

Corporate Improvement Plan 2009/2010 April - September 2009			
	Quarter One	Quarter Two	Comment
Be Recognised as an Excellent Authority			
CIP01.1.3 Respond to the Place Survey findings.	G	G	Place survey results included in corporate and financial planning process this year. Additional focus given to some results at the managers conference and through the work on community cohesion.
CIP01.1.4 Achieve improvement in satisfaction with the performance of Council	A	A	Satisfaction as measured through our annual survey remains stable at 67% this year. The results of the place survey indicate good comparative satisfaction ratings.
CIP01.1.5 Achieve improvement in satisfaction with the performance of individual services	A	G	All services with the exception of Local Development show either stable performance or an improvement. Recycling has halted a downward trend and leisure shows good improvement.
CIP01.2.3 Achieve a 'Performs Excellently' rating under CAA			Outcome expected in October.
CIP01.2.4 Retain an overall score of 3 in the Use of Resources assessment	G	G	Overall score of 3 for Use of Resources achieved.
CIP01.2.5 Secure a score of 4 for at least one of the 3 lines of enquiry	G	A	Awaiting outcome of Managing Performance assessment.
CIP01.2.6 Develop strategic approach to procurement by linking with current and future partners	G	G	Further work continues and a further 2 opportunities for joint tendering / procurement with members of Oxfordshire.
CIP01.2.7 Monitor and review Member T&D plans to ensure individual actions achieved	A	A	A new member development strategy was unanimously agreed by the Executive in early September. Following agreement of the strategy an action plan has been developed to help achieve the objectives and the ambitions of the strategy. It is intended that the Executive will receive the first quarterly report on member training and development achievements and attendances, in January following discussion with the Chief Executive and Portfolio holder. The report will additionally contain a RAG system to help monitor performance against the member training and development strategy.
Deliver Value for Money			
CIP02.1.2 Deliver the first year actions in the Management Information Strategy	G	G	The majority of actions are progressing to the action plan timetable.
CIP02.2.2 Deliver the 2009/10 VFM Programme	G	G	Review of HR will be reported to the Executive in November and Legal Services in December.
A Culture of Continuous Improvement and Innovation Across the Council			
CIP03.1.4 Achieve performance targets for each National Indicator	G	A	Local targets set for the majority of National Indicators. These will be reviewed when national comparative information is made available by the Audit Commission. Position unlikely to be clear until the end of the year.

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CIP03.1.5 Deliver the LAA targets	A	A	Work progressing well joining up with other Districts on gaining information.
CIP03.1.6 Achieve a further 10% overall improvement in the performance of National Indicators			This will be reported at the end of the year.
CIP03.1.7 Achieve a further 10% overall improvement in the performance of retained BVPIs			This will be reported at the end of the year.
CIP03.1.8 Work with partners to improve the public's perceptions of crime and anti-social behaviour	G	G	CMT Success New TVPA opinion poll shows that 60% of residents agree that the police and council are dealing with these issues (62% force-wide average).
CIP03.2.3 Continue to identify and implement best practice as part of VFM reviews	G	G	Best practice researched into managing sickness as part of HR review.
CIP03.2.4 Continue to identify and implement best practice as part of continuous service improvement		G	Work continues through service and financial planning
CIP03.3.3 External recognition of our achievements and innovation		G	Awarded Internet Crystal Mark for website.
Working in Partnership			
CIP04.1.3 Increase the number of significant partnerships rated 'Good' from 4 to 10		A	Will be reviewed as part of the year end performance report.
CIP04.1.4 Monitor the significant partnerships through PMF and report quarterly to Executive	G	G	Included in the half year performance report to Executive.
CIP04.2.2 Improve partnership working and seek new opportunities through S&FP and best practice		G	Partnership scrutiny review and VFM work on track. LSP reviewed governance agreed.
CIP04.2.3 Introduce performance management & information sharing with Oxon significant partnerships	G	A	Work is still ongoing for some partnerships.
CIP04.2.4 Introduce training for Members involved in partnerships through Member T&D Programme		A	Proposals for member training are being developed through the improving partnership working project.
CIP04.3.4 Complete shared service assessment for Revenues & Benefits	G	G	Contract awarded subject to negotiations. Work commencing on transition plan.
CIP04.3.5 Complete shared service assessment for Property Services	G	G	Procurement process continues.
CIP04.3.6 Explore other options for shared service delivery	G	G	Options will be considered for Human Resources and Legal Services as part of the current VFM reviews. The Council is also keeping under review other options that could be pursued.

