

Dear Colin,

Many thanks for your letter dated 20<sup>th</sup> June, by way of feedback on our Quality Assurance discussion held on 18<sup>th</sup> June 2013. We welcome your support for our very focused approach and look forward to developing this SOA in partnership with the Improvement Service and Scottish Government over the coming years and being able to evidence that the work of our CPP is delivering a demonstrable improvement in people's lives.

I have responded to the five specific points your letter makes and you will see that we have already addressed some of the points in Version 10 of the SOA submitted to Government on the 27<sup>th</sup> June:

1. In order to focus our Community Planning Strategic Board on the inequalities that exist within the Borders (despite very positive data at a Borders wide level, comparing favourably to Scottish averages), we have taken the "gap" analysis approach. In order to examine this in the first instance, we have looked at a very broad range of indicators but appreciate that a more concise matrix of measures and baselines would be more useful for SOA purposes and we will work through our CPP to refine this matrix. This clearly relates to the "Performance Management" work stream of our Audit Improvement Plan;
2. You will see in Section 9 of SOA Version 10 that we have indeed stated that the work within our two most deprived communities will indeed be a pilot for this locality based method of working in other communities where there are also challenges but where deprivation is perhaps more hidden;
3. Our performance framework, as you quite rightly state, is a work in progress, and this is something that Audit Scotland has also highlighted as an improvement area and is captured by our Audit Improvement Plan. Whilst we will require an overarching framework for SOA purposes, we are sensitive to the fact that each of the "total place" pilots will indeed require their own improvement indicators which will form part of the overall framework for use by our Joint Delivery Team and by our Community Planning themes;

In response to the final point you make under Item 3, we have inserted a few paragraphs throughout SOA Version 10 that spell out the challenges and opportunities around the achievement of targets;

4. It was useful to have the discussion on resources and we are pleased that you sympathise with our position on this and our concerns about our prevention plan. We are of course committed to using our resources as effectively as possible and see the prevention plan as simply a starting point for the type of analysis the Scottish Government wants to see, but we want to avoid creating an industry around the analysis of resources. A paragraph has been added to the SOA in Section 5 stating our clear commitment at both a strategic level and a

project level. The “Use of Resources” work stream within the Audit Improvement Plan will develop our approach to defining joint resources across the CPP;

5. We welcome your comments on our Audit Improvement Plan and have included it as an Annex to our SOA. We welcomed the opportunity to be part of the early audits and the plan has formally focused our attention around issues where we knew there were weaknesses and where we wanted to ensure partner involvement. This letter and the actions you suggest will be taken on board within the relevant work streams.

Once again, I would like to thank you and Danny Logue for the constructive approach you took to this quality assurance process.

Yours sincerely,

Tracey Logan  
Chief Executive, Scottish Borders Council and Chair of the CPP Joint  
Delivery Team