

CORPORATE IMPROVEMENT BOARD

**Venue: Town Hall, Moorgate
Street, Rotherham.**

Date: Monday, 13 March 2006

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency
3. Minutes of the previous meeting held on 20th February, 2006 (herewith) (Pages 1 - 5)
4. Update on JAR (Julie Westwood to report)
5. Initial Document Request Update herewith) (Pages 6 - 17)
6. Corporate Improvement Plan Update (report herewith) (Pages 18 - 22)
7. Project Plan (herewith) (Pages 23 - 24)

CORPORATE IMPROVEMENT BOARD
Monday, 20th February, 2006

Present:- Councillor Sharman (in the Chair); Councillors Wardle and Wyatt.

An apology for absence was received from Councillor S. Wright (Cabinet Member for Children and Young People's Services)

6. MINUTES

Resolved:- That the minutes of the meeting held on 19th December, 2005 be approved as a correct record.

7. CHILDREN AND YOUNG PEOPLE'S FOCUS

Sonia Sharp presented the submitted paper 'Every Child Matters : Change for Children – Integrated Inspection of Children's Services'.

The presentation covered:-

- What are Children's Services?
- How will these be inspected ?
- So what's new ?
- How will judgements be made ?
- Is this inspection being done to an area or done with an area ?
- How will children and young people get their say ?
- What is meant by "integrated inspection" ?
- Does it mean Council Services will no longer be inspected ?
- Sounds like more inspection !
- The four judgement levels
- Overall purpose of the inspection
- The five outcomes :
 - Being healthy
 - Staying safe
 - Enjoying and achieving
 - Making a positive contribution
 - Achieving economic well being
- Activities contributing to outcomes

Sonia also highlighted :-

- timescales:
 - Inspection June, 2006
 - Need for fully integrated service by 2008 –
 - 4 key elements : Integrated Governance
 - Integrated Strategy
 - Integrated Processes
 - Integrated front line services
- discussions at Corporate Management Team
- need to show evidence of activities regarding the five outcomes for JAR
- aim to achieve as much as can with early intervention for the disadvantaged
- need to demonstrate outcomes focused and how work with partners
- there was also to be an inspection of the Youth Offending Service and Youth Service
- inspection team likely visits

Sonia also presented the submitted agreed priorities from last year's assessment and particularly referred to :-

- cultural change process
- challenge to the criteria led approach and shift in delivering the agenda
- continuing focus for Rotherham :-
 - boys underperforming at all key stages in English
 - early years acceleration of pupil progress
 - family learning
 - performance improvement
 - maintaining progress on attendance
 - continuing work around SEN
 - improvements around the Looked After Children agenda
 - teenage pregnancies
 - timeliness of core assessments

Discussion and a question and answer session ensued and the following

issues were covered :-

- drug abuse implications
- budget provision
- the next stage

Resolved:- (1) That the information be noted.

(2) That regular updates on agreed priorities be provided,

(3) That a progress report be prepared for Cabinet.

8. COMMUNICATIONS ISSUES

Tracy Holmes, Head of Corporate Communications and Marketing, gave a powerpoint presentation entitled “Communicating Our Corporate Assessment – It’s Everybody’s Business” which had been delivered to Heads of Service.

The presentation covered :-

- Corporate Assessment/JAR in Context
- Corporate Assessment/JAR in Focus
- Target Audiences
- The Assessors Themselves and What We Will Do
- Elected Members and What We Will Do
- RMBC Staff and What We Will Do
- The People of Rotherham and What We Will Do
- Partner Organisations and What We Will Do
- Local/Regional Media and What We Will Do

Tracy referred to the headline information and that it was everybody’s business to discuss with staff.

Discussion ensued and the following issues were covered :-

- partners being signed up to the vision
- schools as a good area for communications
- need for regular updates

Resolved:- (1) That the presentation be noted.

(2) That regular updates be provided for Members.

9. CORPORATE ASSESSMENT PREPARATIONS

Lee Adams reported that good progress was being made and practical preparations were underway for the corporate assessment.

