

PPRN MEETING

Notes of a meeting held on the 27 February 2004 at 10.00am hosted by Test Valley Borough Council

Andy Rudd Havant BC
Richard Walton Havant BC
Julie Petty Gosport BC
Kelly Nash Portsmouth CC
Janice Brill Basingstoke & Deane DC
Jane Terry Hart DC
Jackie Adams Winchester CC
Ian Elves Rushmoor BC

Bill Cooke Rushmoor BC
Dottie Dabrowska New Forest DC
Katie Crabb Hampshire CC
Sue Sylvester Hampshire CC
Roger Smith Test Valley BC
Charmaine Sainsbury Test Valley BC
Jan Quirk Test Valley BC

WELCOME

Roger Smith welcomed everyone to Test Valley. It is while since the group had met, but as the CPA inspections have now been concluded, this was considered to be an appropriate time to discuss the CPA inspection process itself and compare the outcomes/weaknesses to see if there was any similarities.

APOLOGIES

Elaine Gault Test Valley BC, Robert Chambers East Hants DC, Janice Broadbridge East Hants DC and Geoff Charnley Fareham BC

CPA IMPROVEMENT PLANNING - Lead Basingstoke & Deane DC

Each authority gave an update on the main areas that were highlighted from their CPA inspections, and also how they were going to approach the Improvement Plan process, taking into consideration the comments and findings from the CPA assessment.

Below are listed the most common weaknesses reported by authorities:

- Performance Management Weakness
- Risk Management
- Procurement
- Demonstrate VFM
- Green Waste/Recycling
- Benchmarking
- Partnership working (LSP)
- IT & E-Gov to drive efficiencies (BV157)
- Diversity
- Service Plans

It was agreed that Janice Brill from Basingstoke would draw up a matrix and distribute to the group for completion, Janice will collate all the information returned, and provide a summary to all authorities.

ENGAGING MEMBERS AND OFFICERS IN THE PERFORMANCE PROCESS - Lead authority New Forest DC

For this part of the meeting an exercise was conducted, breaking up into groups under the following headings:

- Group 1 - How do you go about involving Members and Officers
- Group 2 - How do you know you are making a difference
- Group 3 - How do you go about correcting areas of low performance

The comments and ideas that were produced after the brainstorming were categorised into the following three areas, highly satisfied, future, and low importance

Group 1

- Traffic light system
- Decide which appropriate quartile to aim for
- Performance board

Group 2

- Customer satisfaction levels
- Staff are highlighted
- Improved performance is recognised

Group 3

- Open and honest culture (accepting there is a problem area)
- Recognising low priorities (transfer of resources)
- Monitoring and communications (exception reporting/achievements)
- Management Team reporting

Dottie Dabrowska from New Forest agreed to write up the key areas from this exercise and distribute to group members.

LOCAL PERFORMANCE INDICATORS - Lead authority Havant BC

It was felt that this would be a useful exercise for Hampshire authorities to collect common indicators (service and corporate) and compare the results using the same definitions, providing a more consistent approach.

Andy Rudd is prepared to collate the information and agreed to put a matrix together with headings, it was felt that community safety would be a good area to start. If group members consider there are other indicators they would find useful for comparison purposes, could they contact Andy Rudd, in order for them to be included in the matrix.

CHANGING PERFORMANCE INDICATORS

The following indicators were discussed and how authorities were addressing them:

- BV2 The Level of Equality Standards**
Hampshire County Council have good information and a electronic framework has been produced, HCC to send the framework to Roger Smith
- BV157 Electronic Service Delivery (ESD Toolkit and other methods)**
Basingstoke, Test Valley, Portsmouth, Hampshire and Havant are using or going to use the ESD toolkit for monitoring this indicator
- BV 166 Score against checklist for enforcement best practice**
New Forest DC borrowed Manchester's document and are using this document to collate their information for this indicator
- BV 199 Cleanliness**
Very resourceful in gathering the information for this indicator, the sharing of the checklist for this indicator would be very useful

FUTURE OF THE GROUP

The group was happy to carry on with the PPRN local meetings and the next meeting will be hosted between Winchester City Council and Hampshire County Council, date and venue to be arranged.

ANY OTHER BUSINESS

Hampshire County Council attended a seminar and will send the slides to Roger Smith to distribute to the other group members.