

LONDON BOROUGH OF HARROW

Meeting:	Overview and Scrutiny Committee
Date:	1 July 2004
Subject:	CPA/IDeA Improvement Plan Progress Report
Key decision:	No
Responsible Chief Officer:	Executive Director (Organisational Development)
Relevant Portfolio Holder:	Finance, Human Resources and Performance Management
Status:	Part I
Ward:	N/A
Enclosures:	Appendix A - CPA/IDeA Improvement Plan – Progress Report Proforma

1. **Summary/ Reason for urgency (if applicable)**

- 1.1 This report provides a progress report on the action taken to implement the Council's Improvement Plan in response to the Improvement & Development Agency's (IDeA) and Comprehensive Performance Assessment (CPA) reviews of last year.

2. **Recommendations (for decision by the Overview & Scrutiny Committee)**

- 2.1 That the Committee note the progress report proforma attached as appendix A.
- 2.2 That a further report be made to the next Committee with an amended Improvement Plan for the coming year.

REASON: To assess progress against the CPA/IDeA Improvement Plan and to enable progress against the Council's performance targets to be assessed and action taken where necessary to improve performance.

3. **Consultation with Ward Councillors**

Not Applicable.

4. **Policy Context (including Relevant Previous Decisions)**

- 4.1 The Improvement Plan is closely related to the decisions involved in setting up the New Harrow Project, as agreed by Cabinet in July 2002. Cabinet at its meeting on 17th December 2002 agreed (Minute 35) the plan as a working draft and that progress be reported to Cabinet on a quarterly basis. Cabinet on 18th March 2003 (Minute 215) agreed an updated version of the plan. The Overview and Scrutiny Committee

considered the Improvement Plan on 10 July 2003, and considered quarterly progress against the Plan on 23 September, 25 November 2003 and 2 March 2004.

5. **Relevance to Corporate Priorities**

5.1 This report is relevant to all of the vision and the strategic corporate priorities as agreed by Cabinet in May 2002.

6. **Background Information and options considered**

Improvement Plan

6.1 During 2002, the Council underwent two external assessments – the IDeA Peer Review and Comprehensive Performance Assessment. Both reports reached similar conclusions, that Harrow had both strengths and weaknesses and that there was room for improvement, particularly in some areas of delivering services to customers. CPA assessed the Council as ‘weak’ overall. This was revised to ‘fair’ in December 2003.

6.2 Attached as appendix A is a proforma which details the action taken to date against the nine priority areas contained within the Improvement Plan. The proforma identifies the priority area, the Chief Officer and Designated Portfolio Holder responsible for that priority area, the task to be completed, the officer responsible for the task and, in the final two columns, progress to date and a graphical indicator of progress against target dates.

6.3 Action has been taken on all priority areas and most are completed. In some areas the work will be ongoing for example.

- Formation of new Area Community Safety and Maintenance Services Department
- LEA action plan
- Adult learning inspection
- Best value Review of Government
- Setting up the ALMO
- Programme Management
- ICT Strategic Partnership
- MTBS
- Member Development
- First Contact
- Grants Review
- Absence Management

Improvement Plan 2004/05

The improvement plan for 2004/5 is being finalised and will be considered by Cabinet at its meeting on 27 July 2004.

It draws together the different strands of improvement activity taking place across Harrow and sets out a programme of further actions until 2006.

These will be drawn together into an Improvement Plan that will be an appendix to the Council’s Corporate Plan agreed by Cabinet in March.

In developing the improvement plan we are identifying all the areas for performance improvement in Harrow. These include:-

- the tasks required to deliver the corporate plan
- the Best Value performance plan
- the CPA processes
- the need to address under performance in specific areas
- the recommendations made by external inspectorates and auditors
- service improvement plans
- LPSA targets.

It is proposed that the plan be shaped to address the 6 focus areas of the corporate plan i.e.

- Environmental
- Strengthening communities
- Lifelong learning
- Health and social care
- A prosperous, sustainable and diverse economy in Harrow
- Developing a customer focussed Council

and that it defines the outcomes required and the tasks needed to achieve the objective.

The committee's views on this format is requested and how they would wish to see reporting progress on this plan during the coming year.

7. **Consultation**

- 7.1 Within the process for the IDeA review and the Corporate Assessment element of the CPA, a wide range of partner organisations were consulted by those carrying out the assessment. For the reviews and inspections contributing to the core services, which were included in the CPA, consultation was a key part of Best Value Review and was incorporated by inspectors within their new agreed frameworks.

8. **Finance Observations**

- 8.1 This report is not seeking additional financial resources.

9. **Legal Observations**

- 9.1 None

10. **Background Documents**

Improvement and Development Agency Review (May 2002)
 Comprehensive Performance Assessment (July 2002)
 Improvement Plan for the IDeA review and the Comprehensive Performance Assessment

11. **Author**

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