

Corporate Improvement Board

Notes of the meeting held on 11 August 2008

Present: Cllr Holliday, Cllr Norwood, Cllr Sunderland, Cllr Pitt, Liam Murphy, Terry Chilcott, Richard Quayle, Keith Parker, Tim Capper, Jane Salt, Hilary Mitchell, Marilyn Robinson and Catherine Ponting

Apologies: Cllr E Woodburn, Fergus McMorrow and Joanne Makin

1. Notes of the meeting held on 14 May

The notes of the last meeting were agreed as a true and accurate record.

4. Monitoring the Delivery of the Corporate Plan

Cllr Norwood referred to AT 2.5.01b and asked if we were taking a joined up approach to consultation. Terry stated that the Customer First team were looking at events that were happening over the year so that we did not overload the customer. Hilary advised that the Communications department are planning on creating a forward plan of consultation events.

Cllr Sunderland questioned the 100% performance of AT 2.2.07b. Liam explained that all the finance that needed to be raised to complete the projects for 08/09 has been raised.

5. Learning about the requirements of the Comprehensive Area Assessment (CAA)

Hilary informed the Board that the Government have just launched a consultation document on CAA. In order for us to learn more and prepare for CAA she will arrange for an auditor to attend the next meeting to give a presentation.

6. Establish a Customer Focussed Service Approach

Jane updated the Board on the T enabling programme. The programme sets out a joined up vision for the organisation. The programme will include building on the current CRM system to build a single view of the authority and developing the website.

Cllr Norwood commented on the Document Management System. He said it would be an excellent system but introducing such a system would be a huge project and create a lot of work to re-engineer processes. He stated that the work would keep the PIT in work for years. Jane said that the paper set out the vision and that the work to identify the tasks and resources had not yet been carried out.

Cllr Sunderland was concerned that it looked like we were pushing people to use the website. Cllr Norwood commented on the high cost of processing white mail. Jane advised that we would be encouraging people to use more efficient ways but we would not be moving away from paper and the telephone.

Cllr Norwood asked about the new CRM. Jane told the Board that the system went live on the 4th March and is easier and quicker to use. Abandoned calls have dramatically reduced. Reports are available from the system but more would be available in Phase 2 of the installation. GIS information is also used in the system. Keith advised that the CRM was fully integrated into the waste system.

Cllr Sunderland asked if a reference number was given when reports were made. Jane said this was being looked at.

7. Searching for Best Value

a. Best Value Policy Framework - Hilary presented the Best Value report to the Board which outlines the framework for improving value for money. Liam added that this is the biggest thing we will have to deal with over the next 3 years.

Cllr Sunderland suggested that paragraph 5.7 should be changed to state services should be reviewed annually not periodically.

b. Corporate Use of PIT – Hilary introduced the paper which sets out how the work programme for the PIT will be set.

Cllr Norwood asked if the PIT was big enough to carry out the work that had been discussed today. Hilary advised that the skills of the team will be passed on to other teams.

8. Locality Working

Liam presented the report that set out the initial thoughts around Locality Working.

Cllr Norwood queried why faith groups were listed.

Cllr Pitt raised concerns around the localities, timescales, the make up of the Board, and the lack of detail around the staffing. Liam explained that the 5 localities corresponded with the localities in the Sustainable Communities Strategy and that the structures would be decided at a local level. He admitted that there may be some slippage in the timescales.

Hilary added that we needed to identify a responsible officer for each locality.

Cllr Holliday was keen to get the project up and running in order to take advantage of the worklessness funding.

Cllr Sunderland asked where the pilot would be and suggested Cleator Moor. Hilary explained that nothing had yet been decided.

Cllr Holliday explained how the South Whitehaven Board worked and how it was setup. Issues about mixed wards were discussed.

It was decided that the CCC and ward Councillor would have an initial meeting to discuss the document and propose members for the Board. This meeting would include Liam, Hilary, Ruth Willis and an officer from Cumbria County Council. It was also agreed that the discussion paper will be shared with a wider group of partners.