

## External Inspection

HMIC Inspections carried out in 2008/9 (from April onwards) were:

### HMIC Phase 2.5 April 2008

- Neighbourhood Policing - Meets the Standard
- Citizen Focus - Meets the Standard

### HMIC Detections Audit June 2008

- Overall weighted grade – Fair (83.68%)

### HMIC Human Resources November 2008

- The final report is awaited

### HMIC Counter Terrorism Prevent November 2008

- A thematic report will be released in due course

Further information about HMIC assessments can be found at: <http://inspectors.homeoffice.gov.uk/hmic/Inspections>

## Comprehensive Area Assessment (CAA)

From April 2009, The Audit Commission will make a fundamental change to the way it assesses public services.

The existing Comprehensive Performance Assessment will be replaced by a Comprehensive Area Assessment (CAA). This will focus more on the delivery of outcomes for the area rather than on the performance of individual institutions. The Audit Commission will provide an independent assessment of how well people are being served by their local public services.

The Commission's framework document, published on 10 February 2009, defines the principles to be applied and explains how evidence will be gathered to inform the area assessments.

<http://www.audit-commission.gov.uk/caa/downloads/20090225CAAFrameworkChanges.pdf>

## Continuous Improvement

The Force Compliance, Review and Inspections section independently reviews all areas of the Constabulary to ensure continuous improvement and promotion of good practice.

This process is undertaken to optimise operational performance within our Basic Command Units (BCUs), the three geographic areas that comprise the Force, and ensure that the Constabulary is providing a professional service to the public.

In support of this, the Force Review and Inspections Team conduct an annual programme of performance management reviews (PMRs) within our BCUs and address areas for improvement that may have been identified by thematic reviews.

An Organisational Governance Unit in the Force co-ordinates all improvement activity and sets clear targets. Through this process, the Audit Commission can be assured that we are providing value for money while continuously seeking to improve our efficiency and effectiveness.

A new internal website is being set up in order that good practice can be recognised and communicated across the Constabulary. This will also be shared with HMIC and others.