

**SUBJECT: SOA Monitoring Report - National Outcome 15: Effective and efficient services are delivered, which are valued by the people of East Lothian**

## **1 Purpose**

To update the East Lothian Community Planning Board on the progress that the Community Planning Partnership is making towards National Outcome 15

## **2 Recommendations**

- That the Board note the progress made towards the outcome.
- That the Board consider using 'How Good is Our Council?' or PSIF to conduct a self-evaluation of the Community Planning Partnership in the future.

## **3 Background**

National Outcome 15 contains one local outcome for the Community Planning Partnership – 'effective and efficient services are delivered, which are valued by the people of East Lothian'. This outcome differs from the other outcomes contained within the East Lothian SOA as it is not supported by a theme group. The logic model supporting the outcome contains several initiatives:

- **Introduction of self-evaluation models**

East Lothian Council is in the process of introducing 'How Good is Our Council?' The first self-evaluations using the model took place during November 2009.

Lothian & Borders Fire and Rescue Service introduced PSIF in 2008. The results of the self-evaluations were used to develop Objectives for 2009/10 and 2010/11. The Service intends to apply PSIF on a 3 yearly cycle.

Lothian & Borders Police are using EFQM for self-evaluation. Divisional self-evaluations were undertaken last year. The process has subsequently been amended and a force wide self-evaluation is currently being undertaken. The Force-wide evaluations include representatives from each Division.

- **Improvement plans created to support key areas: performance results, stakeholder needs, service processes, management, and leadership**

Lothian & Borders Fire and Rescue Service monitor performance towards achieving the improvement points identified in their PSIF self-evaluation on a quarterly basis. The Head of the relevant function provides reports to the Corporate Group. Self-evaluation results are used to inform service planning.

The results of the Police EFQM evaluations are used in improvement plans and are provided to the force inspectorate.

East Lothian Council will develop improvement plans for 2010/11 once the initial self-evaluations have been completed.

- **Equality Impact Assessment**

From September 2009 all East Lothian Council and East Lothian Community Planning Partnership reports are required to demonstrate that they have considered the need for an Equality Impact Assessment. Equality Impact Assessments are provided with the reports where relevant.

- **Customer service initiatives e.g. Customer First**

East Lothian Council's Customer Service Excellence Project Board agreed a Customer Contact Strategy and Implementation Plan on the 29<sup>th</sup> September 2009. The Strategy and Implementation Plan can be found here: <http://cmis.eastlothian.gov.uk/CMISWebPublic/Binary.ashx?Document=10490>

- **Implement VOICE and Community Engagement Strategy to achieve greater CPP wide co-ordination of consultation and sharing of results**

A training event for members of partner organisations on VOICE and the national standards for community engagement was held on 11<sup>th</sup> November 2009 with positive feedback. Further training events planned for 27<sup>th</sup> November 2009 and in 2010.

VOICE is currently being piloted by some partner organisations: e.g.: East Lothian Housing Association, East Lothian Council/communications and marketing.

- **Partner consultation and engagement activities (e.g. Public Partnership Forums, CAPP, Diversity Network, Local Community Planning)**

The first meeting of the Community Engagement Working Group (CEWG) was held on 19.11.09. This group has representation from some of the partners as well as organisations with experience in community engagement. The community engagement strategy and action plan will be updated for the next meeting in January 2010 when a plan for reviewing them will be discussed. A link to the membership of the Working Group can be found here:

<http://www.eastlothiancommunityplanning.org.uk/default.aspx?dowhat=3>

A spreadsheet outlining the known community engagement activities of the Partnership April-end August can be found here:

[http://www.eastlothiancommunityplanning.org.uk/files/Current\\_Engagement\\_Consultation\\_Exercises\\_in\\_East\\_Lothian\\_2005-08.xls](http://www.eastlothiancommunityplanning.org.uk/files/Current_Engagement_Consultation_Exercises_in_East_Lothian_2005-08.xls)

#### **4 Policy Implications**

The activities highlighted in this report contribute to Best Value requirement for joint working. The guidance on Best Value states that partners must demonstrate 'a culture which encourages joint working and service delivery where this will contribute to better services and customer focussed outcomes'.

#### **5 Equalities Impact Assessment**

This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

#### **6 Resource Implications**

- 6.1 Financial - none
- 6.2 Personnel - none
- 6.3 Other - none

#### **7 Background papers**

[National Outcome 15 – 'Effective and efficient services logic model'](#)

## 8 Appendices

None.

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<b>Date of report</b>	26 <sup>th</sup> November 2009