A corporate group had been formed. One session had been held with the Corporate Management Team on core KLOE areas and another session was scheduled for this Friday, 24th February, 2006.

Matthew Gladstone updated Members on the latest information/preparations indicating :-

- a briefing conference
- he had met the JAR team leader
- the CPA lead was Brian Stevenson
- a meeting had been arranged for the 3rd April, 2006 with the Inspectorate leading the teams and huge focus on JAR
- on site dates were mid/end May to mid June, 2006
- trying to treat as one single assessment and a programme area working team had been set up
- baselines and KLOEs had been produced in last few weeks and shared priority was going to Corporate Management Team this Friday
- detail would be useful in flagging up gaps and making self assessment as balanced as possible
- self assessment first draft to be ready by Easter, final deadline being 3rd May, 2006
- Moorgate Crofts being considered as accommodation for inspectors

Resolved:- That the information be noted.

10. CORPORATE ASSESSMENT AND JOINT AREA REVIEW - INITIAL DOCUMENT REQUEST

Matthew Gladstone submitted an updated paper regarding the above indicating the need for revisions every couple of days and the need to manage the process. The documents identified in the list were the initial key documents that the inspection teams would need. Many of the documents would provide the supporting evidence for self assessment but other evidence referred to in self assessment could also be provided to the inspection teams. Timescales for the submission of documents were highlighted.

It was noted that the proposal was to utilise existing decision making forums due to time constraints.

Resolved:- (1) That the information be noted.

(2) That a completed list regarding areas of risk be submitted to the next meeting.

11. CORPORATE ASSESSMENT INTERVIEWEE LIST

The Members noted the submitted suggested list of people to interview and indicative list of on site activities during the inspection period.

It was felt that the Leader's meeting could be a possible meeting for the inspectors to attend.

12. PERFORMANCE CLINICS

Matthew Gladstone presented the submitted report indicating performance clinics held for the following measures in 2005 :

BV 12	-	Sickness Absence
BV 99	-	Number of Road Accident Casualties
BV 106	-	New homes built on previously developed land
BV 156	-	Building accessibility
BV 163	-	Number of Adoptions

The report provided an overall update on the actions/outcomes resulting from the performance clinics and proposed future performance clinics to be held in early 2006.

Resolved:- That the report be noted and the proposed performance clinics be arranged accordingly.

13. NEXT AND FUTURE MEETINGS

Resolved:- (1) That the next meeting be held on Monday, 13th March, 2006 at 9.30 a.m.

(2) That a JAR representative be invited to future meetings of the Board leading up to inspection.

Outstanding Initial Document Request Documents

Ref No.	Document	Comments
2.	Community Partnership Plan	Do not think that the Council have a Community Partnership Plan
6.	Statement of Community Involvement	This will be available end of March 2006 for adoption in May 06
7.	Community Involvement and Consultation Framework	In draft to be approved March 06
10.	Human Resource Strategy (including workplace planning, staff and member development/performance appraisals – individual framework)	Do not have one strategy but all the elements are available as individual documents
12.	Medium Term Financial Strategy	To be published 31 March 2006
14.	Budget Book	To be published
21.	Procurement Strategy	In draft
23.	Service Plans	To be approved by CMT in March/April 2006
24.	Partnership Plans	Need to request from Debra Fellows
25.	Voluntary sector grants policy/agreements/ compact	Requested from Zafar Saleem
30.	Economic development strategy	The authority do not have such a strategy but do have a Regeneration Plan
32.	Local transport plan	This document is currently provisional
33.	Local agenda 21/environment strategy (where available)	Limited progress made on this strategy
34.	Air quality strategy (where available)	Requested from Mark Parry
35.	Local development plan/structure plan (or Unitary Development Plan where LDP not yet in place)	UDP currently in transition period to LDP
40.	Crime and disorder strategy	The council has no such strategy but does have a Community Safety Strategy
41.	Town centre management strategies	Requested from Julie Roberts
42.	Anti-social behaviour strategy	
43.	Youth justice plan*	
44.	Substance misuse treatment plans – adults and young people	
45.	Emergency plan/business continuity plans	A. Matthews to forward in March 06
46.	Healthier communities strategy	Under development to be approved March 06
49.	Older people strategy	Under development to be approved March 06
50.	Lifelong learning strategy	
120.	Delegation Scheme	Will be approved end of March 2006

