

**CPA**

**On Site Inspection, 31 March – 11 April 2008**

**Additional Evidence Arising from 1<sup>st</sup> Week of Interviews**

<b>Document Ref No</b>	<b>Evidence Provided</b>	<b>Was it offered or requested?</b>	<b>Was it previously supplied? (If yes, give reference)</b>	<b>Date provided</b>
CA67	Community Strategy Progress Report – January 2006	Requested	No	3 April 2008
CA68	Folder of evidence provided – see attached Feedback response for 4 April 2008	Requested	No	8 April 2008
CA69-01	Solihull Care Trust Director of Public Health Annual Report 2007/08 (final Draft 28 March 2008)	Requested	No	3 April 2008
CA69-02	Report to Full Cabinet 26 July 2007 of Outcome of a Review of the PH Function in Solihull	Requested	No	3 April 2008
CA70	ECS Social Regeneration & Learning Risk Register	Requested	No	4 April 2008
CA71	Report of Scrutiny Review Working Group 5 April 2006		No	3 April 2008
CA72	Report to Governance Committee 17 March 2008 – Leaders Commissioning Working Group	Requested	Only via web link	3 April 2008
CA73	Disabled Go Leaflet and web pages	Offered	No	3 April 2008
CA74-01	Note to Pauline Helliard-Symons re impact of Your Solihull Magazine	Offered	No	1 April 2008
CA74-02	Talking About Solihull – Partnership Newsletter - January 2007	Offered	No	1 April 2008
CA74-03	Talking About Solihull – Partnership Newsletter - November 2007	Offered	No	1 April 2008
CA74-04	Council Update – February 2008 Issue 2	Offered	No	1 April 2008
CA75-01	Report to Cabinet Member for Resources: Supply of an employer supported childcare voucher scheme dated 21 January 2008	Requested	Only via web link	2 April 2008
CA75-02	Case Study: Member Training and Development	Requested	Yes Round Table: 3.2	2 April 2008
CA76-01	IQANTA Report LPSA1 Target to end February 2008	Offered	No	2 April 2008

Document Ref No	Evidence Provided	Was it offered or requested?	Was it previously supplied? (If yes, give reference)	Date provided
CA76-02	Virgin Media Boxes	Offered	No	2 April 2008
CA76-03	Solihull Youth Conference – 21 June 2006	Offered	No	2 April 2008
CA76-04	Draft Community Safety Plan – 1 April 2008	Offered	No	2 April 2008
CA76-05	Solihull Strategic Needs Assessment 2008	Offered	Yes Round Table Ref: 5.9 See also CA68-5.9	2 April 2008
CA76-06.1	Notes of the meeting in the Eastern Neighbourhood 24 September 2008	Offered	No	2 April 2008
CA76-06.2	West Midlands Police Authority – Monday 24 September Results	Offered	No	2 April 2008
CA76-06.3	Notes of the meeting in the Southern Neighbourhood 25 September 2007	Offered	No	2 April 2008
CA76-06.4	West Midlands Police Authority – Tuesday 25 September Results	Offered	No	2 April 2008
CA76-06.5	Notes of the meeting in the Northern Neighbourhood Wednesday 26 September 2007	Offered	No	2 April 2008
CA76-06.6	West Midlands Police Authority – Wednesday 26 September Results	Offered	No	2 April 2008
CA77-01	ICT Plan - Linking Council Priorities with Personal Objectives	Requested	No	4 April 2008
CA77-02	Prioritisation Matrix Outcome	Offered	No	1 April 2008
CA77-03	One Front Line OSMB Quarterly Update – 2 July 2007	Offered	No	1 April 2008
CA77-04	ICT Divisional Performance Plan 2007/08	Offered	Yes Document List: CA25-10a – Full Plan CA25-10b –Review	1 April 2008
CA77-05	One Front Line Prioritisation Briefing – July 2007	Offered	No	1 April 2008
CA78-01	Community Engagement and Capacity Building – CPA Supporting Evidence	Offered	No	1 April 2008
CA78-02	Review of Current Funding Arrangements to the Voluntary Sector I and II	Offered	No	1 April 2008

