Model for User/Employee

User/community organisations

- policy and strategy decisions regarding level of involvement and priorities
- assess power and influence of different forms of involvement in Best Value process
- assess other organisations involved and role of business organisations
- education and training to develop skills
- demands for capacity building for organisational development and networking
- access to internal/external technical advice to develop proposals
- links established with other user/community organisations
- links established with authority's trade unions
- availability of child care, travel expenses and administrative support

Quality of involvement

- deciding the method and scope of involvement
- degree of representativeness of local community and accountability
- degree of influence in service reviews, Best Value process and preparation of local performance plan
- degree of influence in decision making
- availability of relevant clearly presented information
- extent of reporting back and discussion of issues within the organisation
- quality/cost effectiveness of the different methods of involvement
- regular review to establish best practice

Equalities

- targeting of under-presented groups and interests
- ensure access, translation, timing of meetings takes account of local needs
- ensuring full representation of women, black and ethnic minorities, people with disabilities
- involvement of black and ethnic minority organisations in Best Value process
- capacity building resources and training to increase organising of representative groups
- methods of involvement to take account of cultural traditions
- ensuring needs of different groups are identified in service reviews and performance targets

Trade unions

- involvement in Best Value coordinating committee and working parties
- participation in continuous workplace improvement projects
- education and training to develop skills
- links with user/community organisations
- joint trade union cooperation and organising
- access to internal/external technical advice to help assess and develop proposals

Reasons for involvement

- better understanding of user needs and priorities
- better understanding of frontline service delivery and gaps in performance
- better targeted and more effective services based on needs and standards identified by users
- improved services as a result of users and employees contributing ideas and proposals to change and improve the organisation, management and delivery of services
- build political support for, and to help shape, the authority's corporate policies
- identify user/employee information needs and to make its presentation relevant and understandable
- improve job satisfaction
- improve democratic accountability and strengthen civic society

Public management interface

- preparation of strategic plan for involving user/community/trade unions organisations and employees
- local authority to map the local network of user, community, voluntary, trade union and business organisations and interests
- education and training programme for elected members, officers, staff and user and community organisations including principles and methods of involvement
- accountability and responsibility for user involvement within services and Best Value structures
- availability of skills and experience to undertake and support involvement and resources for capacity building
- management best practice in preparation for, attendance at and reporting back from involvement initiatives
- acting on the results and recommendations of involvement and explaining reasons for non-implementation
- provision of feedback to those involved and to general public
- regular review and evaluation of involvement