

## Lothian and Borders Police Board

### Best Value Improvement Plan – progress report

31 January 2011

#### Purpose of Report

- 1 To report progress on the Best Value Improvement Plan.

#### Main Report

- 2 Following the Best Value self assessment carried out last year, the Board approved a Best Value improvement plan on 30 August 2010.
- 3 The appendix shows the current position with regard to implementation. Of the 38 actions listed, 13 have now been completed and are closed. Of the other 25, it is anticipated that nine will be completed by the end of January, and the remaining actions are being progressed.
- 4 It should also be borne in mind that a number of actions arising from the self assessment were completed prior to the August Board report and are therefore not included in the table in the Appendix.
- 5 For information, the Best Value Audit and Inspection of Grampian Police is expected to be published later in January, and the introductory meeting for Lothian and Borders is expected some time around March, although this has not yet been formally confirmed.
- 6 It will be essential to complete the outstanding work on the improvement plan prior before the Audit and Inspection starts.

#### Recommendation

- 7 That the Board notes the position on the Improvement Plan.

**Sue Bruce**  
Chief Executive and Clerk

<b>Appendices</b>	Best Value Improvement Plan – Progress to date
<b>Contact/Tel:</b>	A Kassyk, Office of the Clerk and Chief Executive 0131 469 3553 adam.kassyk@edinburgh.gov.uk
<b>Wards affected</b>	All
<b>Background papers</b>	Minutes of meeting of Lothian and Borders Police Board 25 January, 25 June and 30 August 2010.

## Appendix 1 Combined Best Value Improvement Plan – Progress to date at 31 Jan 2011

Vision and Strategic Direction			Progress
1.1 More active involvement of Board members in debate on priority setting, and for the Board to take a more active role in agreeing and owning a vision for local policing;	CE & Clerk	Nov 2010	Seminar 12 January 2011
1.2 The Board should participate more intensively in the ongoing process to develop a vision and strategic priorities for policing, in conjunction with the Force (more proactive involvement in the Force Organisational Strategic Assessment process);	CE & Clerk	Nov 2010	Seminar 12 January 2011
1.3 Include specific items/opportunities on Board agendas to enable (and evidence) debate on the balance between national and local risks and issues;	CC	Nov 2010	Report on national issues to P&BVWG 25 October 2010
1.4 Stronger links with other Police Boards through Conveners Forum	CE & Clerk	Ongoing	Scope to comment on national restructuring proposals early in 2011
1.5 Prepare and present a suite of reports on the main aspects of policing strategy	CC	Nov 2010 & ongoing thereafter	Process in place to identify reports to go to Board; Jan 2011 Medium term financial strategy to Jan 2011 Board; Anti-social behaviour strategy reported to Board Aug 2010
1.6 Improve level of contact between Board members (other than Convener) and senior Force officers, and scope to extend the Board's ability to challenge and scrutinise within a context of productive working relationships.	CC	Ongoing	Seminar 12 January 2011 Initial round of meetings re TTS workstreams held, further briefing meetings for members in preparation

<p><b>Partnership working and Community Leadership</b></p> <p>2.1 Regular reporting to Board as to what is being achieved through partnership working, eg community safety partnership activity;</p> <p>2.2 Scope to develop the role of the Board in this area through individual members' own local partnership activities and through enhanced relationships with partnerships and community planning structures;</p> <p>2.3 Meetings/interface with Community Planning Partnerships.</p> <p>2.4 Meetings with Council leaders</p>	<p>CC</p> <p>CE &amp; Clerk</p> <p>CE &amp; Clerk/ CC</p> <p>CE &amp; Clerk/ CC</p>	<p>Aug 2010 then ongoing</p> <p>Jan 2011</p> <p>Aug - Dec 2010</p> <p>Oct 2010</p>	<p>Process in place to report to Board on partnership working; reports presented on partnership working in Midlothian (August) E Lothian (November), W Lothian (Jan 2011) completed to date</p> <p>Board newsletter to be developed after Jan 2011 meeting to assist members with promoting the Board in local partnership activity</p> <p>All meetings held in 2010 and process in place for future meetings</p> <p>Budget meeting held 11th November 2010 and process in place for future meetings</p>
<p><b>Community Engagement</b></p> <p>3.1 Report high level results from consultation and community engagement;</p> <p>3.2 The Board should also examine more closely the extent and impact of community engagement on policing outcomes;</p> <p>3.3 The Board should satisfy itself that all relevant information is provided in appropriate languages and formats; and</p> <p>3.4 The Board website should be updated to reflect an enhanced emphasis on accessibility.</p>	<p>CC</p> <p>CC</p> <p>CC</p> <p>CE &amp; Clerk</p>	<p>Nov 2010</p> <p>tbc</p> <p>Nov 2010</p> <p>Feb 2011</p>	<p>Report planned for Board Jan 2011</p> <p>To be included in report to Board Jan 2011</p> <p>Report to Board 15th November 2010 – closed</p> <p>New site available end January 2011 with additional work on content in February</p>

