

## **Measuring performance in Dumfries and Galloway Constabulary with the balanced scorecard.**

M Wisniewski and A Dickson

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### *Summary*

Measuring the performance of public sector organisations has always been a difficult and contentious area. However, with continuing pressures for transparency, accountability and value for money, it is one that requires increasing management attention. This paper describes the Balanced Scorecard approach to performance measurement, assesses the applicability of the approach in the public sector and illustrates how the approach was used by Dumfries and Galloway Constabulary in Scotland as part of a strategic policing initiative.

## **The measures of success: developing a balanced scorecard to measure performance**

M Wisniewski

Accounts Commission for Scotland ISBN 0906206529

([http://www.audit-scotland.gov.uk/utilities/search\\_report.php?id=447](http://www.audit-scotland.gov.uk/utilities/search_report.php?id=447))

### *Summary*

This discussion paper outlines an approach that is designed to ensure that adequate alignment between an organisation's overall direction, detailed plans and performance measurement takes place: the Balanced Scorecard. The paper describes the development of the Balanced Scorecard approach, assesses the potential applicability of the approach in the public sector and illustrates how the approach can be used. It will be of value both to managers and to elected members in helping them to determine the key performance information they require in order to monitor the success of their plans and strategies for delivering services to citizens and customers.

## **Working together to deliver community safety. A Learning Resource for community Safety Partnerships**

Commissioned by the Scottish Forum on Community Safety

(<http://www.saferscotland.org/Primary/Resources/Tertiary/Materials.htm>)

This Learning Resource pack was designed for staff in partner organisations involved in Community Safety. The pack comprises a number of modules:

- Introducing Community Safety;
- Planning and Managing the Partnership's Performance;
- Understanding our communities and stakeholders;
- Making partnerships work;
- Planning and managing the partnership's performance.