

BABERGH DISTRICT COUNCIL

FROM: Director of Corporate Services

REPORT NUMBER J24

**TO: OVERVIEW AND SCRUTINY
(STEWARDSHIP) COMMITTEE**

DATE OF MEETING 19 May 2009

MONITORING THE 2008/09 CPA IMPROVEMENT PLAN

1. PURPOSE OF REPORT

This report sets out the final status of the 2008/09 CPA Improvement Plan.

2. RECOMMENDATION

2.1 That the Committee notes the final position of the 2008/09 CPA Improvement Plan.

The Committee is able to resolve this matter.

3. FINANCIAL IMPLICATIONS

3.1 There are no financial implications.

4. KEY INFORMATION

4.1 Following the publication of the Audit Commission Report on the Comprehensive Performance Assessment (CPA) for this Council, the Council approved a four-year CPA Improvement Plan running from 2005 to 2009.

4.2 Underpinning the four-year plan was a one-year plan setting out in detail how improvements in 2008/09 would be achieved. The Overview and Scrutiny (Stewardship) Committee was given the task of monitoring and reviewing this plan.

4.3 The attached Appendix sets out the progress made against the 2008/09 CPA Improvement Plan.

4.4 Excellent progress has been made. Of the 22 actions, 21 (95%) have been completed, leaving only 1 (5%) partly completed.

4.5 The four-year CPA Improvement Plan has now been completed. All further improvement actions will form part of the Council's Improvement Plan that is being developed to deal with the outcomes of the Use of Resources and Direction of Travel assessments.

5. APPENDIX

Appendix 1 Monitoring the 2008/09 CPA Improvement Plan.

6. BACKGROUND PAPERS REFERRED TO:

None.

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BABERGH DISTRICT COUNCIL –CPA IMPROVEMENT PLAN (208/09)

Aim	Action	Progress
CLARIFYING THE CORPORATE AMBITIONS AND PRIORITIES FOR BABERGH		
Secure the council's revised/new priorities as a means to address the key challenges facing the Babergh District Area	<p>Review the council's current priorities to ensure they state clearly how the main challenges facing the council will be dealt with.</p> <p>Set out details of prominent priorities and allocate resources according to prominence</p>	<p>In 2007/08 the Strategic Plan Working Group reviewed past consultation exercises, carried out new ones, and analysed data to identify the issues facing the Babergh area. These were linked to the Suffolk Community Strategy wherever possible. The result was the 2008-18 Strategic Plan.</p> <p>The Strategic Plan revised the priorities and set out a new vision. It also set out 28 key outcomes. The priorities and outcomes were reviewed as part of the 2008 State of the District Debate and actions were agreed under some outcomes to deal with / allow for the economic downturn.</p> <p>Completed</p>
<p>Further refine targets for each corporate priority to monitor progress towards achieving the council's vision</p> <p>Demonstrate that the impact of the council's priorities is clear.</p>	<p>Review PAPs in light of further analysis of challenges facing Babergh</p> <p>Develop challenging and measurable 2009/10, 3 year and 10 year targets for each priority and ensure the outcomes are clear.</p>	<p>Priority Action Plans (PAPs) have been replaced by Medium Term Action Plans (MTAPs). The Strategic Plan sets out the 10 year targets, the MTAPs the 3 year targets, and there is a one-year Delivery Plan.</p> <p>Completed</p>
Secure ownership of the council's corporate priorities across Babergh's partnerships	Explain the council's vision, corporate priorities and targets, and corporate plan to partners through the LSPs and partnership meetings to develop understanding and ownership	<p>The two LSPs have been sent the Strategic Plan and the corporate priorities have been aligned against the community strategies. The MTAPs sets out what partnerships need to be engaged in delivering the Strategic Plan's outcomes.</p> <p>Completed</p>