<b>Governance and Accountability</b>			
4.1 Improve publicity for Board meetings and papers through the website and related communications activities;	CE & Clerk	Feb 2011	Refreshed website due February 2011 Draft comms plan prepared Dec 2010 to be implemented during spring 2011
4.2 Scope to promote more active debate on performance against service standards;	CE & Clerk	Nov 2010	Regular item on performance introduced at Audit & Scrutiny Committee; quarterly performance report redesigned; dashboard report to Board
4.3 Prepare and agree formal protocol to define member/officer roles and responsibilities	CE & Clerk	Sep 2010	Report to P&BVWG 17th Jan 2011 and Board 31st Jan 2011
4.4 Make systematic provision of training available to members who require this	CE & Clerk	Sep 2010	Information re training to be circulated; Briefing meetings for members in preparation; Consideration being given to Budget training seminar;
4.5 Recording of business should consider the need to take account of scrutiny and debate;	CE & Clerk	Sep 2010	In place
4.6 Targeted use of media to promote Board activities	CC/ CE & Clerk	Sep 2010	Newsletter to be prepared following January Board meeting; comms plan to be implemented spring 2011
4.7 Brief Chief Constable's report to each Board meeting	CC	Nov 2010 then ongoing	In place
4.8 Programme of member visits to key Police personnel	CE & Clerk	Dec 2010	Initial round of meetings taken place re TTS workstreams; further round of meetings to be arranged
4.9 Restructure P&BVWG along Scrutiny Committee lines.	CE & Clerk	Aug 2010	Audit Committee re-established with additional Scrutiny function from 1st November 2010

<b>Performance Management and Improvement</b>			
5.1 Regular reports on risk management and HR, IT, information and property management performance	CC	Jan 2011 then ongoing	In preparation
5.2 Reports on Community Planning and Community Safety Strategies to be presented to the Board	CC	Aug 2010 and after	Report on partnership working being prepared
5.3 Scope to give customer satisfaction and customer response information a higher profile in the Board's performance monitoring activities;	CC	Nov 2010	Regular performance scrutiny item at Audit & Scrutiny Committee
5.4 Present unit cost information to Board alongside performance information	CC	Nov 2010	Ongoing work to explore Police Objective Analysis information will be reported to a future meeting of the Board
5.5 Improved performance information at the local level; and	CC	Nov 2010 & thereafter	Regular performance reporting item introduced at Audit & Scrutiny Committee; Reporting of local performance information under consideration
5.6 Scope to increase the extent of scrutiny of performance information	CE & Clerk	ongoing	Audit Committee remit extended to include Scrutiny of performance; Performance report redesigned; Regular briefings provided for members re P&BVWG, A&S Committee and Board

<b>Use of Resources</b>			
6.1 Enhanced involvement in the budget development process through involvement of members in informal seminar event on setting priorities	CE & Clerk/ Treasurer	Nov 2010	Seminar for members 12th January 2011
6.2 Board to develop its own risk register through the Audit Committee	CE & Clerk	Nov 2010	Risk seminar in preparation
6.3 Completion and presentation of financial management strategy to Board	CC	Nov 2010	Report to Board 31st January 2011
6.4 Presentation of workforce plan/strategy to Board	CC	Nov 2010	Report anticipated to future Board meeting
6.5 Reports on strategic overview of ICT issues, developments and priorities to Board	CC	Nov 2010	Report anticipated to future Board meeting
6.6 Post investment appraisal of West Lothian Civic Centre to be provided	CC	Tbc	Report to Jan 2011 Board
<b>Equalities and Sustainability</b>			
7.1 Systematic reports on all aspects of Force activity on equalities, including performance and compliance, should be made to the Board	CC	Nov 2010 & ongoing	Report to anticipated to Board 28th March
7.2 There should be an annual strategic report on equalities issues and performance across the Force	CC	Nov 2011	Report anticipated to Board 14 November
7.3 The Board's action plans for 2008/09 should be reviewed and updated	CE & Clerk	Oct 2010	In progress