

# Involvement in Best Value

## Principles of involvement

- adoption of a definition of Best Value encompassing continuous improvement in quality, democratic accountability, implementation of corporate policies, user and employee involvement, cost effectiveness, quality of employment and social and economic equity.
- user, community and trade union organisation representatives fully involved in the Best Value process, agreeing priorities and performance targets
- genuine continuous involvement not limited to consultation, based primarily on representative organisations who are involved in designing methods of involvement
- engagement in developing new public service ethos to replace rigidities of CCT and client-contractor split
- joint working established between elected members, officers, trade unions and user/community organisations and establish the aims, objectives, purpose, scope, extent of involvement
- explaining the agenda - most user, community and trade union organisations will not want to be coopted to, in effect, legitimate privatisation, transfers or contracting out
- commitment by authority to increasing public resources
- timetable and agenda to allow sufficient time for full and genuine discussion and examination of proposals
- collective agreement sought on baseline profile
- agreement on which information will/not be disclosed - information agreements

## Who will be involved?

- representatives of:
  - action groups
  - tenants and community organisations
  - patient and carer groups
  - women's organisations
  - pensioner groups
  - black and ethnic minority organisations
  - trade unions
  - citywide organisations and campaigns
  - youth clubs and school/college based clubs
  - voluntary organisations
  - religious organisations
  - local business and organisations
  - other public authorities and quasi-public bodies
- individual users



## Best Value agenda

- setting quality, service and performance standards and targets
- identifying focus for Best Value assessment of service delivery
- drawing up Best Value strategy, also application to private and voluntary sector contracts, PFI and partnerships
- developing ideas and proposals to change and improve service delivery
- preparing strategic plan for involvement
- preparing a Community Plan
- assessing Best Value through:
  - nationally set standards
  - performance measures and targets
  - benchmarking
  - market intelligence
  - quality audits
  - service reviews
  - workforce involvement in improvement projects
  - user research and survey
  - public service or business plan
  - strategic sourcing or competitive tendering
- preparing Local Performance Plan
- monitoring implementation of Best Value proposals

## Method of involvement

- group discussion with user, community, branch and other organisation committees
- workshops on specific issues
- public meetings or forums
- small group meetings in area or on particular issues
- representation on Best Value coordinating committees and working parties
- participation in workplace continuous improvement projects with staff
- involvement in formal structures - area committees, advisory panels, neighbourhood forums
- consultative - user panels, citizens juries and focus groups
- participation in continuous workplace improvement project meetings