Aim	Action	Progress
Increase community awareness and support of the council's vision and corporate priorities	Explain the council's vision, corporate priorities and targets, and corporate plan to the public through council publications and public meetings to develop awareness	The Strategic Plan's priorities and outcomes were set out in <i>Babergh Matters</i> , which is sent to every household in Babergh. Completed
	Provide staff and Members with wide access to the corporate plan and PAPs through distribution, divisional meetings and the website	The Strategic Plan is available to all staff and Members, both in hard copy and on the intranet. It was also introduced to all staff through a series of staff briefings. Staff were engaged in developing the MTAPs and these were promoted through staff briefings, DMTs and the Manager and Team Leader Forums. Completed
Improve identification of non-priority areas	Establish non-priorities following the review of the corporate priorities	A decision was made not to rank the priorities, but to concentrate on the outcomes. However, certain actions (due to the economic downturn) were prioritised through the State of the District Debate and highlighted throughout the Service and Financial Planning (SFP) process. Completed
SERVICE IMPROVEMENTS THAT SUPPORT THE COUNCIL'S CORPORATE PRIORITIES AND MAINTAIN HIGH QUALITY SERVICES		
Integrate service standards into service delivery following consultation and publish widely	Integrate service standards into service delivery through promotional material, leaflets and the website.	Service standards were reviewed and separated into customer-access and service-orientated standards. Work still continues to integrate them into service delivery. This now forms part of the CAST action plan. Partly completed
OFFICER AND MEMBER DEVELOPMENT TO ENSURE THAT THE COUNCIL HAS THE SKILLS AND CAPACITY TO MEET THE CHALLENGES IT FACES		
Complete implementation of detailed Change Management plan	Continue training and development plans to equip staff for changing demands	LGR and the need to improve services whilst seeking efficiencies have been the main drivers. All staff have attended, or will be attending training courses on managing change. The Council also has a comprehensive OD Plan to equip staff for the future. Ongoing but completed for this year

Aim	Action	Progress
Comprehensive Member development programme on political leadership and the constitution	Hold workshops for new Members on political leadership and the constitution	A Member development programme has been drafted as part of the OD Plan. This will be put in place and delivered during 2009/10. Ongoing but completed for this year
Ensure corporate workforce indicators are aligned to the HR Strategy and increase indicator performance	Check alignment of workforce indicators with HR Strategy and set SMART targets	The corporate workforce indicators form part of the Performance Management Framework. In addition they are now monitored by the HR Panel. Completed
STRONG EFFECTIVE PARTNERSHIPS FOR BABERGH		
Secure local generation of initiatives to address local community safety outcomes Evaluate progress of initiatives developed through the CDRP	Through surveys and public meetings evaluate the progress of initiatives developed through the CDRP	A Community Safety Action Plan is in place to address this. Regular reports are presented to O&S(CS). Completed
LAA delivering against targets set	Monitor progress of LAA	LAA2 is in place and forms part of the Council's Performance Management Framework. Completed
ROBUST CORPORATE PROCESSES TO SUPPORT EFFICIENT AND EFFECTIVE SERVICE DELIVERY AND IMPROVEMENT		
Further improvement for the council's priorities, with particular attention being paid to priority PIs	Set SMART challenging targets for all PIs following comparison and involvement with councils with performance of 'best in class'	The setting of targets has been further strengthened by increasing Member involvement. There is now an annual joint O&S cttees' workshop to set the targets, which are then agreed by the Strategy Cttee. Completed.
Systematic application of learning	Extend the role of the Managers' and Team Leaders' Forums to encompass systematic learning Monitor complaints for lessons that can be learnt	Regular meetings of the Forums now take place. Part of their agenda includes investigating issues to improve certain tasks and functions. E.g. a session was held on the Avoidable Contact pilot. Ongoing but completed for this year.

Aim	Action	Progress
Embody risk management in all corporate processes and decisions	Incorporate risk management into all the council's processes and decisions	The Council's strategic risks have been re-assessed, operational risks have been refreshed and are being incorporated into the 2009/10 service plans. Risk management also forms part of the Council's report template and the project management methodology. Completed.
Increase efficiency and effectiveness in line with Gov't targets	<p>Agree efficiency targets and set out in service plans</p> <p>Achieve the efficiency target set through the Annual Efficiency Statement</p>	All efficiency targets were agreed and achieved. Completed.
COMMUNITY LEADERSHIP – ENGAGING ALL CITIZENS AND DIVERSE GROUPS		
Establish 'fit for purpose' Communication and Consultation Strategies to improve effectiveness of public communication, consultation, analysis, feedback and engagement	<p>Set out consultation timetable to ensure systematic application and timing to feed into SFP process</p> <p>Review the methodology and participation for ensuing years' State of the District Debates and further improve participation in the 2008 Debate</p>	A consultation timetable is set out as part of each year's SFP and State of the District processes. This includes a review of the State of the District Debate to ensure it focuses on the important issues for the year in question. Completed.