

# SERVICE IMPROVEMENT AND BUSINESS UNIT REVIEWS

Update for the Corporate Planning and Performance Committee – 4<sup>th</sup> September 2008



Name of Review	Plan Manager	Critical Friend	Start Date	Finish Date	Summary of Current Position	Slippage
Human Resources	Mr Robert Parker	Mr. Hugh Phillips – 'chair' of EHRC	2 <sup>nd</sup> May 2006	31 <sup>st</sup> August 2006	<p>The Terms of Reference document was completed and approved by the Best Value Committee on 24<sup>th</sup> July 2006.</p> <p>The Combined Baseline Assessment and Final Report was presented to and approved by the Best Value Committee, at the meeting held on 26<sup>th</sup> September 2006.</p> <p>To date, the majority of the 43 recommendations have been implemented. As of the date of this report, there are a total of 12 recommendations outstanding, a number of which are dependent upon the successful conclusion of a 'pilot' being run in 'D' Division, involving the use of a draft copy of a new Recruitment and Selection Guide.</p> <p><u>The implementation of all remaining recommendations is ongoing and progress is being monitored by the Equality and Human Resources Committee, which is next due to meet on 8<sup>th</sup> September 2008.</u></p>	

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<p><b>Protecting Vulnerable Persons</b></p>	<p>Detective Supt. Rhiannon Hodges</p>	<p>Mrs Cilla Davies</p>	<p>1st Feb. 2007</p>	<p>1st May 2007  31<sup>st</sup> July 2007  31<sup>st</sup> August 2007</p>	<p>A initial meeting of the Review Board took place on 29<sup>th</sup> March 2007 and the Terms of Reference document was approved by the former Best Value/Service Improvement Committee.</p> <p>Initially, there was some slippage, due to the need to undertake additional research and conduct a survey of workloads, together with demand across the Force area. This took six weeks to complete. In addition, members of the Review team made visits to two outside Forces, in order to examine their approach.</p> <p>The report was completed and approved by members of the Review Board at a meeting held on 6<sup>th</sup> November 2007.</p> <p>The Final report and recommendation were approved by Members of the Service Improvement Committee, at its meeting on 6<sup>th</sup> December 2007.</p> <p><u>Implementation of the recommendations is ongoing and progress to date will be reported as a separate Agenda item.</u></p>	<p>Yes</p>
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<p><b>Legal Services</b></p>	<p>Mr Gareth Madge and Mr John Metcalfe</p>	<p>Mr Roger Leadbeter</p>	<p>1<sup>st</sup> May 2008</p>	<p>30<sup>th</sup> Nov. 2008</p>	<p>A Review Board structure has been put in place with the ACC as the Executive.</p> <p>Mr Gareth Madge, of South Wales Police, will provide both support and quality assurance as the joint Plan Manager with Mr John Metcalfe.</p> <p>Mr Alan Williams, the Force Solicitor, will act as Senior Provider and Chief Superintendent Simon Prince will act as Senior User.</p> <p>The review is being carried out by staff of the Service Improvement Section, Corporate Services Department and it is estimated that it will take six months to complete. Evidence is being gathered by a mix of face to face interviews, arrangement of staff workshops and by visits to other Forces - supported by benchmarking exercises and the use of prepared questionnaires.</p> <p>This lengthy timescale is due to the need to examine a considerable amount of subject material and the need to undertake a separate piece of work, looking specifically at the issue of collaboration, or joint service provision, with the South Wales Police Legal Services Department.</p>	
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<p><b>Business Unit Review of:</b></p> <p><b>Critical Incident Management Emergency Planning and Public Order.</b></p>	<p>Mr Peter Fouweather</p>	<p>N/A</p>	<p>1<sup>st</sup> July 2008</p>	<p>30<sup>th</sup> Sept. 2008</p>	<p>This is the first in a series of Business Unit Reviews aimed specifically at preparing the Force in advance of Inspections carried out as part of the HMIC Inspection Programme.</p> <p>The three areas of service provision listed will form part and parcel of the next Phase of HMIC inspection activity (Phase 3) taking place sometime between 1<sup>st</sup> October 2008 and the 31st March 2009.</p> <p>Business Unit Reviews allow for the preparation of a 'self assessment' document, completed by the Head of Department, which gives the current position on areas likely to be inspected by HMIC. The completed form is then returned to Corporate Services Department and a 'gap analysis' will identify those areas where aspects of service provision require attention. An 'action plan' will then be prepared, identifying those areas where remedial action is required, together with appropriate timescales. This will be returned to the Head of Department to complete the work required and progress will be monitored via the new tracking database.</p> <p>It is anticipated that this approach will allow Gwent to 'get ahead of the game' in terms of the final grade and number of Areas for Improvement' and Work in Progress' identified by the HMIC inspectors in their final reports.</p>	
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