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Recognise the Diverse Needs of the Community			
CIP05.1.5 Complete research into needs of communities (including BME groups, deprivation, etc)	A	G	Research completed in two phases. Equality mapping and qualitative interviews to explore results. Actions will inform new corporate equalities action plan and community cohesion work.
CIP05.1.6 2009/10 Service Plans directly informed by Equality Impact Assessments 3 year action plan	G	G	Work completed for current year. New EIA process designed and programme in place for next three years.
CIP05.2.3 Complete roll out of service standards for all services	G	G	Template design with Communications Team for finalising and issue to EMT.
CIP05.3.2 Continue to develop role of Equalities & Access Advisory Panel	G	A	Next group planned for November. Slightly later than planned. However, we will have a new EIAs for consultation at this meeting.
CIP05.3.3 Implement actions outlined in Consultation Strategy	G	G	On track.
CIP05.3.4 Ensure that the corporate consultation programme engages harder to reach groups	G	G	Booster samples and quota recruitment has supported this. Next phase will be the formal consultation on the budget and corporate plan.
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	G	Community intelligence hub has now been built, and is due to go live in October. Training sessions being arranged with E&C service teams.
CIP06.1.5 Make performance information available on the Intranet	A	A	CMT reviewing monthly data. Quarterly reports will be put on both the intranet and internet from Q3.
CIP06.2.4 Work with our LAA partners to introduce an Oxfordshire Local Intelligence System	G	G	Data Observatory has agreed the business case. Work underway.
CIP06.2.5 Arrange to regularly update our demographic profile through Oxfordshire Data Observatory	G	G	Living in Cherwell 2009 completed.
CIP06.2.6 Develop and implement a strategic risk based approach to improving data quality	G	G	CMT Success Improvements in the council's data quality have been recognised by the Audit Commission in its 2008/9 Use of Resources score, which has improved from a 2 to 3.
CIP06.3.4 Compare performance and research best practice as part of S&FP process	G	G	Ongoing as part of the service and financial planning process.
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	G	Project completed. Annual review of corporate scorecard will continue.

**Corporate Improvement Plan 2009/2010
April - September 2009**

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CIP07.1.3 Monitor performance against Service Plans using PerformancePlus	A	A	Majority of service plans built and being monitored.
CIP07.1.4 Achieve regular monitoring of performance at service and directorate level	G	G	Being achieved.
CIP07.1.5 Combine reporting of performance management framework and risk management	G	G	Project plan agreed and on schedule for delivery.
CIP07.1.6 Regular Scrutiny review of Executive performance reports	G	G	First quarter performance report considered by Performance Scrutiny Working Group in September.
CIP07.2.2 Introduce an equal pay structure	A	A	Awaiting completion of pay negotiations during November 2009 and National Unison sign off. Implementation date set for 1 April 2010.
CIP07.2.3 Introduce a Total Reward Approach to pay	A	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	G	Ongoing as part of S&F planning process. To date have had good feedback from Heads of Service on the approaches taken.
CIP08.2.2 Continue the Staff Cascade	G	G	Cascade is delivered every other Thursday.
CIP08.2.3 Continue CEX Staff Briefings	G	G	Chief Executive briefings well attended and with positive feedback from staff.
CIP08.2.5 Ensure effective communication with staff around individual events as they occur	G	G	We mailed all staff regarding pensions information, an update on job evaluation and regarding the changes to revenues and benefits. Inside Cherwell was delivered to all staff with information on smoking glitter campaign and food waste.
CIP08.2.6 Work with managers to improve communication within individual services	G	G	The managers' conference in September asked EMT and SMT members for ideas on how to improve cross council communication.
CIP08.3.3 Continue to develop the programme to enhance staff skills to meet our objectives	G	G	Schedule for November/December now published with courses to meet identified needs which will develop skills to improve performance.

Number Green and Amber
Percentage

48
100.00%

Status

Green

Green	35
Amber	13
Red	0
No Data	0

Corporate Improvement Plan 2009/2010
April - September 2009

	Quarter One	Quarter Two	Comment
Total	48		
Total expected	51		
Missing Data	3		