

## **IMPROVEMENTS SINCE COMPREHENSIVE PERFORMANCE ASSESSMENT (CPA) 2003**

**EXECUTIVE MEMBER:** Cllr Elaine Woodburn

**LEAD OFFICER:** Liam Murphy

**REPORT AUTHOR:** Hilary Mitchell

**Summary:** To update the Council on the work of the Corporate Improvement Programme Board since the CPA judgement in 2003/4

<b>Recommendations:</b>	That the Council notes the improvements in its corporate arrangements managed by the Corporate Improvement Programme Board since the CPA judgement, which have resulted in higher standards of performance and capacity to deliver good services.
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**Impact on delivering corporate objectives**

The improvements described below support the delivery of all the Council's corporate objectives

**Impact on other statutory objectives (eg Crime and Disorder and LA21 )**

The improvements described support the delivery of statutory objectives

**Financial and human resource implications**

Costs of making the improvements described have been identified through specific revenue and capital budgets agreed through the normal Council procedures.

**Project and Risk Management**

All the projects described have been subject to project and risk management disciplines

**Key Decision Status**

No

**Financial**

No

**Ward**

No

**Other ward implications?**

No

### **1. INTRODUCTION**

In common with all the other English district councils Copeland Borough Council was inspected and assessed under the Comprehensive Performance Assessment in 2003/4. The judgement at that time was that Copeland was a "fair" council and an improvement plan was developed based on the detail of the inspectors' report.

In order to help us meet the statutory duty of continuous improvement a Corporate Improvement Programme Board was established comprising members and officers to steer the programme of work in the improvement plan.

This report updates councillors on the work of the Improvement Board and its achievements to date.

**2. BACKGROUND**

The report of the inspection team which visited and assessed the Council in 2003/4 as part of the CPA described strengths and areas for improvement in the Council’s corporate capacity. This provided helpful detail from which to create an improvement plan in aspects of the Council’s corporate management.

The main headings under which improvements were needed were:

- Building capacity
- Improving consultation
- Improving performance management
- Improving project and risk management
- Develop a comprehensive suite of robust plans and strategies
- Establishing processes to co-ordinate and control the corporate programme
- Improving internal financial control/management

In addition the Improvement Board took on responsibility for other major corporate projects, including monitoring Best Value reviews, all of which contributed to aspects in the CPA and supported improvement.

The work of the Corporate Improvement Programme Board has managed improvements in the following areas:

<b>Improvement Board Project</b>	<b>Improvement Achieved To Date</b>
Best Value review of Economic Regeneration	Complete - Improvements include clearer strategic direction with links to emerging Masterplan, regional and sub-regional plans and agreements; improved working with businesses through signing up for the Evolutive system; more Council resources targeted to meet regeneration priorities; more support from Copeland services for regeneration objectives;
Best Value review of Waste Management	Complete –Exceeded recycling targets; waste reduction performance evident in 2005/6 out-turns beginning to improve; Countywide municipal waste strategy supported and improved partnership working
Best Value review of Leisure and	Complete -Additional resources obtained for

Culture	customers of services through out-sourcing and investment in community-based provision for example-employment of Community Sports & Arts officers from £140,000 savings, including £56k Gershon efficiencies.
Improving project and risk management	Managers trained in aspects of project and risk management; standard approaches adopted corporately and in services; projects now systematically controlled.
Co-Ordination and control of the corporate programme	Corporate Improvement Board established and delivering improved co-ordination and control
Capacity building	ACE programmes supported; internal training programme for officers and members developed; Council restructure (see below) reshaped organisation to provide resources where needed;
Improving performance management	Quarterly performance reports to Executive streamlined; performance software about to be acquired; improving awareness of performance levels, comparisons and areas for improvement
Improving consultation	Customer First project using information from consultation with service users extensively; the Council is signed up to the Local Government Reputations project to support improved delivery with best practice; communication strategy developed to include co-ordination of consultation;
Equality and diversity	Complete- level 1 of the Equality Standard for Local Government achieved. Plans in place to achieve Level 2 in 2006/7.
Comprehensive suite of robust strategies and plans	Most major strategies and plans now in place; processes for maintenance of strategies addressed
Improve reconciliation control account processes	Complete - Improved accounting processes have been recognised in External Auditor's annual letters
Beacon redevelopment project	Increasing visitor figures and some additional external funding obtained. The educational programme is going from strength to strength
Revenues and Benefits change programme	Work with Benefits Fraud Inspectorate and Department of Work and Pensions to modernise service in progress; accreditation standard

	anticipated in September 2006
New Council offices	Complete- achieved through PFI
Implementing Electronic Government	Complete -Government objectives and deadlines achieved
Nuclear Waste review	Work on-going, with additional resource secured through secondment; clarity regarding emerging strategy; community's interests highlighted and included within CoWRMs recommendations to be made shortly to government
Local Government Reorganisation consultation	Complete for 2005 exercise. Research findings can be re-used for future review.
Council restructure	Complete. Structure now more closely reflects the Council's role and responsibilities, with some additional resources identified for priorities.

### **3. Future work of the Improvement Board**

As may be seen from the list above, several of the improvement projects are ongoing, either into a new phase or because they are not time-limited. The Corporate Improvement Programme Board has a continuing work programme, and new projects are still being added.

In addition the Corporate Improvement Programme Board, mindful of how its original work originated from the 2003/4 CPA, has undertaken to monitor the development of CPA nationally. This will ensure that the Council is well-prepared to approach CPA processes that currently exist, or that may arise in future.

A decision was taken, given the high priority of regeneration, to form a new working group to concentrate on this area.

#### **List of Appendices**

#### **List of background documents**

#### **List of consultees:**

Leader, Deputy Leader, Corporate Team