



Best Value Policy Statement

Wyevale's Approach to Best Value.

Wyevale works with all Authorities and Public Bodies to promote the highest quality of service delivery for their inhabitants. Wyevale recognises that its service delivery affects the lives of every individual and recognises that by setting targets and reviewing performance against the targets which have been set will help deliver an effective service which maximises quality and value for money which is provided in a manner which meets or exceeds customer's expectations.

POLICY STATEMENT

The purpose of Best Value is to make a real difference to the services for local people by:

1. Consultation

With customers and all identifiable stakeholders to understand their needs. By working with existing Clients to generate feed back on the services provided a greater understanding can be identified of where a gap (Gap analysis), of expectations to service delivery is arising. The Gap analysis will assist in highlighting potential amendments thus helping to improve the level of satisfaction. Wyevale recognises that a joint monitoring approach in partnership with their Clients will assist in bringing the service closer to the actual requirements of the stakeholders. Through consultation, targets for the future can be set as a future benchmark on self-analysis.

2. Challenge

All aspects of the service delivery and question why and how services are provided. Wyevale recognises that self-examination of the company's organisational structure and the contract specific structure along with the operational culture is required to promote customer focus and the provision of measurable Best Value targets.

3. Compare

The level of service and how it is being delivered for its customers and all stakeholders. Wyevale recognises the importance of having comparators with which to measure against. The company currently internally checks performance of each of the contracts against another of similar make up to highlight if there is an inconsistency. Wyevale recognises that external comparators, where the opportunity arises, with other comparable service providers will be beneficial and, if possible, at the commencement of a contract will jointly agree an external organisation.

4. Compete

By way of looking at different ways in the provision of the service we will ensure that the most cost efficient and effective service is delivered. Wyevale recognises that this is an integral part of establishing Value for Money Services and embraces the opportunity to adopt approaches which may include offering on-going savings as the contract develops and productivity increases. Wyevale recognises that it may be in the interest of all stakeholders to work in partnership with other organisations (specialist services such as arboriculture) to deliver the Best Value and most efficient and effective service delivery

5. The Delivery of Best Value

Wyevale recognises that the development of effective partnerships is based on openness, clarity and equity. Whilst we recognise generic strategy documents can be useful as a modelled approach there is a requirement to specifically draw up a Best Value Strategy for each individual contract. Wyevale recognises that a proactive, effective and partnering approach will result in the four "C's" being measured in terms of economic, efficiency and effectiveness in the service delivery. Wyevale recognises the importance of specifically exploring customers requirements in terms of flexibility and how this can be integrated to assist in the resolving of strategy, policy, budgets and financial arrangements.

Signed:

Date:

D.P.Haworth
Managing Director

