

Agenda Item 12

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Report

Subject	Lift South West
Report to	The Cabinet
Date	06 September 2006
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Cabinet Member	Leader of the Cabinet

1.0 Purpose of report

- 1.1 To seek Cabinet support for the regional improvement programme (Lift SW) attached as appendix B to this report

2.0 Background

- 2.1 A great deal of work has been undertaken by public sector organisations to raise standards across the whole South West region, hence the title of the document.
- 2.2 The draft document will be developed into an action plan in October 2006 and has already resulted in some £3.6M of resources being delegated from the National Improvement Board.
- 2.3 Work on the project is being co-ordinated by GOSW, which is asking local authorities, at member level, to confirm participation in the scheme. At the beginning of August 2006, two thirds of local authorities in the South West had done so.

3.0 Aims

- 3.1 Section 8 of the report sets out the aims of the document, to be achieved by March 2008. At appendix 1 of the document is a questionnaire on each council's ability to meet the targets set out in section 8.
- 3.2 A draft of the questionnaire has been completed and is set out in Appendix A to this report. As members will see (with the possible exception of the question on LGA Reputations), officers are confident that the targets can be met without any impact on resources, largely because the council already meets, or intends to meet, the challenges set out in section 8.
- 3.3 Officers are preparing a report on the LGA Reputations issue. Essentially, Reputations identifies a list of key services where research shows that good performance results in high levels of public approval, eg removal of abandoned vehicles and fly tipping. Initial work indicates that for the highest scores, increased investment would be needed, which the council may or may not be willing to fund. A caveat against this question is therefore included in the draft questionnaire.



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CUSTOMER SERVICE EXCELLENCE

Awarded in:
Housing Services
Waste and Recycling Services



4.0 Conclusions

- 4.1 The document seems very much to work with the grain of the council's approach to continuous improvement and, with the possible exception of LGA Reputations, there are no resource implications in adopting the programme as part of the corporate planning process.

5.0 Recommendations

- 5.1 That the Cabinet adopts the Lift SW programme and approves the draft questionnaire set out at Appendix A to this report.

4.0 Implications:

- **Financial** – as set out in the report
- **Legal** – none
- **Personnel** – the council is already preparing a Workforce Development Plan
- **ICT**
- **Community Safety**
- **Environmental**
- **Ward(s)**

LIFT SW QUESTIONNAIRE

Each local authority and fire and Rescue authority is asked to contribute baseline scores and to indicate if the targets in paragraph 8 of the LIFT SW proposal are realistic. Please add any supporting information on a separate sheet.

Name of Authority	Salisbury District Council
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Target	Baseline		Is target realistic?	
	Yes	No	Yes	No
CPA score (Please indicate current CPA score/rating for baseline)	Good		Yes	No
Direction of travel (for Counties and Unitaries)			Yes	No
Workforce development plan in place?	Yes	No	Yes	No
Equality Standard (please tick for baseline)	Level 0		Yes	No
	Level 1		Yes	No
	Level 2	✓	Yes	No
	Level 3		Yes	No
Sign up to LGA Reputations	Yes	No	Yes Subject to resources	No
Interest in exploring Member Development Charter			Yes	No
No of members engaged in peer review/mentoring/support	0		Yes	No
2005/06 Efficiency Target met?	Yes	No	Yes	No
Use of resources score (please indicate current score for baseline)	3		Yes	No
Shared service arrangements in place?	Yes	No	Yes	No