

Corporate Improvement Plan 2009/2010 April - June 2009			
		Quarter One	Comment
Be Recognised as an Excellent Authority			
CIP01.1.3 Respond to the Place Survey findings.		G	Place survey completed and report to Executive in August. Results for managers workshops in September
CIP01.1.4 Achieve improvement in satisfaction with the performance of Council		A	Survey commissioned and on track. Results due in September. There is a possible risk that satisfaction will decline due to a number of issues (e.g. economic factors). The results of the place survey nationally suggest a possible decline in public satisfaction across the board.
CIP01.1.5 Achieve improvement in satisfaction with the performance of individual services		A	Survey commissioned and on track. Results due in September. There is a possible risk that satisfaction will decline due to a number of issues (e.g. economic factors). The results of the place survey nationally suggest a possible decline in public satisfaction across the board.
CIP01.2.3 Achieve a 'Performs Excellently' rating under CAA			Inspection took place Tuesday 7 July 2009. Initial feedback currently scheduled for early September.
CIP01.2.4 Retain an overall score of 3 in the Use of Resources assessment		G	Secured subject to national moderation.
CIP01.2.5 Secure a score of 4 for at least one of the 3 lines of enquiry		G	Targeted for financial reporting subject to current audit of accounts and annual report.
CIP01.2.6 Develop strategic approach to procurement by linking with current and future partners		G	All tenders are discussed at MKOB, Regional Partnerships and other forums to ensure we partner where appropriate.
CIP01.2.7 Monitor and review Member T&D plans to ensure individual actions achieved		A	Initial work has taken place to monitor and review member training and development plans and in light of this a new member development strategy has been drafted. However there has been a delay in implementation of the strategy due to change in portfolio holder. It is intended that the strategy will be agreed in July, following which the member training and development programme will be reviewed and updated in light of member training and development plans. Additionally it is intended to take a quarterly report to the Executive to update them on member training and development achievements and attendances, and to adopt a RAG system as an ongoing monitor of performance with regard to member training and development.
Deliver Value for Money			
CIP02.1.2 Deliver the first year actions in the Management Information Strategy		G	The majority of actions are progressing to the action plan timetable.

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CIP02.2.2 Deliver the 2009/10 VFM Programme		G	Individual reviews of Legal and Insurance are in progress to schedule. Review of Human Resources is about to commence and is scheduled for completion at the end of August.
A Culture of Continuous Improvement and Innovation Across the Council			
CIP03.1.4 Achieve performance targets for each National Indicator		G	Local targets set for the majority of National Indicators. These will be reviewed when national comparative information is made available by the Audit Commission.
CIP03.1.5 Deliver the LAA targets		A	Q1 District priority LAA indicators reported in corporate scorecard for Cherwell. Work commencing late July 2009 on process to regularly report all District priority LAA indicators to District Chief Executives. First report for mid year 2009.
CIP03.1.6 Achieve a further 10% overall improvement in the performance of National Indicators			Meaningful comparisons are not currently possible. This will be conducted for the second quarter report.
CIP03.1.7 Achieve a further 10% overall improvement in the performance of retained BVPIs			Meaningful comparisons are not currently possible. This will be conducted for the second quarter report.
CIP03.1.8 Work with partners to improve the public's perceptions of crime and anti-social behaviour		G	CMT Success Community TV project initiated which will provide 14 screens in agreed locations, providing public information messaging.
CIP03.2.3 Continue to identify and implement best practice as part of VFM reviews		G	Extensive research of best practice was integral to the Vfm reviews of Legal and Insurance and will be for the review of Human Resources which is about to start.
CIP03.2.4 Continue to identify and implement best practice as part of continuous service improvement			Main evidence for this is expected to be provided through the S&FP process although other examples will be reported from time to time.
CIP03.3.3 External recognition of our achievements and innovation			Nothing to report this quarter.
Working in Partnership			
CIP04.1.3 Increase the number of significant partnerships rated 'Good' from 4 to 10			CMT on 8 July agreed the brief for the Improving Partnership Working project. This will focus on raising the Vfm delivered by the individual partnerships.
CIP04.1.4 Monitor the significant partnerships through PMF and report quarterly to Executive		G	Monitoring of the significant partnerships included in the first quarter PMF report.
CIP04.2.2 Improve partnership working and seek new opportunities through S&FP and best practice			Nothing to report this quarter. S&FP starts in quarter three.
CIP04.2.3 Introduce performance management & information sharing with Oxon significant partnerships		G	Performance reporting arrangements agreed for Public Service Board to manage partnerships. Review of governance arrangements completed by Chief Executives of CDC and WODC.

