

CHANGE BOARD

MINUTES of a meeting held on 3rd February, 2004.

Present: Councillor H.J.W. James (Chairman); Councillor A.J. Williams (Vice-Chairman); Councillors G.J.M. Fletcher, G.C. Kemp, and N. Moore.

Also present: Mr Paul Griffiths (ACiW).

(a) Apologies for absence -

These were no apologies for absence received.

(b) Minutes of the meeting held on 20th March, 2003 -

AGREED - T H A T the minutes of the meeting of the Board held on 20th March., 2003 be approved as a correct record.

(c) Matters arising from the minutes-

There were no matters raised.

(d) Minutes of Change Co-ordination Group Meetings, 2nd December, 2002, 9th December, 2002, 20th December, 2002, 30th January, 2003, 27th March, 2003, 15th May, 2003 and 25th September, 2003.

The key role of the Change Co-ordination Group had been to stand back from the day to day Change process and to take an external strategic over view. The Chief Executive advised the Board that the minutes of the Change Co-ordination Group provide a commentary on the Council's progress from an external perspective.

The Chairman welcomed Mr. Paul Griffiths, ACiW, to the meeting who was invited to address the Board. Mr. Griffiths stated that over recent weeks at least two external regulatory bodies, had stated that they were extremely pleased with the progress made by the Council. As a result they had suggested that other Local Authorities should visit the Vale to see what had been accomplished. Members of the Board thanked the District Auditor for his role in the process. However, Paul Griffiths stated that in his opinion the Auditors role had been to provide an initial catalyst to start the process and no more. The success of the Change Programme was attributed to the excellent working relationships between all political parties, and between Members and Officers of the Council who were all well motivated.

He closed his remarks by stating that in some areas of service the Authority could do better and that it was important not to take the "foot off the pedal". The Change Board had been an integral part of the process of improvement.

The Chairman thanked Paul Griffiths for his comments. The challenge now was not only to maintain those areas where services had been improved but to also strive for improvement in other areas.

AGREED - T H A T the minutes of the Change Co-ordination Group meetings be noted.

(e) Final Report ((I&DeA) -

The Chief Executive stated that the report, in the absence of a further submission, should be considered as IDeA's final report. It should be noted that the report was presented some time ago in September 2003, and continued improvement and progress had been made. In the Chief Executive's opinion the report was therefore slightly dated. He stated that the report was a fair independent view but that it was occasionally over critical. Mr. Huw Isaac concurred with the Chief Executive but commented that on the whole it was acceptable. For example, the suggestion that "for some Managers at least, the Change process is considered optional" was inaccurate. The Corporate Management Team had ensured that Managers were engaged in the change process. In relation to the Staff Attitude Survey it was noted that the Vale of Glamorgan was one of very few Authorities within Wales, that had taken on board such a major survey. Overall the Board felt that the Staff Attitude Survey had proved valuable.

The last page of the report under 'Future Challenges' referred to a peer review. The Chairman commented that two years ago IDeA had actually undertaken a performance diagnostic which had been a much more intensive process than a one week peer review.

In relation to achieving an upper quartile performance in all services by 2005, the Change Board agreed that in some areas of service the Authority had already achieved an upper quartile performance and had ambitions to achieve more but that such ambitions must be achievable and deliverable. The Council had a huge range of services to deliver within finite resources. The Chief Executive advised the Change Board that the Improvement Plan for 2004/5 would look in detail at performance indicator targets and at what improvements would need to be made to ensure better performance.

(f) Change Plan Update

The purpose of the report was to apprise the Change Board of progress on the Council's Change Plan. The Council's Change Programme developed over 2002 /2003 comprised the totality of actions that had arisen from various plans including the Corporate Governance Action Plan, the Corporate Plan, the Priority Implementation Action Plan, the Corporate Improvement Diagnostic and the Risk Assessment. It had been agreed that if the Change Programme was to be managed properly the key actions from all Plans needed to be combined in a single overall Plan. That Plan known as the Change Plan had been agreed by the Change Board in March 2003. The Plan had been compiled by the five working groups set up to

manage the Change Programme - People Management; Systems and Processes; Customer Focus; Communications and Community Leadership.

Progress on the Plan had been monitored monthly by the Corporate Management Team and the appendix to the report detailed progress that had been made to the end of December 2003. Included in the Appendix for information were actions that were due for completion in the future. It was noted that progress was good and that the vast majority of agreed actions had been completed. The Plan was scheduled to be reviewed in April 2004. A supplementary report was also presented which updated the Board on a number of actions due to be implemented by July 2004.

The Change Plan was seen as fundamental to improving services to achieve the Council's vision of the Vale as "a place that is safe, clean and attractive where individuals and communities have opportunities to improve their health, prosperity and well being and where there is a strong sense of community in which local groups and individuals have the capacity and incentive to make an effective contribution to the future of the area".

(g) Senior Management Pay Review -

URGENT BY REASON OF THE NEED TO PROGRESS THE MATTER

Members requested that a further report on the Senior Management Pay Review be progressed. Members noted that the independent person appointed to support this task had been unavailable due to ill health. Members confirmed that the Review needed to be addressed in order to complete the pay element of the agreed recruitment and retention strategy in circumstances where the elements affecting other Council staff had been agreed and implemented.