

21 January 2009

**Task Group Update for Performance & Capacity Advisory Panel
Partnerships Workstream – Member Working Group**

1 Since the last meeting of the Cheshire East Performance and Capacity Advisory Panel held on 11 December, no meetings of the Member Working Group associated with the Partnerships Workstream have been held though work is in hand to reconvene this group by the end January / early February.

2 Recent activity associated with this workstream includes:

- **16 December** - Cheshire East Member Workshop to discuss area and neighbourhood working proposals;
- **19 December** - Cheshire East Local Strategic Partnership (LSP) Development Group meeting to discuss recommended approach for the development of the wider Cheshire East LSP Framework. This working group was formed as a result of the key stakeholder event held on 27 November and included representatives from Cheshire Fire & Rescue Service, Cheshire Constabulary, Central & Eastern Cheshire PCT, Age Concern, Cheshire Community Action, South Cheshire Chamber of Commerce, Crewe & Nantwich Voluntary Action and Plus Dane Housing; and
- **8 January** – Cheshire East Key Partners Lunch to receive feedback from 19 December and agree next steps. The meeting involved chief officer representation from Cheshire East Council, Cheshire Fire & Rescue Service, Cheshire Constabulary and Central & Eastern Cheshire PCT and was chaired by Cllr Wesley Fitzgerald as Leader of the Council. Cllr David Brown as Portfolio Holder for Performance and Capacity was also in attendance. It was agreed that this group form the core membership of a new Cheshire East LSP Executive Board with additional representation from the private sector (to be drawn from the current Chambers of Commerce) and the third sector (to be drawn from the new Cheshire East Congress). It was also agreed that Erika Wenzel approach the social housing and training / skills sectors to gauge interest in representation on the Board. It is hoped to hold the first meeting of the newly constituted LSP Executive Board in early February to ensure consideration of key partnership issues (including the establishment of Local Area Partnerships, the review / refresh of the Cheshire Local Area Agreement and preparation for the new Sustainable Community Strategy) prior to endorsement by the Cabinet on 17 February and Council on 24 February.

3 Imminent activity to support the ongoing development of area / neighbourhood working proposals and the new LSP framework to feed into the first meeting of the LSP Executive Board includes:

- **20, 27 and 28 January** – engagement / development workshops with Local Councils to be held in Congleton, Reaseheath and Knutsford; and
- **26 January** – engagement / development workshop with other partners to be held at Tatton Park, Knutsford.

4 In addition to activity highlighted above, work has also started on the review and refresh of the Cheshire Local Area Agreement which will support the future severance of the Agreement. This process is particularly focusing on areas of 'unfinished business' (i.e. establishment of baselines and disaggregated targets across a number of designated indicators) and potential changes in priorities. Final or near final refreshed and reviewed Agreements are expected to be with Government Office for the North West by 2 March with final adopted LAAs submitted by 26 March.

5 Initial scoping has also started on work within the agreed neighbourhood pilot areas – Knutsford / Bucklow; Poynton / Disley / Adlington; Congleton / Goostrey; Crewe – and this will be considered at the next Member Working Group with a view to detailed work starting in February.

Contact:

Alison Armstrong

Email: alison.armstrong@cheshire.gov.uk

Tel: 01244 973336

Performance & Capacity (P&C) Advisory Panel Meeting 21st January 2008

Update on the work of the Customer Access Task Group

The Customer Access Task Group has met three times and has provided valuable input to shape the developing customer access strategy. The members have been particularly useful in voicing the needs of their local communities and two of the members have contact centre and business resilience experience. Cllr David Brown P&C Portfolio Holder has been a regular attendee and contributor at the meetings.

The first meeting on the evening of the 14th August 2008 was principally scene setting concerning the various customer channels, their usage and cost, which generated a lively and productive debate about the future direction of customer access.

The second meeting was on the afternoon of the 1st October at the Middlewich contact centre. Presentations were given regarding the setting evolution of Dalton House and the potential to use this facility as the principal contact centre for Cheshire East. An opportunity was taken to provide members with a tour of the contact centre. The future telephone numbering strategy was also discussed and a way forward agreed.

The third meeting on the afternoon of the 12th November was to firm up the Draft Customer Access Strategy and particularly the Guiding Principles, Objectives and Visioning Report approved by Cabinet on the 2nd December 2008. The proposed channel migration targets and the performance framework were also discussed, as was the need to gain a deeper insight into the needs of customers using customer segmentation tools like Mosaic

The Group has not yet held its fourth meeting, largely due to diary pressures of attendees; however, a meeting has been scheduled for the 4th February. Members will recall that at the last meeting of the P&C Advisory Panel a request was made for the Customer Access Task Group to continue to meet. The Group has been very useful to date and has shown significant interest and commitment in developing efficient and effective customer services for Cheshire East. As Cheshire East moves through to implementation and beyond there will be many instances, for example face-to-face rationalisation and partnership working, where it will be useful to consult with such a knowledgeable panel and it is hoped that they will remain for that purpose.

Issues to be discussed at the next meeting on the 4th February include:

Customer Insight – the use of Mosaic socio demographic data to target services more accurately.

Feedback from the Telephone Self-Delivery Pilot at Macclesfield

Face to face opportunities in rural areas - working with the Cheshire Rural Retail Partnership

Service Levels

A Copy of the Customer Access Highlight Report for the period up to the end of December 08 is attached

David Naylor
Cheshire East Customer Access Group
16th January 2009