

Corporate Improvement Board 19th May 2009

Present:

Cllr E Woodburn (Chair), Cllr N Williams, Cllr A Norwood

Fergus McMorro, Hilary Mitchell, Julie Betteridge, Jane Salt, Richard Quayle, Catherine Ponting, and Holly Freestone

1. Appointment of Chair and Deputy Chair

Cllr J Bowman was appointed Chair and Fergus McMorro was appointed as Deputy Chair.

2. Notes of the meeting of 15th April 2009

The notes were of the meeting on 15 April 2009 were agreed.

3. Apologies for absence

Cllr Bowman and Keith Parker sent their apologies

4. Declarations of Personal and Prejudicial Interest

No declarations were made.

5. Arrangement of Agenda: to consider the order in which items will be taken

6. Learning about the Requirements of the Comprehensive Area Assessment

Hilary Mitchell introduced the CAA. Since the 1st April the Inspectors have begun desk based research and it has been based an ongoing research throughout the year. A draft report will be available in November 2009. The full report will be on the website for respective areas, the borough is going to be a small part for the whole of Cumbria.

Cllr Elaine Woodburn asked for more information regarding the CAA. She also asked for a timetable of when things needed to be done and a way of documenting achievements by departments regularly to ensure that nothing is missed. Hilary Mitchell stated that there was to be an event at Rheged for Councillors on CAA.

7. Enabling a Customer Focussed Service Approach

a. T- Enabling update

Jane went through the proposal to disband the T-Enabling board and bring the projects to the Corporate Improvement Board for approval. Cllr Woodburn questioned if the projects needed to be approved by Executive. It was agreed that PIDs would be brought to the Board by exception and would only be flagged up when they were being opened, if there was any problems and when they were closed. This decision would be reviewed in 6 months time.

8. Searching for Best Value

a. Shared Service Strategy

Neil White outlined the process for the Shared Services Strategy. This is soon to be taken to corporate team and then executive.

9. Locality Working

Julie Betteridge raised three main points regarding Locality Working. The first was regarding consultation with the parishes. Julie mentioned about 2 conferences being organised. One by CALC and the other by Mid Copeland & Couth Copeland. These conferences will be additional to our consultation.

Locality Assessments will include the 2 pilot areas and will be completed by December.

There had also been an idea to invite councillors to a working group, or an advisory group of Councillors for locality working. This idea was quashed by the board.

9. Monitoring the Delivery of the Corporate Plan

a) 08/09 Delivery Plan

b) National Indicators

The board went through the Covalent report and any indicators below 50% were discussed:

AT_2.5.02.i Develop and Publish service standards for internal and external customers

There is an overall service standards for the Council but there were questions whether this was being adhered to and monitored across the organisation. Each department are due to publish their own service standards. The question of consultation with customers was raised.

EF_1.1.07.i Deliver improvement plan for Access to Services in Copeland and with Cumbrian Partners

Reasonable progress has been identified. There were questions of whether an additional strategy would be needed or could this be reduced considerably to 2 pages or whether the improvement plan could just be used.

EF_1.2.2.b Survey staff satisfaction and awareness of the Council's direction; develop and implement improvement plans

A working group is due to be set up, however it was suggested that it needed to be done later on in the year.

EF_1.3.1.i Produce a definitive list of key strategic partnerships and devise the appropriate support and feedback mechanisms for them.

This is being reviewed and due to be revised

PP_3.2.09a Work to help the resettlement of offenders in accordance with the National Community Safety Plan

Julie Betteridge is to check the relevance of this indicator for the organisation.

PP_3.4.02.i Develop a biodiversity action plan and conservation management plan

PP_3.4.02.ii Prepare annual biodiversity performance report (baseline 08-09)

These are being lead by the Lake District National Park authority

NI 182 Satisfaction of business with local authority regulation services

Questions were raised why the baseline figure was so low, the Indicator was explained stating the departments it concerned and that this was the first year it had been reported, the deadline has also been pushed back until June 09. Catherine Ponting is to check with Allerdale with their figures.

The BVPI reports were taken away by the board for information.