CORPORATE ASSESSMENT AND JOINT AREA REVIEW FOR SINGLE TIER AND COUNTY COUNCILS

Initial document request

Notes relating to this document request

The documents identified in this list are the initial key documents that the inspection teams will need. Many of these documents will provide the supporting evidence for your self-assessment but there may be other evidence referred to in your self-assessment which you will want to provide to the inspection teams. Once the teams have reviewed the documents requested in this list and your self-assessment, they will liaise with you about what additional documents may be needed such as evidence referred to in your self-assessment.

Electronic copies of documents are preferred. If key documents are available on your website please indicate this on the attached.

Documents should be provided where possible 8 weeks prior to the on-site inspection work. This will help the team to shape the focus of their inspection activity during the pre-site analysis phase.

* indicates that these plans will no longer be required when the children and young person's plan is available in 2006

Please complete and return to the Project Support Officer

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
1	Community strategy	✓	✓	✓		CD		
2	Local strategic partnership plan	✓						Not sure what this document is
3	Best value performance Plans	✓		✓		CD		
4	Corporate plan/strategy	✓		✓		CD		
5	Communication strategy	✓		✓		CD		
6	Statement of community involvement	✓						This will be available end of March 2006 for adoption in May 2006
7	Details of consultation arrangements for citizens and service users e.g. consultation strategy	✓						In draft to be approved March 06
8	Results of major consultation exercises from last 3 years including staff surveys	✓		✓		CD		Annual Consultation Plan Annual Consultation Review
9	Staff newsletters (up to 12 months)	✓						To be requested from Programme Areas
10	Human resource strategy to include workplace planning, staff and member development/performance appraisals – individual framework	✓						

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
11	Members' training and development programme/support capacity 11.0 – Members T&D Programme Autumn 05 11.1 – Members T&D Programme Spring 06	✓		✓		CD		
12	Medium term financial strategy/plan	✓						To be published 31 March 2006
13	Last 12 months financial and performance monitoring reports to members	✓		✓		CD		
14	Budget book – most recent	✓						Requested from Finance
15	Budget report and projected outturn by service (latest)	✓						Requested from Finance
16	Statement of accounts – most recent	✓		✓		CD		
17	Asset management plan (inc. for schools)	✓	✓	✓		CD		
18	Capital programme	✓		✓		CD		See 17 above
19	Risk management strategy 19.0 – Report to CMT 19.1 - AAA Strategy 19.2 – Strategic Diagnostic 19.3 – Risk Champions	✓		✓		CD		
20	IEG statement	✓		✓		CD		
21	Procurement strategy	✓						In draft
22	Race equality scheme	✓		✓		CD		
23	Departmental/business/service and partnership plans	✓						To be finalised March 06
24	Partnership plans – examples of key plans (i.e. departmental/service/business)	✓						Need to request from Debra Fellows

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
25	Voluntary sector grants policy/agreements/compact	✓						Requested from Zafar Saleem
26	Performance management policy and approach 26.0 – Performance Management Framework 26.1 – Policy Toolkit	✓		✓		CD		Policy Toolkit still in draft
27	LSP minutes and papers for last 12 months	✓						Requested from Partnership Office
28	Minutes – council, executive, scrutiny and CMT for last 6 months 28.1 – Council Meeting Minutes 28.2 – Executive Meeting Minutes 28.3 – Scrutiny Meeting Minutes 28.4 – CMT Meeting Minutes	✓		✓		CD		All on intranet
29	Housing strategy	✓		✓		CD		
30	Economic development strategy	✓						
31	Supplementary planning guidance	✓		✓		CD		
32	Local transport plan	✓						Provisional
33	Local agenda 21/environment strategy (where available)	✓						
34	Air quality strategy (where available)	✓						Requested from M. Parry
35	Local development scheme	✓						
36	Local development plan/structure plan (or Unitary Development Plan where LDP not yet in place)	✓		✓		CD		Currently in transition period to LDP
37	Waste strategy	✓		✓		CD		

