Agenda No

AGENDA MANAGEMENT SHEET

Name of Committee	**The Cabinet**
Date of Committee	**28th April 2005**
Report Title	**CPA Improvement Plan**
Summary	This report presents the CPA Improvement Plan to Cabinet for endorsement. The Improvement Plan sets out the actions that will be taken to address the areas of weakness determined by the Audit Commission's 2004 CPA Assessment of the County Council.
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Would the recommended decision be contrary to the Budget and Policy Framework?	No.
Background papers	Audit Commission CPA Feedback reports, June & November 2004

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

Other Committees	☐	.....
Local Member(s)	☒	All
Other Elected Members	☐	.....
Cabinet Member	☒	Cllr Mrs June Tandy. Cllr Bransby Thomas
Chief Executive	☒	Author of the report
Legal	☒	
Finance	☐	.....
Other Chief Officers	☒	Considered and adopted by COMT
District Councils	☐	.....
Health Authority	☐	.....

Police ☐ .....

Other Bodies/Individuals ☐ .....

FINAL DECISION YES

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee ☐ .....

To Council ☐ .....

To Cabinet ☐ .....

To an O & S Committee ☐ .....

To an Area Committee ☐ .....

Further Consultation ☐ .....

Agenda No

The Cabinet - 28th April 2005.

CPA Improvement Plan

Report of the Chief Executive

Recommendation

The Cabinet is recommended to approve and adopt the CPA Improvement Plan to oversee the Council's improvement agenda in support of its objective of retaining 'Excellent' CPA Status.

1. Background.

1.1 The Council achieved its 'Excellent' CPA status in December 2004. This followed service improvements and two corporate assessments in June and November 2004. Having achieved 'Excellent' status the Council is not required to produce a CPA Improvement Plan, as is the requirement for all other CPA rankings. However, it is considered good practice to produce an Improvement Plan, and completely in keeping with this Council's planning and performance management approach to do so.

1.2 The Improvement Plan is attached as Appendix A for Cabinet's consideration. The actions are set out under each of the Council's Corporate Objectives so as to ensure the 'fit' with the Council's priorities.

2. Development of the Improvement Plan

2.1 COMT considered and approved the Improvement Plan at their meeting in January 2005. Since that time the Improvement Plan has been further refined to ensure it is aligned with the Council's Corporate Business Plan.

2.2 The CPA Improvement Plan has been produced in consultation with all services. The detail of the actions, targets and timescales has been formulated by services and will be performance managed in keeping with the corporate performance management framework and reporting processes.

2.3 Cabinet is asked to consider the CPA Improvement Plan with a view to formal approval and adoption.

IAN CAULFIELD
Chief Executive
Shire Hall
Warwick
29 March 2005

CPA Improvement Plan

2005/2007

Working for Warwickshire

Promote Lifelong Learning and Personal Development				
No.	**Action**	**Target**	**Time scale**	**Lead**
1	Raise standards of achievement for learners particularly in schools	a) Reduce percentage of schools assessed by Ofsted as requiring special measures from 1.2% in 2002/03 to 0.4% b) Increase percentage of pupils achieving five or more GCSEs at grades A*-C from 50% in 2002/03 to 60% c) Increase percentage of pupils achieving at least one GCSE at A*-G from 96.5% in 2002/03 to 97%	Aug 2007 Aug 2006 Aug 2007	Cllr Grant Eric Wood
2	Promote the access and inclusion of all learners and counteract the effects of deprivation and disadvantage on standards through ▪ Increasing participation in learning via community learning ▪ Accelerating the progress of our most disadvantaged learners	a) Increase percentage of positive destinations for 16+ school leavers from 91.8% in 2002/03 to 93.9%	Aug 2007	

Promote the Health and Social Care of our Citizens				
No.	**Action**	**Target**	**Time scale**	**Lead**
3.	Refocus the delivery of Older people's services through strategic partnerships so as to maximise independence, social inclusion and a better quality of life	a) Consolidation of existing intermediate care services, delivered in partnership, through the use of formal agreements permitted under Health Act flexibilities (S31 agreements) b) Increase proportion of people aged 65 or over receiving community based services to 80 per 100 c) Reduce proportion of people aged 65 or over permanently admitted to care homes to 75 per 10,000 d) Submit Warwickshire's Supporting People Strategy to the Office of the Deputy Prime Minister e) Supporting People Partnership to agree 5 year Action Plan for delivery of the Strategy, along with annually reviewed Action Plans f) Achieve annual targets within the Plan	April 2006 April 2005 April 2005 March 2005 March 2005 – March 2010 Mar 5/6/7/8/9	Cllr. Randev Marion Davis

