

## **POLICY AND PERFORMANCE REVIEW NETWORK**

### **MEETING NOTES AND ACTIONS – 10 June 2005**

Host: Fareham Borough Council and Gosport Borough Council

#### **PRESENT:**

Keith Morris	IPF
Elaine Gault	Test Valley
Rob Chambers	East Hants
Phil Rayner	Fareham
Janice Brill	Basingstoke
Nick Thomas	Hampshire
Des Welbourne	Gosport
Jane Terry	Hart
Dottie Dabrowska	New Forest
Jacky Adams	Winchester
Andy Rudd	Havant
Brigitte Hawkins	IOW
Sonia Masterman	New Forest
Diane Foley	Southampton
Melvyn Reader	Eastleigh
Ian Smith	Winchester
Julie Petty	Gosport

#### **APOLOGIES:**

Ian Lacey	Isle of Wight
Susannah Todd	Southampton
Stephen Press	Southampton
Roger Smith	Test Valley
Heidi Marshall	Isle of Wight

#### **1. EQUALITY ASSESSMENT**

Sonia Masterman from New Forest District Council outlined the tools and techniques used to engage hard to reach groups in the community and to achieve level 2 of the Equality Standards for Local Government – soft copy of presentation issued with these minutes.

#### **2. FEEDBACK FROM AUDIT COMMISSION INSPECTIONS**

##### **Performance Management (Hart DC – Jane Terry)**

This was identified as an improvement area as part of the Audit and Inspection Plan and Hart therefore decided to work with the Audit Commission on this issue. The work focused on what the council was currently doing, what it would like to do and the development of options to generate a 'Hart Approach'. Two workshop sessions had been held which utilised the PMMI Matrix. These workshops involved senior management and members. The first session focused on 'where we are now' following three themes – culture, leadership and framework. The second session focused on developing options with the final stage being the development of an action plan. The approach so far had been successful, creating enthusiasm and ideas.

This work was partially incorporated in the usual Audit Fees with Hart providing some additional top up funding.

Jane Terry provided paperwork associated with this - soft copy of paperwork issued with these minutes.

**Customer Focus (Havant BC - Andy Rudd)**

The Audit Commission had carried out an Inspection titled 'Customer Focus' and had rated Havant Council as providing a 'good service with promising prospects of improvement'. Havant has a customer contact centre however the scope of the review went far beyond this. Inspectors also focused on IT and web management, links with BME's (which requires a proactive approach) and links with the business community. The Inspectors wanted to see how the Council measured the success of its access channels, and also considered that the Tourist Information Centre could be used for more local feedback (as most of its customers were local). Use of statistics on inquiry types and satisfaction levels at the Council's remote office and inquiry point were deemed to be useful data. Key lines of enquiry can be obtained from Andy Rudd upon request and the report can be viewed on the Havant Borough Council and Audit Commission websites.

**Partnership Working (Winchester CC – Jackie Adams)**

The Audit Commission had carried out an Inspection titled 'Partnership Working' and had rated Winchester Council as 'fair with promising prospects of improvement'. Although a process review type inspection was expected the review focused on one partnership and then drew on general information regarding strategic partnerships. Inspectors were looking for clear aims for the partnership and also clear aims from the Council's perspective as a partner. The Inspectors were also looking for positive evidence that BME groups did not need any specific action (even though the general evidence did not identify any need). The role of scrutiny in relation to monitoring partnership relations was also examined along with exit strategies. It was clear that the Commission expected to see a strong degree of performance management and learning within the partnership approach. Jackie provided a paper on this inspection - soft copy of paperwork issued with these minutes.

**Value for Money Pilot – (New Forest DC – Dottie Dabrowska)**

The New Forest had offered to be a pilot for the key lines of enquiry (KLOE). The Commission provided relatively tight deadlines and much of the work had been carried out off-site with only a couple of on-site interviews. The recently released KLOE had not altered much from those that the New Forest worked on. The Commission made it clear that the criteria had been made harder. It was also important to 'present a case' on Value for Money and not just offer information. Worked examples across the whole authority (not just parts of the authority) were vital and everything must be proved. It was also important that priorities should match areas of high spend and investment should be focused on poorer performing areas. The New Forest was hosting an event on 13<sup>th</sup> June regarding the KLOE and their experience.

**LPSA2 – (Havant BC – Andy Rudd)**

The County are leading on this and there are 5 main priority areas. Andy was particularly involved in the 'Creating an environment to be proud of' theme. Havant had agreed to show an increase in performance on cleanliness and but these figures were still subject to negotiation with ODPM and DEFRA (to be carried out by the lead officer for this theme).

### **3. FEEDBACK FROM OTHER GROUPS**

#### **HIOWA Efficiency Group (East Hants DC – Rob Chambers)**

This group had produced an action plan to go to the Hants and Isle of Wight Chief Executive's Group regarding efficiency statements. Recent ODPM Guidance means that efficiencies must not only be demonstrated but it also must be proved that quality has not decreased (which links to performance management).

#### **SPIN – (Gosport BC – Julie Petty)**

At April's Southern Performance Improvement Network Meeting the key areas were discussed as follows:

- Update from the Audit Commission – outlining the approach to BVPI guidance, the latest information regarding Electronic Data Collection and several other issues including fact that the BVPI audit would be reviewed for next year and that there would be further consultation on CPA shortly.
- Procurement – two presentations were provided which examined the local and national context. The South East Centre of Excellence requested that any Councillors interested in this area of work contact the centre as more Councillors were required for the Member Forum.
- LPSA2/LAA – questions were raised in respect of the relationship between the two.
- CPA – a 'breakthroughs' paper was due soon. Andy Hammond provided an update on the pilot of a joint Corporate Assessment and a Joint Area Review currently underway at West Sussex.

#### **IAG (Fareham Borough Council – Phil Rayner)**

At the meeting of the Inter Authority's Group, the Hillingdon Improvement Programme was particularly interesting and a paper was circulated for information - soft copy of paperwork issued with these minutes.

### **4. PERFORMANCE MANAGEMENT**

The potential for a collaborative project involving interested H&IOWAs to develop a 'best practice' integrated performance management framework was discussed and felt to be beneficial. Other areas suggested for joint working included increased data sharing, inter-authority auditing and development of website facilities to improve the group's networking ability.

It was agreed that members of the group would send any ideas to Phil Rayner, Dottie Dobrowska and Janice Brill who would prepare a paper for the next meeting (and also discuss this with Nick Goulder and to get 'sign up' from the Chief Executives' Group).

## **5. PPRN FORWARD PLAN**

Issues for future meetings were identified:

- Performance Management – a collaborative approach – paper to be provided as detailed in item 4
- Discussion on draft CPA Guidance (if available)
- Discussion on Value for Money self assessment (deadline 30/09/05).

## **6. DEMONSTRATION OF EXCELSIS**

Keith Morris from IPF Ltd provided a presentation on the ODPM funded performance management system Excelsis.