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
38	Regeneration and/or neighbourhood renewal strategy	✓	✓	✓		CD		NRS to be approved March 06
39	Cultural strategy	✓		✓		CD		
40	Crime and disorder strategy	✓		N/A				See Community Safety Strategy 47
41	Town centre management strategies	✓						Requested from J. Roberts
42	Anti-social behaviour strategy	✓						
43	Youth justice plan*	✓						
44	Substance misuse treatment plans – adults and young people	✓						
45	Emergency plan/business continuity plans	✓						A. Matthews to forward in March 06
46	Healthier communities strategy	✓						Under development to be approved March 06
47	Community safety strategy	✓		✓		CD		
48	Supporting people strategies	✓		✓		CD		
49	Older people strategy	✓						Under development to be approved March 06
50	Lifelong learning strategy	✓						
51	Director of public health report		✓					
52	Patient and public involvement strategy, including surveys, for the locality		✓					
53	Youth section of drug action and advice team plan		✓					

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
54	LEA strategy for promoting children and young people's health and physical development*		✓					
55	Local authority policy and procedures for off-site and hazardous activities		✓					
56	Summary reports on accidents to children and young people taking part in outdoor activities		✓					
57	Area child protection committee/local safeguarding children board annual report and business plan for previous and current year		✓					
58	Children's services plan *		✓					
59	Inter-agency child protection procedures and any local protocols, guidance and monitoring arrangements		✓					
60	Local preventative strategy*		✓					
61	Area safeguarding plans		✓					
62	Information sharing protocols		✓					
63	Staff/carers vetting policies and data on action taken		✓					
64	Procedures for placement and monitoring of sex offenders – risk policy		✓					
65	Child protection training policies and plans		✓					
66	Multi-agency public protection arrangements		✓					
67	Staff supervision, appraisal or competency papers		✓					

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
68	Education development plan		✓					
69	Early years development and childcare plan*		✓					
70	School organisation plan*		✓					
71	Behaviour support plan		✓					
72	Council's procedures for monitoring, challenging and intervening in schools*		✓					
73	LEA information for parents on school admission procedures		✓					
74	Youth service annual plan		✓					
75	Minutes of meetings involving children and young people in local decision-making		✓					
76	Records of participation of children and young people in community service and volunteering		✓					
77	Inter-agency strategy or programme for reducing crime and disorder, and monitoring reports*		✓					
78	Inter-agency strategy or programme for reducing racial harassment, and monitoring reports*		✓					
79	Annual reports from the youth offenders team to the Youth Justice Board		✓					
80	Crime and disorder reduction partnership annual reports		✓					
81	Youth justice plan*		✓					
82	Leaflets for children and young people regarding their rights and access to training, healthcare		✓					

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
83	LEA strategy for reducing bullying*		✓					
84	Local Learning and Skills Council strategic area review		✓					
85	Summary record of current educational provision for 14-19 year-olds with numbers participating in each type of provision, broken down by type of institution		✓					
86	New deal for communities plan (if applicable)		✓					
87	Market renewal pathfinder prospectus (if applicable)		✓					
88	Regional Development Agency strategic plan		✓					
89	Strategy documents for looked after children*		✓					
90	Guidance on drawing up personal education plans, transition plans, and pathway plans		✓					
91	Information for looked after children and their carers on available services and how to access them		✓					
92	Details of information and training on the needs of looked after children provided to carers and other providers		✓					
93	Information for looked after children on benefits		✓					
94	Monitoring reports for elected members and senior officers on educational and other outcomes for looked after children		✓					
95	Minutes of meetings at which the views of looked after children have been sought		✓					

