

EXECUTIVE REPORT

DEPUTY LEADER'S PORTFOLIO

COUNCILLOR MIKE ASHBROOK – PORTFOLIO HOLDER

1 Key Issues – Progress Report

1.1 **Customer Satisfaction.**

As members will know the Council has reacted positively to the last customer satisfaction survey when most local authorities nationally saw a decline in levels of customer satisfaction. Copeland has taken a proactive approach to this and has followed up the national survey with further local surveys, focus groups and challenges by a wide range of stakeholders.

As a result of all this work a series of action plans have been put together to address our customer concerns. These plans have then been further challenged and we now have given a range of commitments which tackle areas that our customers have told us that they would like to see us improve

These commitments include:

- Improved parking facilities at the Copeland Bowls Centre in Cleator Moor
- Improve cleaning arrangements at the Copeland Pool
- Use the Clean & Green Team to clean up public areas blighted by litter and poor cleanliness
- Work with neighbourhoods to find suitable locations for new recycling banks
- Make a commitment to residents about the standard of Customer Service they can expect from the Council
- Update our procedures for dealing with customer comments, complaints and compliments; and train our staff in using these procedures

The action plans are being rolled out and as well as the normal monitoring we will also be carrying out mystery shopping to test the effectiveness of our actions. Initial feedback suggests that we are beginning to make an impact on previous levels of satisfaction

1.2 **Local Government Ombudsman's letter 2004/05**

We have received a very positive report from the Local Government Ombudsman, Patricia Thomas, confirming that none of the complaints her office received against the Authority over the last financial year were upheld.

There was a slight increase in the number of complaints, 18 compared with 16 in the previous year, but 5 of these were referred back as they had not been through our own complaints procedure. One of these was re-submitted to the Ombudsman, who subsequently found no case to answer.

In the report Mrs Thomas also congratulates the Council on the significant improvement in response times, which dropped from 35.2 days in 2003/04 to 26.3 days in 2004/05. She has recognised that only 22% of District Councils met the target of 21 days so in order to ensure receipt of good quality and comprehensive responses, she has decided that from the 1 July 2005 the target response time is 28 days. We will endeavour to continue to meet this target.

1.2 **CPA 2005**

CPA (Comprehensive Performance Assessment) has not gone away. Copeland Borough Council will be facing a corporate assessment during 2007/8. Before then we will be doing all that we can to achieve as good a result as possible.

One of the pieces of work that we will be asked to do annually from now on is the Use of Resources assessment. This is a new CPA area, and for district councils the work must be complete by 30 September 2005. Preliminary work will take place over July and August with briefing for Members in September.

Use of Resources brings in value for money, financial management, corporate governance and efficiency. Much of the work we shall be doing is collective evidence of what we already have in place.

EXECUTIVE DECISIONS RECOMMENDED TO COUNCIL

None

EXECUTIVE DECISIONS REPORTED FOR INFORMATION ONLY

Subject: Statements of Decisions made on 24 May & 1 June 2005

Date of Decision: 24 May 2005

Decision Reference: EXE/05/016

Portfolio Holder: Councillor M Ashbrook

Context: Decisions made at the previous meetings requiring formal approval

Key Decision Status: No

Decision

That the Statements of decisions made at the meeting held on the 24 May & 1 June 2005 be agreed as a correct record.

Subject: Forward Plan

Date of Decision: 14 June 2005

Decision Reference EXE/05/017

Context: To consider the forward plan of Key decisions June - September 2005

Key Decision Status: No

Decision

That the Forward Plan of Key Decisions be noted subject to: -

- a) Councillor J Hewitson replacing Councillor B Dixon as Portfolio Holder
- b) It being noted that the unaudited final accounts would be submitted direct to Council; and
- c) The budget strategy would now be considered in August 2005.

Subject: Corporate Theme: Quality Of Life & Social Inclusion

Date of Decision: 14 June 2005

Decision Reference: EXE/05/018

Context: Summarises progress against Corporate Plan objectives

Decision

That the report be noted.

Subject: Statements of Decisions made on 14 June 2005

Date of Decision: 5 July 2005

Decision Reference: EXE/05/0027

Context: Decisions made at the previous meetings requiring formal approval

Decision

That the Statements of decisions made at the meeting held on the 14 June 2005 be agreed as a correct record.

Subject: Forward Plan

Date of Decision: 5 July 2005

Decision Reference EXE/05/0031

Context:

To consider the forward plan of Key decisions July - October 2005

Decision

That the Forward Plan of Key Decisions be noted