

**CPA TASK GROUP held at COUNCIL OFFICES LONDON ROAD  
SAFFRON WALDEN at 4.30 pm on 16 JULY 2003**

Present:- Councillor A Dean – Chairman.  
Councillors R J Copping, E J Godwin, R T Harris and  
A J Ketteridge.

Officers in attendance: J B Dickson, R Haylock, I Orton and B D Perkins.

**CPA10 APOLOGIES**

An apology for absence was received from A M Wattebot.

**CPA11 NOTES OF THE MEETING HELD ON 25 JUNE 2003**

The notes of the meeting held on 25 June 2003 were received, confirmed and signed by the Chairman as a correct record.

It was agreed that a Member's Workshop to examine and score the Corporate Self Assessment process would be held on 30 September 2003.

**CPA12 CORPORATE SELF ASSESSMENT – THEMES 5 TO 10 PERFORMANCE  
MANAGEMENT/ACHIEVEMENT IN QUALITY/ACHIEVEMENT OF  
IMPROVEMENT/INVESTMENT/LEARNING AND FUTURE PLANS**

**(i) Performance Management**

The Performance Manager explained that this was an important section. He reported that a new performance management system based on the quarterly monitoring of 60 performance indicators was in the process of being introduced. This data would be reported to senior managers and Scrutiny Committee(s). Councillor Copping expressed concern that communications between officers needed to be strengthened in order to improve in this area. The Performance Manager explained that the IdeA Peer Challenge would seek evidence to show that the staff were aware of the political aspirations and ambitions of the Council. Therefore it was vital that staff were kept well informed. The Group discussed to what extent the Council was making its resources work in the best way to deliver value for money. Members agreed that Uttlesford District Council was generally successful in this area, but improvements could be made.

**(ii) Achievement in Quality of Service**

The Performance Manager informed Members that the achievement in quality of service category constituted 40% of the overall assessment. Members noted that in many areas the Council's quality of service was exceptional. However, this was not always consistent throughout. Members were informed that in the forthcoming months several surveys would be conducted to measure customer satisfaction.

**(iii) Achievement of Improvement**

Members agreed that it was necessary to take into account national priorities as well as local priorities. The Director of Community Services emphasised that Members' perceptions of the service were very important.

**(iv) Investment**

In response to a question from the Chairman, the Performance Manager informed the Group that he believed the Council had the right building blocks in place to enable future improvements in services. The Director of Resources informed Members that Uttlesford District Council had never had an unbalanced budget. The Group agreed that this Council had always been willing to accept internal and external challenges. The Performance Manager said that this was a positive section for this Council.

**(v) Learning**

The Chairman reported that Uttlesford had recently increased its Member Training budget. Members felt that in general Uttlesford was a "learning Council". The Chairman suggested that this Council would benefit from an increased level of staff training. The Director of Resources said that this Council had demonstrated that it was a learning Council by addressing problems in weaker areas. Examples of this included addressing problems with the BV Review on leisure and the implementation of the new benefits system.

**(vi) Future Plans**

The Group were in agreement that Uttlesford District Council had developed robust future plans and strategies. Members discussed the advantages of working with voluntary organisations and developing external partnerships and agreed that Uttlesford had been very successful in this area. Councillor Ketteridge commented that partnerships made with voluntary organisations in the health sector had been very beneficial, and had had a strong bearing on the health of the district.

CPA13

**UPDATE ON PUBLIC OPEN SPACE AND BALANCED HOUSING MARKET REVIEWS**

The Performance Manager circulated a list of dates of the Open Space and Housing market reviews. Members were invited to attend any of the meetings.

CPA14

**TRAINING FOR MEMBERS AND STAFF**

The Performance Manager informed Members that a newsletter to staff on the CPA process would be produced on a monthly basis. The Group agreed that it would be a good idea to circulate the newsletter to all Members to ensure that everybody was kept well informed. Monthly workshops for staff would also be provided.

CPA15 **TIMESCALE**

The Performance manager informed Members that all work for the CPA process was on schedule.

CPA16 **DATE OF NEXT MEETING**

5 August 2003 - 4.30 pm.