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
96	Surveys of the views of looked after children and their results		✓					
97	Policy on financial support for care leavers		✓					
98	Strategy for the inclusion of children and young people with LDD with accompanying action plans*		✓					
99	Criteria for SEN statutory assessment and review, placement and resource allocation		✓					
100	Formulae for delegating/devolving SEN funding to schools		✓					
101	Local authority accessibility strategy		✓					
102	Information for parents on assessment procedures, SEN provision and parent partnership and disagreement resolution services		✓					
103	Information on advocacy support for children and young people		✓					
104	Service level agreements with schools re SEN provision		✓					
105	Details of arrangements to monitor, challenge and intervene in schools and early years education/childcare settings in relation to SEN policy and practice		✓					
106	Guidance provided to schools and early years education/childcare settings, for example on formulating their own policies for SEN, the admission of SEN pupils, the production of individual education plans, partnership working and inclusive practices		✓					

Ref no.	Document requested <i>(list to be revised following discussion with team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Document available on website	Name of document (where different from that listed)
107	Data collated by local 'valuing people support teams'		✓					
108	Details of the procedures for the monitoring of pupil attainment and other outcomes for different groups of pupils with LDD		✓					
109	Information on SEN training provided		✓					
110	Records of meetings at which the views of representative children and young people with LDD were sought		✓					
111	Details of surveys undertaken of children and young people's views and their results		✓					
112	Children and young people plan (from April 2006)		✓					
113	Last 2 years section 52s out-turn statements							
114	HR strategy for recruitment and retention in services to children and young people especially for the school workforce and social care work.		✓					
115	Training and development strategy for staff providing services to children and young people.		✓					
116	Relevant and recent (within last 3 years) BVR for services to children and young people.		✓					
117	Medium term financial plan for education		✓					
118	Medium term financial plan for children's social care		✓					

Additional information to support planning/set-up of the inspection programmes

Ref no.	Information requested <i>(list to be revised following discussion with CA team leader)</i>	For CA use	For JAR use	Enclosed /attached	Date to be sent if not enclosed	Format (electronic, CD, hard copy)	Information available on website	Comments
119	Council structure – 119.0 - Political 119.1 - Managerial/departmental	✓						Requested from HR
120	Delegation schedule	✓						Will be available March 06
121	Partnership information – 121.0 - LSP membership details and contacts 121.1 - Key partnerships and contact details	✓	✓					
122	Service user groups	✓						
123	List of major contracted-out services	✓						
124	Key working groups	✓						

Corporate Improvement Plan Update – March 2006**Strengths**

<u>Corporate Improvement Plan Section</u>	<u>Strengths</u>
Ambition	<ul style="list-style-type: none"> ▪ Corporate Assessment Awareness / Arrangements ▪ All Corporate Plan measures now have assigned owners ▪ Corporate Plan monitored on a quarterly basis using performance plus ▪ CMT Risk Register now structured by Corporate themes ▪ Work ongoing to ensure that Service Plans and LAA Measures are all monitored on performanceplus ▪ Quality Assurance measures in place to ensure that service plans for 2006 reflect community strategy ▪ Community Strategy reporting mechanisms in place ▪ Policy review being undertaken to ensure all the council's key plans and strategies are aligned to the community strategy ▪ Good progress made on LAA – Local Government Office has approved the submission to go forward. ▪ Neighbourhood Renewal Strategy refreshed ▪ Positive APA ▪ Audit of Need
Political Leadership and Management	<ul style="list-style-type: none"> ▪ Strengthen the capacity of members in terms of effective decisions, leadership and training by 2006 – members now have portfolios' training programmes in place, job descriptions and PDR's

Corporate Improvement Plan Section	Strengths
Governance Arrangements:	<ul style="list-style-type: none"> ▪ Use of Resources Action Plan developed ▪ Risk Management Awareness ▪ Good partnership working / SLA Reviews ▪ Good partnership working with VAR
Consultation, Communication and Community Involvement: Quality Consultation	<ul style="list-style-type: none"> ▪ Improved the design, accessibility and usability of the intranet ▪ Cascade dissemination of Corporate Plan and Vision ▪ Develop improved member briefings and newsletter ▪ Introduced annual quality of life / satisfaction survey ▪ Corporate framework for community involvement and consultation
Performance Management	<ul style="list-style-type: none"> ▪ Good progress made on LAA – Local Government Office have approved the submission to go forward ▪ Achieve ‘promising or excellent’ prospects for improvement for all inspections ▪ Inspection Framework in place ▪ Improved quarterly reporting including the introduction of Performance Plus during 2005 ▪ Work regularly ongoing to look at CPA PI’s in lower thresholds and introduction of performance clinics ▪ Good working relationship with KPMG
Workforce Development	<ul style="list-style-type: none"> ▪ Equip Scheme ▪ Workforce Development Strategy in place ▪ Single Status