<b>Document Ref No</b>	<b>Evidence Provided</b>	<b>Was it offered or requested?</b>	<b>Was it previously supplied? (If yes, give reference)</b>	<b>Date provided</b>
CA78-01	Infrastructure Support Service Provision for the VCS in Solihull	Offered	No	1 April 2008
CA78-01	Solihull's Change Up Consortium – Sustain I & II	Offered	No	1 April 2008
CA78-01	Working Together, Strengthening Communities : The VCS Development Strategy for Solihull 2007 – 2012	Offered	No	1 April 2008
CA78-01	The Compact Plus for Solihull 2007 – 2012 I & II	Offered	No	1 April 2008
CA79	Overview and Scrutiny Management Board Agenda and Papers for 1 April 2008	Requested	No	1 April 2008 attended meeting
CA80	Full Council Agenda and Papers for 8 April 2008	Requested	No	8 April 2008 attended meeting
CA81-01	Protocol for Use of Resources	Offered	Yes Document List: CA52 [part of Constitution]	9 April 2008
CA81-02	Protocol for gifts & hospitality	Offered	Yes Document List: CA52 [part of Constitution]	9 April 2008
CA81-03	Protocol for Member & Officer Relations	Offered	Yes Document List: CA52 [part of Constitution]	9 April 2008
CA81-04	Guidance for Members serving on Outside Bodies	Offered	Yes Document List: CA52 [part of Constitution]	9 April 2008
CA81-05	Members' Planning Code of Good Practice (Feb 08)	Offered	Yes Document List: CA52 [part of Constitution]	9 April 2008
CA83-01	Solihull Scorecard – Quarter 3 2007/08 Development of Corporate Customer Strategy	Offered	No	1 April 2008
CA83-02	Solihull Scorecard – Quarter 3 2007/08 Connect Customer who feel they are treated as individuals	Offered	No	1 April 2008

Document Ref No	Evidence Provided	Was it offered or requested?	Was it previously supplied? (If yes, give reference)	Date provided
CA83-03	Solihull Scorecard – Quarter 3 2007/08 Increased percentage if service requests dealt with at 1 <sup>st</sup> point of contact	Offered	No	1 April 2008
CA83-04	Solihull Scorecard – Quarter 3 2007/08 Solihull Connect customers who believe we keep our promises	Offered	No	1 April 2008
CA83-05	Solihull Scorecard – Quarter 3 2007/08 CRM requests made as a result of failure	Offered	No	1 April 2008
CA83-06	Solihull Scorecard – Quarter 3 2007/08 Blended media requests online as a % of total CRM requests	Offered	No	1 April 2008
CA83-07	Case Study – Solihull Connect Walk in Centre Refurbishment: Improving Service Delivery	Offered	No	1 April 2008
CA83-08	Case Study – Customer feedback logged electronically	Offered	No	1 April 2008
CA83-09	Case Study – Solihull Register Office	Offered	No	1 April 2008
CA83-10	Customer Contact Strategy: Improving contact for out customers	Offered	Yes Document List: CA24	1 April 2008
CA83-11	Solihull Council Customer Charter	Offered	No	1 April 2008
CA83-12	Combined Survey	Offered	No	1 April 2008
CA83-13	Performance 6 month review Scrutiny – October 2007	Offered	No	1 April 2008
CA83-14	Walk in Centres – January 2008	Offered	No	1 April 2008
CA83-15	One Front Line – Key Achievements July 2007 – March 2008	Requested	No	4 April 2008
CA83-16	Performance Action Plan – October 2007	Requested	No	8 April 2008
CA83-17	Performance Action Plan – October 2007	Requested	No	8 April 2008
CA83-18	Queue Group Performance by Month	Requested	No	8 April 2008
CA83-19	Answer Rate for September 2007	Requested	No	8 April 2008
CA84	Agesafe Solihull Leaflet		No	
CA85-02	Education, Children and Young People Scrutiny Board 10 March 2008		Only via Web link	

<b>Document Ref No</b>	<b>Evidence Provided</b>	<b>Was it offered or requested?</b>	<b>Was it previously supplied? (If yes, give reference)</b>	<b>Date provided</b>
CA85-02	Education, Children and Young People Scrutiny Board 25 February 2008		Only via Web link	
CA86	Savings Breakdown Structure Shaping Solihull Version 0.4 (TBAU diagram)		No	
CA87	SMBC Project Authorisation Document Connexions Transition Draft Vers 0.2 April 2007		No	
CA89	Briefing note: Pooled/aligned budgets and Joint Activities ECS Briefing note 3 bed residential assessment unit proposal Regenerating North Solihull 18 February 2008 (this reads like a press release)			
CA90-01	Report to Cabinet Member for Quality of Life and Neighbourhoods – LPSA 4 & 5 Reward Grant Spending Proposals	Offered	Only via web link	3 April 2008
CA90-02	Leisure Division Structural Chart – January 2008	Offered	No	3 April 2008
CA90-03	Divisional Performance Plan 2007/08 Key Deliverables Monitoring April 2008	Offered	No	3 April 2008
CA91	Risk Register for Connexions	Requested	No	4 April 2008

