

**MAROONDAH CITY COUNCIL
2001 – 2002
BEST VALUE ANNUAL REPORT**

OUTCOMES OF COMPLETED SERVICE REVIEW – HOME CARE SERVICE

DETAILS OF SERVICE

Home Care Services is an externally contracted service managed by Council's Community Services service area, part of the Community and Organisational Development Directorate.

SCOPE OF SERVICES

- Housekeeping (Homecare);
- Personal Care;
- Respite care and;
- Property maintenance;

SERVICE REVIEW OUTCOMES

Best Value Principle	Key Performance Indicator	Performance Result
Cost Standard	Adherence to Contract unit costs.	Service delivered within unit costs.
Quality Standard	Level of compliance with annual service audit Target 100%	1 st contract audit due September 2002
	Number of hours of service provided.	97,600
	Customer Satisfaction with the level of service provided by Council's service provider. Target 90%	96%
	Customer satisfaction with the quality of work done by direct care worker Target 90%	95%

Best Value Service Review Principles	Action taken
Service Scope	The service provided approximately 99,000 hours of service during the previous budget to approximately 2,000 service users in Maroondah. Access to the service is subject to State Government annual funding which dictates the level of available funding and overall service provision. Standards for the quality of service provision are also subject to State Government legislation.
Benchmarking	Council adopted a public tender process which resulted in 6 companies submitting tenders in response to the service specification. The evaluation criteria included Financial benefit (Value for money), reliability of tenderer, level of service and experience and skill (benchmarking of quality and costs). The specification development process included the review of community consultation and feedback during the previous service period while the specification included the requirement for on-going consultation and evaluation between the contracted service provider and service users. Council includes the results of this feedback and an annual contract audit of the service provider as part of its contract management process.
Consultation	In addition to the customer satisfaction data collected as part of the Annual Community Satisfaction Survey Council undertakes its own annual satisfaction survey with service users as part of its contract management process. The service provider is also required to undertake a customer satisfaction survey as part of their contract obligations.
Reporting	Best Value Annual Community Report Annual Homecare service provider audit.