

Corporate Improvement Board: 18th August 2009

Present:

Cllr J Bowman (Chair) Cllr Sunderland

Keith Parker, Julie Betteridge, Julie Crellin, Martin Jepson, Hilary Mitchell, Jane Salt, Richard Quayle, Catherine Ponting and Holly Freestone

1) Notes of the meeting 19th May 2009

The notes of the meeting on the 19th May 2009 were agreed except Cllr Sutherland pointed out that he had put in an apology for his absence.

2) Apologies for Absence

Cllr E Woodburn, Cllr Norwood

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

No declarations were declared at the beginning however Cllr Bowman declared interest in the Locality Working as it involved the Howgate area as one of the pilot areas to be used for locality working.

4) Arrangement of Agenda: to consider the order in which items will be taken

5) Learning about the Requirements of the Comprehensive Area Assessment

Hilary Mitchell presented the CAA Annual Timetable for 2009, this shows the whole project plan for the CAA and it is split into two sections; one of the areas as a whole and one specifically on the organisation.

Questions or comments raised:

In subject of the Housing Services will the Audit commission use old evidence? *Housing in Cumbria will be brought up as 'red flag' and they will use the inspection of 2009 in next years CAA.*

It would be useful if this timetable is presented to the Audit Committee

What happens when the Draft Use of Resources and Managing Performance scores are submitted to government? *They look at the trends and comparisons with other districts and there is an opportunity of 4 days for joint discussion and response before the last response for Cumbria is on the 25th September 2009.*

6) Establishing a Customer Focussed Service Approach

a) Place Survey (verbal update)

The final results are due out later this month/early next month and Richard Quayle and Bob Gerry are due to do an analysis on the results so a planned response can be made. Catherine Ponting to circulate a Covalent report on the place survey results, CP will also be receiving the BMG report on 10/9 so once this is received it can be circulated.

There are 3 key dates in September for members to be aware of for the 'Choosing to Change' Programme:

2/09/09 – Leaders

17/09/09 Executive and OSC chairs

29/09/09 All members.

Members have been informed via email and hardcopies and the Leader is due to send out a reminder letter.

Keith Parker has responded to the recent press releases to Whitehaven News and LGC

b) Customer Service Delivery Agreements

Jane Salt presented her project brief on Customer Service Delivery agreements. This is a formalised agreement between the front and back office. Planning were used as the pilot model which resulted in forms being developed which could be used by frontline staff and customers could easily understand. 5 key priority areas have been identified; pest control, fly tipping, housing, planning and building control to be concentrated at the beginning.

7) Searching for Best Value

a) Remote Working

Hilary Mitchell presented on Remote Working; a series of trials began with 5 volunteers and HM asked for suggestions on how to bring this forward. It was suggested that the Council should look at working examples in other Local Authorities, get feedback from those who have participated in Remote Working, get a defined list of areas of the council which this could be feasible.

8) Locality Working (presentation)

Julie Betteridge presented the development plan for the Locality Plans and how it has been working through stages. Originally two pilot areas were chosen but the Howgate area requested to be included in the plans.

9) Project Management

a) Project Management Process and Timeline

In the previous meeting it was agreed that T-enabling would be closed down and ongoing projects would be only brought up by exception to Corporate Improvement Board. A template will be created for Heads of Services to use for the Project Plans. All PID's will have a sponsor and all completed documents will be set up on a drive so that they are easily accessed. There will be notifications sent to Councillors when they are put on the drive and request for feedback.

b) Approve Service Change Project Brief

Aim is to develop a standard methodology which can be used across the whole of the Council. Jane Salt asked for approval on this project, it was said that an Equality Impact Assessment will need to be done for it which JS will complete.

c) Covalent End Project Report

The report shows a success in the project and a slight time slippage however this was to ensure that staff were adequately trained. Follow on actions to include; to check it is being used across the Council as some departments have no registered complaints. It was questioned whether complaints made to councillors were registered on the system and this was reported not to be the case.

10) Monitoring the Delivery of the Corporate Plan

a) Delivery of the new Corporate Plan 2010-15

The process over the next few months for the Corporate Implementation Plan will begin; this is going to be in line with the budget process and the 'choosing to change' programme. The 5 year Corporate Plan is due by December 2009. There are plans to engage with community; plans for consultation in Copeland Matters to distinguish 6 key priorities and links with the

Place Survey. It was suggested that the Item 10 appendix be circulated to executive and managers group and Keith Parker is due to go to Resource Planning Working Group.

b) Monitoring of Corporate Improvement Plan

No questions were raised however was suggested when they have been completed that they are removed.

c) Monitoring National Indicators

NI 179 achieved more efficiencies and therefore more can be carried forward to next year.

d) Monitoring BVPI/LAA

The BVPI and LAA figures were presented to the group. There are only a few NI's in the LAA that are available at district level.

BV12: Figure not there as of yet however is forecasted to be higher than last years quarterly targets.