CPA

On Site Inspection, 31 March – 11 April 2008

Additional Evidence Arising from 2<sup>nd</sup> Week of Interviews and Interim Feedback Meeting on 4 April 2008

Document Ref No	Evidence Provided	Reference in Interim Feedback Report	Was it offered or requested?	Was it previously supplied? (If yes, give reference)	Date provided
CA88	Performance Management, covering: <ul style="list-style-type: none"> <li>• Robustness of target setting</li> <li>• Balance of Local and National Targets</li> <li>• Use of Benchmarking and Trend Data Analysis</li> <li>• Use of External Challenge and Learning gained from this</li> </ul>	<p>Prioritisation</p> <ul style="list-style-type: none"> <li>• Robustness of target setting? [page 3]</li> </ul> <p>Performance Management</p> <ul style="list-style-type: none"> <li>• Limited Trend analysis and benchmarking [page 7]</li> <li>• Extent of external challenge and learning from this [page 7]</li> </ul>	Requested	No	10 April 2008
CA92-01	Parkwood Leisure Solihull PPP – Operational Report – February 2008	Not applicable	Requested	Yes – at interview	2 April 2008
CA92-02	Parkwood Leisure Solihull PPP – Solihull Contract Structure	Not applicable	Requested	Yes – at interview	2 April 2008
CA93	Briefing Note on Investors in People	Not applicable	Requested	No	8 April 2008
CA94	Report to Regeneration Advisory Group, 28 February 2008 – North Solihull Regeneration – Consultation	Prioritisation: Effectiveness of External Communications [page 3].	Requested	No	8 April 2008
CA95	Examples of effectiveness of external communications: <ul style="list-style-type: none"> <li>• Tudor Grange – Listening and Acting</li> <li>• North Solihull Regeneration Communications</li> <li>• Communicating Financial Information to Residents</li> <li>• Recycling in the North</li> </ul>	Prioritisation: Effectiveness of External Communications [page 3].	Requested	No	8 April 2008
CA96	Shaping Solihull Savings Structure Diagram	Prioritisation: Strategy for delivering 15% cashable savings over 3 years.	Requested	No	8 April 2008
CA97	Report to Full Cabinet, 21 June 2007 – North Solihull Regeneration – Approval of Draft South Area Strategy	Prioritisation: Effectiveness of External Communications [page 3].	Requested	No	8 April 2008
CA98	Newsletter - Kingshurst & Babbs Mill - You Said We Did <b>See also other newsletters sent as part of document list – CA62-1 to CA62-7</b>	Prioritisation: Effectiveness of External Communications [page 3].	Requested	No	8 April 2008
CA99	Single Status – Solihull Contract Update	Capacity: Further work around Single Status [page 5].	Requested	No	8 April 2008
CA100	Solihull for Success Campaign	Prioritisation: Effectiveness of External Communications [page 3].		No	8 April 2008
CA101	Performance Management Example: Case Study – Tackling Criminal Damage	Not applicable	Requested	No	8 April 2008
CA102	Quarter 3 – LAA Reporting	Not applicable	Requested	Yes Round Table Ref: 4.5	8 April 2008
CA103	Neighbourhood information – including Map of Partnerships; An example of co-production in Solihull [Knowle]; An example of co-production in Solihull [Town Centre Partnerships]; An example of co-production in Solihull [Parish Council].	Not applicable	Requested	No	9 April 2008

