

Meeting:	Special Overview and Scrutiny committee
Date:	12 th May 2008
Subject:	Corporate Improvement Programme Challenge Panel
Key Decision: (Executive-side only)	N/A
Responsible Officer:	Tom Whiting, Divisional Director, Strategy and Improvement
Portfolio Holder:	Cllr Paul Osborn
Exempt:	No
Enclosures:	Draft scope for the Challenge Panel

Section 1 – Summary and Recommendations

This report outlines proposals to hold a challenge panel to support the development of the council's corporate improvement programme

Recommendations:

Councillors are asked to:

- I. Agree to hold a challenge panel to support the development of the council's corporate improvement programme
- II. Nominate additional councillors to sit on the panel
- III. Consider and comment upon the draft scope for the panel (attached as Appendix One)

Section 2 – Report

Background

During the last 18 months, the council has been subject to a number of external performance assessments. These have included:

- Corporate assessment – December 2006
- Use of Resources score – annual
- Improvement and Development Agency peer review – December 2007
- Access to Services Inspection – March 2008

Each of these assessments identified ways in which the council needs to improve some of its corporate processes and functions if it is to be able to support overall improvement in the delivery of services to local people.

Current situation

In order to respond to the findings of the assessments, the council has developed a corporate improvement programme to be delivered between now and 2011. The Improvement and Development Agency has supported the council in developing the programme, which will be considered by Cabinet on 19th June.

Why a change is needed

All of the above assessments have drawn attention to the need for the council to improve some of its fundamental processes if it is to realise its ambition to be one of the best in London by 2012. By co-ordinating action in a single, combined programme the council can ensure that actions are being targeted at the most important areas, that action is delivering real change and that the organisation is collectively focussed on improvement. A piecemeal approach to service improvement will not bring the step change that is required.

Main options

Scrutiny has been asked to provide challenge to the assumptions behind and the focus of the corporate improvement programme, the action proposed and the anticipated outcomes. In order to do this, it is proposed that a challenge panel be held between 21st May, when it will be considered by the Corporate Strategy Board, and 7th June, the despatch date for cabinet. It is anticipated that suggestions made by the challenge panel will, where agreed, be incorporated into the cabinet report.

Other options considered

No other options considered.

Recommendation:

Considerations

Resources, costs and risks

The resource and cost implications inherent in delivering the challenge panel will be met from within the scrutiny budget. There are no risks associated with the challenge panel.

Staffing/workforce

There are no staffing/workforce implications associated with the holding of the challenge panel

Equalities impact

The corporate improvement programme is designed to support the council in its ambition to become one of the best councils in London by 2012. In delivering this ambition, the council will support the delivery of excellent services to one of the most diverse communities in London.

Community safety (s17 Crime & Disorder Act 1998)

There are no specific community safety implications in this report

Legal Implications

Financial Implications

There are no financial implications associated with this report.

Performance Issues

The corporate improvement plan is designed to support improvement in the delivery of council services. It will deliver an improvement programme, set of projects and milestones to respond to recommendations in the Corporate Assessment, Use of Resources, IDeA Peer Review and the Access to Service Inspection.

Scrutiny performance management issues

Recommendations matrix attached as appropriate

Section 3 - Statutory Officer Clearance

Name: Sheela Thakrar	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 8 th May 2008		
Name: Stephen Dorrian	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
Date: 8 th May 2008		

Section 4 - Contact Details and Background Papers

Contact: Lynne McAdam, Service Manager Scrutiny
020 8420 9387

Background Papers:
None

If appropriate, does the report include the following considerations?

1.	Consultation	NO
2.	Corporate Priorities	YES

APPENDIX ONE

HARROW COUNCIL

OVERVIEW AND SCRUTINY-COMMITTEE

DATE

CORPORATE IMPROVEMENT PROGRAMME CHALLENGE PANEL - DRAFT SCOPE

1	SUBJECT	Corporate Improvement Programme Challenge Panel
2	COMMITTEE	Overview and Scrutiny
3	REVIEW GROUP	Cllr Sheinwald Cllr Green Cllr Versallion Cllr Gate TBC
4	AIMS/ OBJECTIVES/ OUTCOMES	To support the development of the council's corporate improvement programme
5	MEASURES OF SUCCESS OF REVIEW	<ul style="list-style-type: none">• The panel is able to provide effective challenge to the improvement programme• Cabinet welcome the comments made by the panel
6	SCOPE	The panel will: <ul style="list-style-type: none">• Challenge the assumptions upon which the revised corporate improvement programme is based• Challenge the focus of the action proposed• Consider the appropriateness of the action proposed• Challenge the effectiveness of the action proposed
7	SERVICE PRIORITIES (Corporate/Dept)	Improve the way we work
8	REVIEW SPONSOR	Michael Lockwood, Chief Executive
9	ACCOUNTABLE MANAGER	Tom Whiting, Divisional Director Strategy and Improvement
10	SUPPORT OFFICER	Lynne McAdam, Service Manager Scrutiny
11	ADMINISTRATIVE SUPPORT	From existing resources
12	EXTERNAL INPUT	None

13	METHODOLOGY	<p>Summary papers outlining context for the development of the improvement plan:</p> <ul style="list-style-type: none"> • I&DeA Peer Review report • Corporate assessment outcomes • CPA outcomes • Access Harrow inspection report <p>Development of key lines of enquiry Round table panel discussion to investigate four areas of scope with:</p> <ul style="list-style-type: none"> • Divisional Director, Strategy and Improvement • Divisional Director HR & Development • Director of Business Transformation and Customer Services • Corporate Director Corporate Finance • Improvement Programme Consultant
14	EQUALITY IMPLICATIONS	The corporate improvement programme is designed to support the council in its ambition to become one of the best councils in London by 2012. In delivering this ambition, the council will support the delivery of excellent services to one of the most diverse communities in London.
15	ASSUMPTIONS/ CONSTRAINTS	The costs of the challenge panel will be met from within existing resources
16	SECTION 17 IMPLICATIONS	None specific
17	TIMESCALE	The timetable for completion of the challenge panel means that it must take place between 21 st March and 7 th June
18	RESOURCE COMMITMENTS	Lynne McAdam, Service Manager Scrutiny
19	REPORT AUTHOR	Lynne McAdam, Service Manager Scrutiny
20	REPORTING ARRANGEMENTS	<p>Outline of formal reporting process:</p> <p>To Service Director <input checked="" type="checkbox"/> When by 7th June 2008 To Portfolio Holder <input type="checkbox"/> When..... To CMT <input type="checkbox"/> When..... To Cabinet <input checked="" type="checkbox"/> When 19th June 2008</p>
21	FOLLOW UP ARRANGEMENTS (proposals)	TBC