

## **Corporate Improvement Board**

### **Notes of the meeting held on 3 November 2008**

**Present:** Councillor Alan Holliday, Councillor Elaine Woodburn, Councillor Alistair Norwood, Cllr Graham Sunderland, Richard Quayle, Keith Parker, Jane Salt, Hilary Mitchell, Julie Betteridge, Neil White, Pat Graham and Julie Crellin.

#### **1. Notes of the meeting held on 11 August 2008.**

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

#### **2. Apologies for absence.**

An apology was received from Liam Murphy.

#### **3. Arrangement of Agenda.**

The agenda was taken in the order printed.

#### **4. Monitoring the Delivery of the Corporate Plan**

##### **2008/2009 Delivery Plan**

Hilary provided a brief overview to the Board which was followed by a page by page review of the Plan.

Councillor Norwood stated that compared to 2007/2008, there were more categories on target. This could be due to the vacant positions being filled.

Councillor Woodburn referred to AT2.1 and asked what happened if the Whitehaven Town Council did not go ahead. A Community Forum was still required. A fuller answer will be provided outside of this meeting.

With reference to AT2.1.04, it was clarified that Councillor Woodburn attended the Neighbourhood Forums to provide information on Managing Radioactive Waste Safely (MRWS) and was not 'consultation'.

It was noted that AT2.1.06 would be developed as Locality Working develops.

Clarification was sought on AT2.3.01 regarding the Champions for learning. The Board was advised that this related to opportunities for Staff.

With regard to AT 2.5.08, it was stated that the Communications Strategy should be in addition to and not part of the COMM MOT action plan. The percentage figure was to be reviewed.

The percentage figure in AT2.6.04 was to be reviewed.

It was believed that work was ongoing at AT2.7.09 and the 0% progress figure was to be reviewed.

At action code EF1.1.03, it was stated that a project Board was set up for Revenues and Benefits and the note would be amended.

The 100% progress figure in EF1.1.04 was to be reviewed.

The Board asked if the work stated in EF1.2.1 was underway. The percentage figure was also to be amended to 50%.

With regard to the Marketing of Copeland, PP3.1.03, it was noted that a review of the Tourism Partnership was underway as was that with West Lakes Renaissance Partnership. The action plan would look at other sites and also other industries not linked to nuclear.

The Board asked if the vacant post stated in PP3.2.03 had been filled. It was noted that interviews were to be held on 13 November 2008.

The Board asked if the Corporate Team Task & Finish Group to look at the Business Continuity Plan (PP3.2.08) had been set up. The Board was advised that it was a priority for 2008/2009 and work was ongoing in Management Team and ICT. It was felt that this needed to be progressed faster and an update report was requested for the next meeting.

With reference to PP3.4.03, the Board were unsure why the Council had not signed the Nottingham Declaration and requested an update at the next meeting from David Davies.

In respect of PP3.8.07, it was asked why the progress was at 50%. The Board were advised that the operation of the scheme was yet to be reviewed.

A general comment was made requesting that the notes be written in plain English for ease of understanding.

### **National Indicators**

The Board discussed the National Indicators report, during which the following items were highlighted.

It was noted that NI 14 had no measures in place and this was part of T-Enabling. The measures had not yet been agreed although the possibility of producing figures using a sample basis was being investigated.

It was also noted that NI 182 could be the year end figure and the baseline work had not yet been completed for NI 184 and NI 185. Some figures were to be supplied by the Department for Work and Pension, but had not yet been received.

## **Approach to Revising the Corporate Plan**

Richard Quayle provided an overview and draft Corporate Plan together with an example of that from Chorley Council.

Feedback from the Board was then invited.

A discussion followed on who the document was aimed at, how much content there should be and what that content should consist of.

Overall, the Board were happy with the style but thought the content needed to be worked on. It was also thought the one page was preferred.

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

Hilary informed the Board that there would be an Audit Commission presentation on 24 November 2008 at 11:30am to which Members and managers were invited.

### **6. Establishing a Customer Focussed Service Approach**

Jane Salt updated the Board on the T-enabling programme. The programme sets out a joined up vision for the organisation.

Meetings to discuss the blueprint with relevant Managers had taken place and the feedback was being analysed.

The Board was provided with an example of the latest version of the Internet page.

With regard to complaints, the Board asked who would run/monitor them and were advised that it would be Customer Services, however each Manager would be able to access.

### **7. Searching for Best Value**

Neil White provided the Board with an outline of work carried out by the Searching for Best Value Task & Finish Group which was established from the Overview and Scrutiny Management Committee.

The Task and Finish Group had met 4 times and heard evidence from Liam Murphy, Hilary Mitchell and also discussed the Audit Commission report October 2008 'Back to Front'.

The Board were advised that using the recommended model, a group made up of three Members (Elaine Woodburn, Graham Sunderland & Robin Pitt) and three Officers would conduct a trial. Following this, a report would be sent back to the Task & Finish Group, Executive and, if necessary, Full Council.

### **8. Locality Working**

Hilary Mitchell and Julie Betteridge provided feedback and further details on Locality Working.

It was noted that more time was required for consultation with Town and Parish Councils before locality working be piloted in two localities (Possibly Mid Copeland and North East Copeland). Although it was stressed that the boundaries had not yet been agreed.

It was hoped that the pilot phase would be completed by September 2009.

The meeting closed at 1:30pm