

Corporate Improvement Plan 2008/2009 April - March 2009			
	Quarter Three	Quarter Four	Comment
Be Recognised as an Excellent Authority			
CIP01.1.1 Undertake customer Satisfaction Survey	G	G	Results reported to 6 October 2008 Executive and fed into the S&FP Process
CIP01.1.2 Undertake Place Survey	G	G	Draft results for Cherwell received. Awaiting national dataset for comparative information.
CIP01.2.1 Achieve Excellent CPA Rating	A	G	Received formal notification of achieving Excellent status in March 2009.
CIP01.2.2 Achieve Score of 3 for VfM and Financial Reporting	G	G	Score of 3 achieved for VfM and Financial Reporting.
Deliver Value for Money			
CIP02.1.1 Extend the Information Available on Comparable Costs and Service Performance	G	G	Extensive comparative information on Legal Services and Insurance Services gathered as part of VfM reviews.
CIP02.2.1 Deliver April-September Programme	G	G	Programme for 2008/09 completed with exception of Legal Services which has been extended by agreement into 2009/10.
A Culture of Continuous Improvement and Innovation Across the Council			
CIP03.1.1 Monitor the National Indicators	G	G	
CIP03.1.2 Monitor the 42 Best Value Performance Indicators	G	G	
CIP03.1.3 Meet Improvement Targets for the 28 Retained BVPI's	R	R	15 (54%) of the Retained BVPIs have met their improvement targets, 5 are Amber and 7 Red. Data for the remaining 1 is not yet available.
CIP03.2.1 Service and Develop Unit Costs and Productivity Benchmarking	A	A	Improvement in availability of information achieved as part of the 2009/10 S&FP process, however gaps remain and this will be a continuing priority for the process for 2010/11.
CIP03.2.2 Research Best Practice to Improve Services	G	G	Further progress made this year primarily through service and financial planning and VfM programme and also initiatives by individual officers. This will continue into 2009/10.
CIP03.3.1 Retain Investors in People Accreditation	G	G	Returned to full accreditation following external review in January 2009.
CIP03.3.2 Identify Further Opportunities for External Recognition	G	G	

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Working in Partnership			
CIP04.1.1 Deliver the Partnership Improvement Plans	A	G	The successful strengthening of Partnership governance, accountability and improved value for money during 2008/09 was reported in full to the Executive on 16 March 2009.
CIP04.1.2 Through S&FP Identify Opportunities to Develop New or Existing Partnerships	A	A	Recent initiatives such as the provision of a health centre at the Council's town centre offices as well as joint procurement initiatives in internal audit and market testing of property maintenance, are being identified. However, it is recognised that more opportunities exist and are being actively explored.
CIP04.2.1 Through S&FP Improve the Management of and Develop More Partnerships	A	A	Management of partnerships has been significantly strengthened and progress was reported to Executive on 16 March 2009. Developing partnerships is an area where partnership opportunities are actively being explored, see 4.1.2 for more detail.
CIP04.3.1 Explore Shared Service Delivery for Internal Audit	G	G	External provider successfully secured with improved service and savings of £170,000 a year achieved.
CIP04.3.2 Explore Shared Service Delivery for Revenue and Benefits	G	G	Arrangements for outsourcing the Revenues and Benefits service agreed with improved services and savings of around £400,000 anticipated. Contract to be developed through 2009/10 with a view to start from 2010/11.
CIP04.3.3 Consider Shared Service Options Through S&FP and VfM Reviews	A	A	Some progress made in considering and identifying possible options in 2008/09. This will be a top priority area in 2009/10.
Recognise the Diverse Needs of the Community			
CIP05.1.1 Research the Local Population and Population Trends	G	G	The Living in Cherwell demographic analysis completed. This will be updated early in 2009/10 to inform the 2010/11 S&FP process.
CIP05.1.2 Establish a Central Resource for Accessing Population Information	G	G	Management Information Strategy agreed by Executive in March 2009. This includes proposals for managing the collection and accessing of population information.
CIP05.1.3 Have Regular Population Data Updates	G	G	Using Acorn population profiles and data and these being used on and accessible through the Council's GIS.