Document Ref No	Evidence Provided	Reference in Interim Feedback Report	Was it offered or requested?	Was it previously supplied? (If yes, give reference)	Date provided
CA104	C32 – Older People Helped to live at home	Achievement – Older People: Need to clarify the 3500 people being helped to live at home [page 14]. Also as an example of Corporate performance management response.	Requested	No	9 April 2008
CA105	Equality Impact Assessment Toolkit, including forms - current	Not applicable	Requested	No	9 April 2008
CA106	Equality Impact Assessment Toolkit – revised draft currently out for consultation	Not applicable	Requested	No	9 April 2008
CA107	Equality Impact Assessment – Example of an Equality Impact Assessment – Housing Allocations	Not applicable	Requested	No	9 April 2008
CA108	Learn Direct - statistics for last 3 years	Not applicable	Requested	No	9 April 2008
CA109	West Midlands Police Authority – Working Together to reduce crime – draft newsletter	ASB strategies focused on prevention and good joining up across all housing sectors. Reported reductions in ASB and criminal damage – need more detail [page 10].	Requested	No	9 April 2008
CA110	Impact of Anti-Social Behaviour Co-ordination in Solihull	ASB strategies focused on prevention and good joining up across all housing sectors. Reported reductions in ASB and criminal damage – need more detail [page 10].	Requested	No	9 April 2008
CA111	Extract for Draft Community Safety Plan already supplied, see also section on young people	ASB strategies focused on prevention and good joining up across all housing sectors. Reported reductions in ASB and criminal damage – need more detail [page 10].	Requested	No	9 April 2008
CA112	Report to Full Cabinet – Report of the Outcome of a Review of the Public Health Function in Solihull	Not applicable	Requested	No	9 April 2008
CA113	Cabinet Member for Economic Development and Regeneration on the 20 September 2007 - Regenerative Procurement Programme	Not applicable.	Requested	No	9 April 2008
CA114	Treasury Management <ul style="list-style-type: none"> <li>• Solihull Scorecard</li> <li>• Financial Operations Scorecard</li> <li>• Individual's targets and standards</li> </ul>	Not applicable	Offered	No	9 April 2008
CA115	Gershon Efficiency <ul style="list-style-type: none"> <li>• Solihull Scorecard</li> <li>• Financial Operations Scorecard</li> <li>• Individual's targets and standards</li> </ul>	Not applicable	Offered	No	9 April 2008
CA116	Use of Resources <ul style="list-style-type: none"> <li>• Financial Operations Scorecard</li> <li>• Individual's targets and standards</li> <li>• Financial Operations Division – staff away days – Presentation and team feedback on gap analysis</li> </ul>	Not applicable	Offered	No	9 April 2008
CA117	Final Accounts <ul style="list-style-type: none"> <li>• Financial Operations Scorecard</li> <li>• Extract of 2007/08 Final Accounts Guidance Notes</li> <li>• Final Accounts timetable 2007/08</li> <li>• Individual's targets and standards – re Publications and Final Accounts</li> </ul>	Not applicable	Offered	No	9 April 2008
CA118	Budget agreed <ul style="list-style-type: none"> <li>• Financial Operations Scorecard linked to an individual's target</li> </ul>	Not applicable	Offered	No	9 April 2008
CA119	Evidence of statistical data supporting the delivery of Solihull Public Transport – outline business case draft report – East Birmingham North Solihull Mobility and Access Project	Not applicable	Offered	No	10 April 2008

Document Ref No	Evidence Provided	Reference in Interim Feedback Report	Was it offered or requested?	Was it previously supplied? (If yes, give reference)	Date provided
CA120	Buster Werkenbak – how we helped people into employment – Final Report to Funders August 2007	Not applicable	Offered	No	10 April 2008
CA121-01	WorkWise - Report to Cabinet Member Transport, Highways and Infrastructure - WorkWise Funding Update	Not applicable	Offered	No	10 April 2008
CA121-02	WorkWise - Regeneration Scrutiny Board – Indicator 17A – WorkWise – Removing Transport Barriers Between Clients and Employment Opportunities – 20 March 2007	Not applicable	Offered	No	10 April 2008
CA121-03	WorkWise - Evaluation of WorkWise 1 in the West Midlands	Not applicable	Offered	No	10 April 2008
CA121-04	WorkWise - Birmingham Mail article – “Help is at hand for job seekers” – 24 August 2006	Not applicable	Offered	No	10 April 2008
CA122	Bus Services 166 and 966 Overview	Not applicable	Offered	No	10 April 2008
CA123	Evidence of E&D Statistics on Public Transport	Not applicable	Offered	No	10 April 2008
CA124-01	Public Transport – Rural - Solihull Public Transport – Overview and Rural Perspective	To what extent is the Council proactively leading on researching and meeting the public’s diverse needs on transport? Acknowledge support provided via ring and ride scheme. Work on modal shift in Dickens Heath – impact and evaluation?	Offered	No	10 April 2008
CA124-02	Public Transport – Rural - Transport and access services for elderly and disadvantaged people in rural areas of Solihull	As above	Offered	No	10 April 2008
CA124-03	Public Transport – Rural - Rural areas bus routes and take up	As above	Offered	No	10 April 2008
CA125	West Midlands LTP Consultation Report - CEPOG (Chief Officers and Planning Officers Group) Report – Public Transport usage	As above	Offered	No	10 April 2008
CA126	Solihull Cordon Report 2007 – Traffic flows	As above	Offered	No	10 April 2008
CA127	Report to Dickens Heath Working Party – Dickens Heath Public Transport Services	As above	Offered	No	10 April 2008
CA128	Information for Centro – Report on Community Transport Solihull	As above	Offered	No	10 April 2008
CA129	Bus Map and Timetable	As above	Offered	No	10 April 2008
CA130	Number of bedsit flats and bungalows	Not applicable	Requested	No	10 April 2008
CA131	Age profile of housing register	Not applicable	Requested	No	10 April 2008
CA132	Housing destination of people displaced by North Solihull Regeneration	Not applicable	Requested	No	10 April 2008
CA133	Report to Land and Economic Development Committee – Touchwood Recruitment Update	Not applicable	Requested	No	10 April 2008
CA134	Report to Cabinet Member Regeneration – Delivering Local Jobs for Local People, 30 April 2007	Not applicable	Offered	No	10 April 2008
CA135	Lighthall school DVD re: consultation on improvements to Shirley Park	Not applicable	Requested	No	10 April 2008
CA136	Rural Neighbourhood Ward strategies <ul style="list-style-type: none"> <li>• Knowle</li> <li>• Blythe</li> <li>• Meriden</li> </ul>	Not applicable	Requested	No	10 April 2008
CA137	Briefing Note: Leisure Services <ul style="list-style-type: none"> <li>• Leisure Services Charging Policy</li> <li>• Health Inequalities – Physical Activity</li> <li>• Leisure and Schools</li> </ul>	Not applicable	Requested	No	10 April 2008