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CIP04.2.4 Introduce training for Members involved in partnerships through Member T&D Programme			This will be developed through the Improving Partnership Working project (see above).
CIP04.3.4 Complete shared service assessment for Revenues & Benefits		G	Procurement process underway.
CIP04.3.5 Complete shared service assessment for Property Services		G	Procurement process underway.
CIP04.3.6 Explore other options for shared service delivery		G	Options for shared service provision under active consideration.
Recognise the Diverse Needs of the Community			
CIP05.1.5 Complete research into needs of communities (including BME groups, deprivation, etc)		A	Project 3 weeks behind schedule. This is due to capacity within the team and the focus on the SCS over the last month. The arrival of the equalities officer in the next quarter will address issue.
CIP05.1.6 2009/10 Service Plans directly informed by Equality Impact Assessments 3 year action plan		G	Service planning guidance for 2010/11 amended to more directly reflect equalities issues.
CIP05.2.3 Complete roll out of service standards for all services		G	Template completed subject to comments from Scrutiny. On track for current year.
CIP05.3.2 Continue to develop role of Equalities & Access Advisory Panel		G	Last meeting held in April, next session will take place in the Autumn.
CIP05.3.3 Implement actions outlined in Consultation Strategy		G	On track. Corporate roll out of new consultation portal complete and first wave of training undertaken.
CIP05.3.4 Ensure that the corporate consultation programme engages harder to reach groups		G	Booster interviews for the annual satisfaction survey will take place in August. Quota approach to qualitative research to ensure any workshops reflect the population make up.
Ensure Decision Making is Based on High Quality Management and Demographic Information			
CIP06.1.4 Implement a Community Information Hub for community safety incidents		G	IT solution has been built to capture all data and the project is being rolled out across the Environment & Community Directorate
CIP06.1.5 Make performance information available on the Intranet		A	To be actioned in quarter 3.
CIP06.2.4 Work with our LAA partners to introduce an Oxfordshire Local Intelligence System		G	The Data Observatory is progressing this work. Resources have been allocated from the budget and the purchase of the Experian dataset is underway and can be used to inform policy development with information down to the household level.

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CIP06.2.5 Arrange to regularly update our demographic profile through Oxfordshire Data Observatory		G	Living in Cherwell 2009 editioned, commissioned and available in August.
CIP06.2.6 Develop and implement a strategic risk based approach to improving data quality		G	The Council is now rated as 3 (performs well) for its data quality arrangements. Internal audit has been commissioned to evaluate the council's current position and provide a risk-based action plan for further improvements. A programme of detailed testing of performance indicators will be carried out later in the year to further inform these improvements.
CIP06.3.4 Compare performance and research best practice as part of S&FP process		G	2010/11 guidance drafted, to reflect good practice.
Deliver our service promises and new developments and be efficient in the way we do this			
CIP07.1.2 Refresh the corporate scorecard to reflect new priorities including partnership working		G	Refresh completed and performance of partnerships included in first quarter report.
CIP07.1.3 Monitor performance against Service Plans using PerformancePlus		A	Under development and on schedule to commence reporting through PerformancePlus from second quarter.
CIP07.1.4 Achieve regular monitoring of performance at service and directorate level		G	Regular reporting from directorate level for monthly and quarterly reports to date.
CIP07.1.5 Combine reporting of performance management framework and risk management		G	Strategic risks reported through PMF from first quarter 2009/10. Full integration of risk management into PerformancePlus from 1 April 2010.
CIP07.1.6 Regular Scrutiny review of Executive performance reports		G	Performance Scrutiny is reviewing performance each quarter and has made recommendations to the Resources & Performance Scrutiny Board for areas for more detailed scrutiny. A detailed review of service standards is a result of this.
CIP07.2.2 Introduce an equal pay structure		A	Job Evaluation Project on track and expected to meet deadline for introduction of new pay structure on 1 April 2010.
CIP07.2.3 Introduce a Total Reward Approach to pay		A	Awaiting completion of Job Evaluation.
Recognise our Staff are our Greatest Asset			
CIP08.1.2 All services to engage staff in the 2010/11 S&FP Process		G	Service planning guidance reflects the requirement for staff engagement in service planning. Guidance circulated to managers with corporate timetable for planning that includes a window for staff engagement.
CIP08.2.2 Continue the Staff Cascade		G	Cascade issued every 2 weeks without fail.
CIP08.2.3 Continue CEX Staff Briefings		G	Briefings scheduled.

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CIP08.2.5 Ensure effective communication with staff around individual events as they occur		G	We have communicated on individual events and new policies including Sickness Policy, the Excellent Reception, Elections, Job Evaluation, Accommodation Review, Corporate Improvement Plan, Staff Awards, the Excellent Picnic area and staff energy saving.
CIP08.2.6 Work with managers to improve communication within individual services		G	The communications team now have designated service areas and are attending team meetings to develop individual communication plans.
CIP08.3.3 Continue to develop the programme to enhance staff skills to meet our objectives		G	Full training programme in progress which is open to all staff. Equalities training programme currently being co-ordinated. Comprehensive training programme designed specifically for Revenues and Benefits Staff.

Number Green and Amber
Percentage

43
100.00%

Status

Green