

## APPENDIX 2

### Programme of best value reviews

Financial year	Best value reviews primarily related to service delivery	Best value reviews primarily related to support services
2000/01	Complaints & discipline <i>(phase 1 complete March 2001)</i>	
		Consultation <i>(completed December 2000)</i>
	Investigating and detecting crime <i>(May 2000 - November 2001)</i>	
2001/02		Equalities & diversity <i>(joint with GLA)</i> <i>(April 2001 - September 2001)</i>
		Records management <i>(July 2001 – December 2001)</i>
	Bringing offenders to justice <i>(September 2001 - September 2002)</i>	
		Managing people <i>(January 2002 – June 2002)</i>
2002/03	Managing demand	Training <i>(national review)</i>
		Managing finance
	Managing operational policing	Managing information
2003/04		Managing assets
	Community safety / engagement	Managing performance
		MPA functions
2004/05	National/international functions	Managing communication
	Improving road safety	Catering

*NB: Exact start dates are indicative and may change.*