

CORPORATE IMPROVEMENT BOARD

Notes of meeting held on 14th May 2008.

Present: Cllr Holliday, Cllr E Woodburn, Cllr Sunderland, Cllr Norwood, Hilary Mitchell, Richard Quayle, Jane Salt, Terry Chilcott, Bob Gerry, Tim Capper, Catherine Ponting, Georgina Ayling, Liam Murphy, Joanne Makin

1 Appointment of Chairman for the Municipal Year

Cllr Holliday was appointed.

2 Notes of meeting held on 26 March 2008

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

Arising from the minutes, Cllr Sunderland requested an update on Locality Working. Hilary Mitchell informed the Board that officers and Members had met with Cumbria County Council, and a further officer-level meeting was planned.

It was decided that the minutes of future meetings should be placed on the Intranet, and circulated to attendees of the meeting. Attendance of all of Corporate Team was also requested.

5 Monitoring the Delivery of the Corporate Plan

Cllr Sunderland asked for clarification regarding AT 1.03. Jane Salt stated that there was currently only one Copeland member of staff at Cleator Moor, but the Council does not in any way intend to reduce services there.

Cllr Woodburn suggested that more detailed notes should be included when reporting, as several notes seemed to lack the sufficient information.

Hilary Mitchell informed the Board that, regarding AT 3.4, Investors in People accreditation will be achieved by the end of June.

For AT 3.6, Cllr Woodburn felt that the objective of 'raising the standard in educational institutions' was ambiguous and so the intended outcomes were unclear.

Regarding AT 5.8, Cllr Woodburn highlighted that a plan is needed that outlines what the Council will consult on and when. Now that the Communications team is fully staffed, this should be possible.

For EF 2.2, Hilary Mitchell told the Board that the Staff Survey Action Plan is available on the Intranet.

6 Learning about the Requirements of the Comprehensive Area Assessment

A framework of assessment is currently being developed. Any further information will be provided at future meetings.

7 Reviewing Progress in Improvements

Hilary Mitchell introduced the Council's improvement priorities that have arisen from various audits and inspections.

Cllr Woodburn requested that the priorities be highlighted in the Corporate Plan for monitoring purposes.

8 Establishing a Customer Focussed Service Approach

Jane Salt's and Richard Quayle's report was deferred until the next meeting.

9 Oversee the Process Change Programme

Bob Gerry introduced his progress report for the Process Improvement Team that was recently submitted to the OSC.

The Board discussed the reporting arrangements for the PIT, as currently there are no formal arrangements. Questions were also raised regarding how the improvement projects are selected.

Richard Quayle will bring a report to the next meeting which will outline potential reporting arrangements, and also the process for raising improvement projects.

Date of next meeting: Wednesday 9th July at 10am in the Bainbridge Room.