<u>Corporate Improvement Plan Section</u>	<u>Strengths</u>
	<ul style="list-style-type: none"> ▪ liP
Operational Efficiency and Value for Money	<ul style="list-style-type: none"> ▪ Good progress with Efficiency Savings and good ratings nationally ▪ Good value for money report from the Audit Commission on Value For Money ▪ Base Budget Review has been completed and has directly informed the budget/MTFS process 2006/07 ▪ Sickness monitoring reports improved ▪ M3 Manager sessions relating to sickness absence
Quality Services	<ul style="list-style-type: none"> ▪ E Procurement ▪ Race Equality Scheme ▪ Race Quality Standard Level 3 ▪ Number of National Awards in 2005/06 continues to show good progress ▪ Establishing Annual surveys in relation to customer satisfaction and quality of life completed – Results due April 2006

Areas To Address

<u>Corporate Improvement Plan Section</u>	<u>Areas to address</u>
Ambition	<ul style="list-style-type: none"> ▪ There is a further need to ensure that the Corporate Priorities are further embedded to ensure they are understood by all staff, stakeholders and partners. ▪ Programme Area Risk Registers to be structured by Corporate themes ▪ More work required to further integrate performance, risk and finance monitoring ▪ Need to ensure that the documentation which forms part of the Audit Commission's Corporate Assessment Initial Document Request have been subject to policy review ▪ Improve communication about the work of the partnership, in particular with local communities by Summer 2005 ▪ Neighbourhood management and neighbourhood area structures ▪ Slight slippage on development of single plan was due Dec 2005. ▪ Target dates in relation to JAR all met
Governance Arrangements:	<ul style="list-style-type: none"> ▪ MTFs still to be finalised ▪ Strengthening of Risk Registers
Consultation, Communication and Community Involvement	<ul style="list-style-type: none"> ▪ Area Assemblies ▪ Community Planning
Performance Management	<ul style="list-style-type: none"> ▪ Impact Awareness ▪ More work required to integrate risk and finance into performance reporting
Workforce Development	<ul style="list-style-type: none"> ▪ PDR Audit results ▪ Ensure workforce planning is included in

<u>Corporate Improvement Plan Section</u>	<u>Areas to address</u>
	service plans for 2006
Operational Efficiency and Value for Money	<ul style="list-style-type: none"> ▪ Further work required to make information more user friendly ▪ Focussed base budget reviews to be undertaken - paper to CMT shortly on this ▪ Procurement Strategy not yet finalised
Quality Services:	<ul style="list-style-type: none"> ▪ Slightly behind target with the review of People and Service, First, development of Standards and Customer Service Charter ▪ 1 customer service centre opening slightly behind schedule ▪ Re-launch Customer/Citizen Suggestion Scheme ▪ Further development of the Complaints Officer Forum to deliver cross-Council standards; themes and improvements to services