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CIP05.1.4 Use 3 Year EIA Action Plans to Inform 2009/10 Service Plans	A	G	EIAs have been carried out and no inequity identified. However the 09/10 service plan recognises the need to improve customer engagement to understand their needs.
CIP05.2.1 Increase and Improve Our Customer Access Points	G	G	Three LinkPoint kiosks have been installed at Cropredy Bridge Stores, Sibford Gower and Deddington Library. Former cash offices at Bicester and Kidlington have been transformed to one stop shops (LinkPoints) offering the full range of services available through the customer service team and open five days a week (increase from 3 days at Kidlington and 4 days at Bicester), and in Banbury the cash office at Bridge Street has been transformed to a one stop shop (LinkPoint) co-located with the Tourism Information Centre in Castle Quay. All customer access - phone and face to face - now available 8.45 - 5pm five days a week; we previously closed to the public at 4.20 on Fridays.
CIP05.2.2 Develop New Service Standards for 10 Priority Services	A	G	Scrutiny Performance Working Group reviewed the roll out of this project and agreed to support managers in developing the standards. The SDCS&R is developing a plan of action.
CIP05.3.1 Increase Engagement with Traditionally Hard to Reach Groups	A	G	This year has seen a significant increase in the engagement with Hard to Reach Groups at the corporate level this has been through the consultation as part of the S&FP and latterly through the Knowing our Communities project. There have also been initiatives at the service level.
Ensure Decision Making is Based on High Quality Management and Demographic Information			
CIP06.1.1 Roll-out Performance Plus	G	G	PerformancePlus rolled out to all frameworks included in the Corporate Scorecard and accompanying frameworks for 2008/09. Programme for further rollout agreed for 2009/10.
CIP06.1.2 Introduce New Corporate Scorecard	G	G	New Corporate Scorecard introduced for 2008/09 and changes agreed for 2009/10.
CIP06.1.3 Introduce new National Indicators	G	G	Suite of National Indicators introduced and monitored through the performance management framework.
CIP06.2.1 Commission an annual Customer Satisfaction Survey	G	G	Completed to schedule and results analysed and disseminated through the organisation.
CIP06.2.2 Participate in the cross Oxon Place Survey	G	G	Place Survey completed and results disseminated throughout the organisation.
CIP06.2.3 Deliver the Knowing Our Communities project	G	G	On track - consultation underway

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CIP06.3.1 Continue Involvement in Current Benchmarking Initiatives	G	G	We have considerably extended our use of benchmarking information through the VfM programme and to inform S&FP. We completed the annual comparative assessment of costs through the Audit Commission's RO/RA analysis. We also participated in Daventry Benchmarking initiative and have signed up to a number of additional CIPFA benchmarking groups. Service managers have continued to use more local information to compare performance.
CIP06.3.2 Ensure Comparative Information from CIPFA and the Audit Commission is Fully Utilised	G	G	Comparative information from the Audit Commission used to inform the VfM Programme for the second half of 08/09 and used extensively to inform VfM Reviews.
CIP06.3.3 Use Comparative Information and Best Practice to Inform S&FP and Service Improvement	G	G	Increased use of comparative information evidenced through the S&FP process.
Deliver our service promises and new developments and be efficient in the way we do this			
CIP07.1.1 Monitor, Review and Report Performance through the PMF	G	G	Quarterly and monthly reporting proceeded to schedule with positive feedback from both Members and Officers and evidence the reports are used to drive service improvement. Also at Scrutiny now routinely considering performance issues and CMT Star Chamber reviewing potential issues at an early stage.
CIP07.2.1 Introduce a New Human Resources Strategy	G	G	
Recognise our Staff are our Greatest Asset			
CIP08.1.1 Involve Staff at all Levels in the S&FP Process and Continuous Service Improvement	G	G	Considerable evidence of an all-round increase in staff engagement throughout the year.
CIP08.2.1 Implement the Action Plan Arising from the Staff Survey	G	G	All HR lead actions undertaken by target date, (including introduction of new Flexi Policy; Staff Consultation Group; further development of Internal Review Team and programme) with the exception of tender for new occupational health service which has been shelved due to current financial climate.
CIP08.2.2 Continue the Staff Cascade	G	G	Cascade delivered to schedule throughout the year with very positive response from staff.
CIP08.2.3 Continue CEX Staff Briefings	G	G	Delivered throughout the year with good attendance.
CIP08.2.4 Double the Size of Inside Cherwell	G	G	The number of pages for Inside Cherwell has been doubled to 8 pages.
CIP08.3.1 Deliver a Development Programme to Managers Who Report to EMT	G	G	A Leading for Excellence programme has been delivered (through CYGNET) to all SMT level managers. This consisted of 6 modules delivered between July 08 & January 09. At the conclusion an evaluation was conducted. The analysis of this provided evidenced that the programme was a success for a significant majority of the delegates. A 'next steps' programme is being developed to build on this.

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CIP08.3.2 Align Resources with Learning Priorities	G	G	A Corporate Training programme has been developed and implemented to reflect the 8 areas prioritised through the Learning & Development Strategy. Additionally all funded Learning & Development is accessed through an application process which requires direct links to be made to council or department priorities before authorisation. This is monitored against a centralised budget
Number Green and Amber	43	43	
Percentage	97.73%	97.73%	
Overall Corporate Improvement Plan Status	Amber	Amber	