Promote the Health and Social Care of our Citizens				
No.	**Action**	**Target**	**Time scale**	**Lead**
4	Integrate services for children, young people and families under the Children and Young People's Partnership Board	a) Develop extended, and full service schools as a pilot b) Consolidate non-formal youth provision into a single service c) Pilot the integrated locality based preventive service d) Develop a unified service for Children and Young People with disabilities e) Implement the Child & Adolescent Mental Health Service Strategy f) Extend full service schools across the County	April 2005 March 2006 April 2006 April 2006 April 2006 Oct 2006	Cabinet Ian Caulfield & Children Project Team

Promote the Health and Social Care of our Citizens				
No.	**Action**	**Target**	**Time scale**	**Lead**
5	Reduce health inequalities across the County through targeting the most deprived	a) Increase CAMH services by at least 10% each year across the service. b) Appoint designated health professionals for looked after children to focus on health and lifestyle issues, as well as health assessments c) Develop a peer education scheme for looked after children and children in need, covering issues such as sexual health, and drugs and alcohol.	March 2006 March 2005 by March 2005	Cllr. Brassington Marion Davis

Improve the Environment				
No.	**Action**	**Target**	**Time scale**	**Lead**
6	Exercise the Council's leadership role in environmental improvement and sustainability through: - Slowing the growth of household waste and increase rates of recycling and composting	a) 29% of household waste recycled or composted b) Restrain household waste arisings to no more than 544 Kg per person p.a.	March 2007 March 2007	Cllr. Browne John Deegan
7	Increasing the take-up of green transport and green energy	a) Adopt Energy Management Strategy for Warwickshire. b) Implement WCC Green Travel Plan c) Achieve 7.4% reduction in carbon emissions from WCC properties (base 2002/03)	April 2006 March 2007 March 2007	

Reduce Crime and Improve the Safety of the Community				
No.	**Action**	**Target**	**Time scale**	**Lead**
8	Continue to improve the Council's approach to reducing crime and the Fear of crime	a) Publish the County Council's Community Safety Strategy b) 2% Reduction in levels of Fear of Crime c) Positive PR strategy to reduce the fear of crime	Nov 2004 April 2005 March 2005	Cllr. Brassington Ian Caulfield

Ensure sound governance of the County Council to provide accessible, responsive and well-managed services.				
No.	**Action**	**Target**	**Time scale**	**Lead**
9	Roll out the Council's Customer Access Strategy with clear policies around localism; ICT and flexible working so as to improve services and public access to WCC services	a) Corporate Customer Service Centre in place in Northern location b) Corporate Intranet in place c) 100% e.enablement of [target] services via the web d) 80% of in-bound 'phone calls dealt with at first point of contact by the Customer Service Centre e) Prominent Council presence in each key location across the County	April 2006 April 2007 Dec 2005 April 2007 April 2006	Leader & Cabinet Chief Executive & COMT
10	Raise the Council's public profile so as to improve levels of awareness and satisfaction	a) 60% public satisfaction levels reflected in survey. b) Raised levels of recognition & awareness of the Council's role	Oct 2005 Oct 2005	
11	Strengthen the relationship with the Community & Voluntary Sector	a) Complete the Review of the Community & Voluntary Sector b) Agree & Adopt Strategy to support the relationship with the C&VS c) Develop and implement Social Services' audit standards guidance to aid review of community & voluntary sector services for adults	Oct 2004 July 2005 March 2005	Cllr Brassington David Carter

Ensure sound governance of the County Council to provide accessible, responsive and well-managed services.				
No.	**Action**	**Target**	**Time scale**	**Lead**
12	Develop the Organisation's capacity to manage change	a) Adopt the '*Working for Warwickshire'* approach that brings together HR, OD and Performance Management b) Quality Assured Management Development Directory in place c) Implement the OD Strategy work plan d) Implement the Management Competencies across all departments	Nov 2004 Feb 2005 Nov 2005 Oct 2006	Cllr. Naylor David Carter
12a	Implement our Corporate Risk Management Strategy robustly through Integration of risk management plans within departmental performance management systems.	a) 100% of Service Plans include Risk Registers with clear actions for managing risk b) 80% of actions within Risk Register achieved on target	April 2005 April 2006	
12b	Secure improvements in Human Resource Management	a) Implement corporate sickness/absence reporting & monitoring system b) Sickness/absence levels at Counties average c) Agree a corporate approach to Workforce Planning d) Complete the implementation of HRMS Payroll e) Extend functionality to support wider aspects of workforce development.	Oct 2004 April 2006 Oct 2005 April 2006 April 2007	
12c	Redefine and strengthen the Council's approach to Partnership working, through the implementation of the review of partnership working and ensuring partner commitment to the next Warwickshire Strategic Plan	a) Complete the review of Partnership working b) Key partner organisations have confirmed within their existing service / business plans their commitment to targets and actions within the Strategic Plan	May 2005 March 2006	

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