Corporate Assessment Project Plan Agenda Item 7

Task	Duration	Start Date	End Date
Self assessment Stage	106.75 days	14/12/2005	08/05/2006
Baseline Assessments 4 corporate themes	40 days	14/12/2005	09/02/2006
Baseline Assessments 4 corporate themes to CMT	1 day	09/02/2006	10/02/2006
Actions taken to address gaps from self-assessment	48 days	01/02/2006	31/03/2006
Theme leads to work up Baseline Assessments for Shared Priority Themes	50 days	14/12/2005	22/02/2006
Baseline Assessments for Shared Priority Themes to CMT	1 day	24/02/2006	24/02/2006
Workshops to be held on Shared Priority Themes	25 days	01/03/2006	31/03/2006
Draft Self Assessment and gather evidence	25 days	01/03/2006	31/03/2006
Submit CMT Self Assessment paper to Irene Stanger	1 day	29/03/2006	29/03/2006
Submit first draft of Self Assessment to CMT (Initial Bullets)	1 day	03/04/2006	03/04/2006
Submit first draft of Self Assessment to CMT/Cabinet (Initial Bullets)	1 day	12/04/2006	12/04/2006
Challenge evidence	19 days	29/03/2006	24/04/2006
Finalise Self Assessment	15 days	03/04/2006	24/04/2006
Submit final Self Assessment to CMT	1 day	24/04/2006	24/04/2006
Submit final Self Assessment to Leaders Meeting for final approval	1 day	25/04/2006	25/04/2006
CA Self Assessment submitted to Audit Commission	1 day	04/05/2006	04/05/2006
JAR Self Assessment submitted to Audit Commission	1 day	08/05/2006	08/05/2006
Evidence Stage	81 days	14/12/2005	31/03/2006
Document management arrangements sorted	8 days	14/12/2005	23/12/2005
Initial doc requests docs 'policy reviewed'/ Qad	29 days	14/12/2005	26/01/2006
Additional docs from self assessment Qad	32 days	26/01/2006	08/03/2006
Actions taken to strengthen docs as necessary	32 days	21/02/2006	31/03/2006
Fit for purpose evidence library approved	0 days	31/03/2006	31/03/2006
Communications	193.88 days	01/12/2005	14/08/2006
Discussion of comms activity with TH and first articles written	0 days	14/12/2005	14/12/2005
Produce UNITE 12	52 days	01/12/2005	13/02/2006
Produce UNITE 13	70 days	12/12/2005	16/03/2006
first round of articles produced	8 days	14/12/2005	23/12/2005
Monthly CPA update newsletters on intranet etc	105 days	03/01/2006	17/05/2006
HoS/ M3 session	1 day	06/01/2006	06/01/2006
Prog areas run sessions for staff involved in self-assessment	20 days	01/02/2006	24/02/2006
Managers Briefing session	1 day	07/02/2006	07/02/2006
Produce UNITE 14	76 days	07/02/2006	16/05/2006
Second round of articles produced	23 days	01/03/2006	29/03/2006
CA Presentation to LSP Board Meeting Proposed	0.5 days	21/03/2006	21/03/2006
Prog Areas run sessions for all staff on self-assessment	20 days	03/04/2006	28/04/2006
Managers Briefing session	1 day	04/04/2006	04/04/2006
CA Presentation to CEO Group Meeting Proposed	0.5 days	06/04/2006	06/04/2006
Produce UNITE 15	96 days	11/04/2006	14/08/2006
Daily CPA intranet updates	38 days	18/04/2006	06/06/2006
Big Bang town Hall for Members	1 day	10/05/2006	10/05/2006
CA Presentation to LSP Board Meeting Proposed	0.5 days	11/05/2006	11/05/2006
Big bang (magna type) events to all staff and Members	1 day	17/05/2006	17/05/2006
Managers Briefing session	1 day	14/06/2006	14/06/2006
Logistics	97.75 days	01/02/2006	07/06/2006
Joint set up meeting	1 day	03/04/2006	03/04/2006
Hotels, rooms, IT, tour preparation etc	20 days	01/02/2006	24/02/2006
Internal and external 'cleansing'	62 days	01/03/2006	22/05/2006
Streetpride activity	37 days	18/04/2006	05/06/2006
Administrative preparations	19 days	15/05/2006	07/06/2006
Corporate Improvement Board Dates	76.38 days	03/03/2006	12/06/2006
Papers to Committee Services	1 day	03/03/2006	03/03/2006
Corporate Improvement Board Meeting	1 day	13/03/2006	13/03/2006
Papers to Committee Services	1 day	31/03/2006	31/03/2006
Corporate Improvement Board Meeting	1 day	10/04/2006	10/04/2006
Papers to Committee Services	1 day	02/06/2006	02/06/2006

Corporate Assessment Project Plan

Corporate Improvement Board Meeting	1 day	12/06/2006	12/06/2006