Document Ref No	Evidence Provided	Reference in Interim Feedback Report	Was it offered or requested?	Was it previously supplied? (If yes, give reference)	Date provided
CA138	LDF (Local Development Framework) Annual Monitoring Report, April 2006 – Page 3 and 10	Not applicable	Requested	No	10 April 2008
CA139	Access to Employment Group - Briefing Note	Not applicable	Requested	No	11 April 2008
CA139-01	Access to Employment Group 2007/08 Action Plan	Not applicable	Requested	No	11 April 2008
CA139-02	Access to Employment Group 2008/09 Draft Action Plan	Not applicable	Requested	No	11 April 2008
CA140	Briefing Note – Buster Werkenbak	Not applicable	Requested	No	11 April 2008
CA141-01	Employability Support - Key Deliverables 2006/07	Not applicable	Requested	No	11 April 2008
CA141-01	Employability Support - Key Deliverables 2007/08	Not applicable	Requested	No	11 April 2008
CA142	Briefing Note – Mental Health Employment Project	Not applicable	Requested	No	11 April 2008
CA143-01	Employed for Success - Briefing Note	Not applicable	Requested	No	11 April 2008
CA143-02	Employed for Success - Advantage West Midlands – Outline Proposal Form	Not applicable	Requested	No	11 April 2008
CA143-03	Employed for Success - Information re posts now filled	Not applicable	Requested	No	11 April 2008
CA144-01	Support for People with Learning Disabilities in Solihull MBC - Briefing Note	Not applicable	Requested	No	11 April 2008
CA144-02	Support for People with Learning Disabilities in Solihull MBC - Report to Cabinet Member for Resources, 21 April 2008 – Creation of New Posts: Economic Development Officer (Lifelong Learning) and Economic Development Officer (Learning Disabilities)	Not applicable	Requested	No	11 April 2008
CA144-03	Support for People with Learning Disabilities in Solihull MBC - Report to Cabinet Member for Economic Development and Regeneration – Employability Staff Posts	Not applicable	Requested	No	11 April 2008
CA144-04	Support for People with Learning Disabilities in Solihull MBC - Proposed Indicator for inclusion in New LAA	Not applicable	Requested	No	11 April 2008
CA144-05	Support for People with Learning Disabilities in Solihull MBC - Job Description – Economic Development Officer (Learning Disabilities)	Not applicable	Requested	No	11 April 2008
CA145-01	Pathways to employment and training programme - Briefing Note	Not applicable	Requested	No	11 April 2008
CA145-02	Pathways to employment and training programme - Pathway Project Steering Group Meeting – Minutes of a meeting held on 8 January 2008	Not applicable	Requested	No	11 April 2008
CA145-03	Pathways to employment and training programme - LAA Performance Indicator Progress Report Quarters 1 to 4, April 2007 – March 2008	Not applicable	Requested	No	11 April 2008
CA146	Briefing Note – WorkWise Project	Not applicable	Requested	No	11 April 2008