

Corporate Improvement Board 10th November 2009

Present:

Cllr Bowman, Cllr Sunderland, Keith Parker, Jane Salt, Hilary Mitchell, Julie Betteridge, Simon Walker, Sarah Mitchell, Richard Quayle, Holly Freestone

1. Notes of the meeting on the 18th August 2009

The notes of the meeting on the 18th August were agreed

2. Apologies for absence

Liam Murphy

3. Declarations of Personal and Prejudicial Interest in Agenda Items:

No declarations were made

4. Arrangement of Agenda

It was agreed that the locality working item be moved to item 5 on the agenda

5. Locality working

Julie Betteridge, Simon Walker and Sarah Mitchell presented the updates on Locality Working. The pilots have formally started and Simon Walker and Sarah Mitchell are recording and monitoring ongoing progress made.

Councillor Bowman had requested the meeting that was due to take place at Copeland with the joint parish meeting be rearranged so that Distington Parish Council could attend. Keith Parker thought this potentially could cause problems as other Parishes may not be able to attend the rearranged meeting. Councillor Bowman is to ask at the CALC AGM regarding this.

Locality Working is going to be for the whole of the Borough but at the moment it is concentrated on two pilot areas. The idea of Locality Working is to add value to plans already in place and aid with the work on the Local Development Framework. It is helping with area based Regeneration whilst also delivering Public Service Agreements.

The two groups: Officer and Task and Finish are going to be reviewed to ensure the right people are attending the meetings in order to progress the plans.

Engagement and Councillor involvement: There has been a Councillor presentation which wasn't well attended, they are also using the Neighbourhood Forum's to get public views. On the question posed about engagement it was commented that at the moment it is early days however there was a positive response from the recent 5 Rivers meetings, so it is expected that this response will be followed by others.

6. CAA

We have now received the draft Use of Resources report which is open for comment by the Council. It confirms that we have a score of 2 however it has been suggested that it will be harder to attain this and we need to keep up the ongoing improvements going. Once the draft report is received an improvement plan needs to be drawn up. Need to make sure that the message is sent out to members, employees and the public showing that we are still under development.

On the 22nd December 2009 there will be a special Audit Committee meeting where the Audit Commission will be present, this is where the score will be formally announced to the group.

7. Place Survey

Keith Parker presented what the place survey is telling us and what we are doing about it:-

The strong messages that derived were that we need to communicate more and demonstrate to our customers how we are giving value for money and being efficient. We also need to improve our customer care- treating people with respect. This is being addressed by:

- Customer care training is going to be rolled out to all necessary teams
- Resurrecting the customer first group
- The finance budget survey is up on the website for customers to respond to
- There are plans in place for a section in Copeland Matters- What you said, what we did around the Corporate Improvement Plan.

Councillor Sunderland raised the question whether anything could be done quickly in response to the results of the place survey like regular press releases with updates on how we are doing. Hilary Mitchell stated that press releases were used in response to something or if something needs to be said. The website is continuously improving updated with regular information and news.

8. Disbanding of the T- Enabling Board: 6 month review

Jane Salt reminded the board the reasons behind the disbanded of T – Enabling and updated the group on the current situation. Projects are still ongoing however there could be a danger they are set up in isolation. Corporate Team have recommended that an officer group is set up, with as many members of Corporate team as possible. Members of Corporate Team can give updates to the Corporate Improvement Board.

It was also recommended that the portfolio for IT receives the report from the Officer Group. The recommendations were agreed by the group.

9. Searching for Best Value

A copy of the covalent report for National Indicators and the BVPI's were circulated amongst the group. The Corporate Improvement Plan was not circulated as it had not been agreed that the deadline for updates was extended.

It was noted by Hilary Mitchell on BV12 (Staff sickness absence) that days have increased since the last quarter where they had fallen.

THE BOARD MOVED INTO PART II TO DISCUSS THE SELF SERVICE PID PRESENTED BY JANE SALT

10a. Self Service PID

The PID identifies what it is trying to achieving and the costing. It is within the budget that had been earmarked but the Resource Planning Working Group have requested the PID is brought back to the group.

The PID was approved in principal.

THE BOARD MOVED BACK INTO PART I TO DISCUSS THE TIME MANAGEMENT PID

10. b Time Management PID

Richard Quayle introduced the PID and stated that there was going to be a feasibility study and come back to the group with options. Julie Crellin is the sponsor of the project and it will be used to understand how staff time is used. No comments were raised and it was approved.

The Chair closed the meeting at 12:00