossing patrollers

Desirable

Pest control service

Not classified

Part of the wider review of environmental health functions.

● Taking care of each other and looking out for those who need more support

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Mental health officers

Essential

Social Work Looked after Children Services

Essential

Fostering and adoption services

Essential

Child protection social work

Essential

Assessment of children's needs and risks

Essential

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Residential child care

Essential

Additional support for learning

Essential

Specialist services (includes vision support and assistive tech.)

Essential

School transport – additional support needs

Essential

Money advice and income maximisation

Desirable

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Employability service

(+ outcome 1)

Not classified

Commissioned preventative services

(+ outcome 5)

Desirable

Outcome 4

Highland communities are better supported to do things for themselves, with opportunities for wider participation in local decision-making and community led services.

Outcome 4 Groups

Functions supporting this outcome are grouped into:

- Functions supporting rights of community bodies and community action (Highland communities better supported to do things for themselves, opportunities for wider participation in community-led services)
- Functions supporting Citizens' Rights (opportunities for wider participation in local decision making)
- Functions supporting representative democracy (opportunities for wider participation in local decision making)

The strategic part of the review will involve

- Making the links with the Commission for Highland Democracy;
- Exploring with partners and community bodies how to ensure we have the right support infrastructure in the region for community bodies to do more in and for their communities. The Board recognises the high levels of reported volunteering in Highland and is keen to facilitate more of this community involvement and to support any transition of services to be run by communities.

Individual reviews to focus on the functions

- Functions supporting rights of community bodies and community action (Highland communities better supported to do things for themselves – opportunities for wider participation in community-led services)

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Community right to participate

Essential

Asset transfer to community groups

Essential

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

LEADER

(+ outcome 1)

Not classified

Charitable Trust Administration

Not classified

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Supporting Community Benefit Negotiations

Not classified

- Functions supporting Citizens' Rights (Opportunities for wider participation in local decision making)

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Citizens' Right to Know – FOI, Data Protection, Complaints, Ombudsman etc.

Essential

Review focus to be on identifying where to improve performance.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Public performance reporting
Essential

Review focus to be on identifying where to improve.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

- Functions supporting representative democracy (Opportunities for wider participation in local decision making)

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Elections – public information
Essential

Review focus on cost recovery for information associated with election counts available to political parties, agents etc.

Democratic services and support for local committees
Desirable

Supporting the Community Planning Partnership, Local Committees and District Partnerships
Desirable

Engagement and Scrutiny of Police and Fire Services
Desirable

Review focus on rationalising the number of places for reporting.

Outcome 5

As a public body we are resource efficient, work smarter using up to date technology and trying out new approaches. We are business-like, operating commercially in order to support public services. Our staff and Members are closely connected to their local communities and are supported in their commitment to public service. We work with other public services to ensure all our public resources are used effectively and to prevent poorer outcomes which result in higher costs in the future.

Outcome 5 Groups

Functions supporting this outcome are grouped into:

- Being resource efficient and trying out new approaches for the public purse as a whole (property resources / management of financial, legal, performance and business support functions).
- Work smarter using up to date technology and trying out new approaches.
- Business-like using commercial processes.
- Supporting a public service ethos among staff and Members.
- Being preventative.

The strategic part of the review will involve:

- Exploring with partners how to get a better focus on the public purse as a whole and to seek out opportunities for shared services, especially on depots, fleet maintenance and property;
- Reviewing the rationale for property functions to be spread across three Council services and whether alternative arrangements would enable improvement and more strategic leadership;
- How to have a stronger focus on running services commercially, potentially re-grouping them in the Council and enabling greater strategic leadership;
- How to enable more preventative services to be developed.

Individual reviews to focus on the functions

- Being resource efficient and trying out new approaches for the public purse as a whole - property resources

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Regulated property maintenance (H&S)

Essential

Technical support to Community Services

Essential

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Energy and engineering design service

Desirable

Capital Programme & management (+ outcome 1)

Essential

Facilities management (recommend rename to janitorial services)

Essential

Estates service

Desirable

Cleaning

Essential

Depots – for vehicles

Desirable

Review focus on shared services and commercial potential.

Stores and procurement

Desirable

Fleet (vehicles and plant maintenance)

Desirable

Review focus on shared services and commercial potential.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

PPP projects

Essential

- Resource efficient and trying out new approaches for the public purse as a whole – management of financial, legal, performance and business support functions

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Audit Scotland Fee
Essential

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Procurement function
Desirable

Collection of Scottish Water charges

Not classified
Review to focus on full cost recovery.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Collection of monies BIDs
(+ outcome 1)

Not classified
Review of cost.

Insurance
Essential

- Work smarter using up to date technology and trying out new approaches

Statutory functions, little discretion

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Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

No functions were identified to be in scope for review. Work is already underway on the proposed Digital Highland Programme and the re-provisioning of ICT arrangements.

- Business-like using commercial processes

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

Programme management of transformation work streams
Desirable

Asset rationalisation
Desirable

Commercial practice
Not classified

Procured legal services
Not classified

● Supporting a public service ethos among staff and Members

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

**HR – Equalities and
Employment law compliance**
Essential

Payroll
Essential

Human Resources
Essential

**Workforce planning and
staffing**
Essential

Review to include the case for deployment of teams in two Services or to integrate them.

● Being preventative

Statutory functions, little discretion

i.e. levels or standards are set nationally or externally and with consequences on size of expenditure.

Statutory functions, with discretion

for the Council to choose levels, standards or frequency of service and levels of expenditure.

Discretionary functions

with Council choices over whether to perform or not, the standards and level of expenditure.

**Commissioned preventative
services**
(+ outcome 3)
Desirable

