

Corporate Improvement Plan 2009/2010 April 2009 - March 2010			
	Quarter Three	Quarter Four	Comment
<b>Be Recognised as an Excellent Authority</b>			
CIP01.1.3 Respond to the Place Survey findings.	G	G	Place Survey results included within corporate and financial planning processes.
CIP01.1.4 Achieve improvement in satisfaction with the performance of Council	R	R	<b>CMT Exception</b> Performance in terms of customer satisfaction has remained stable rather than improved as measured by the 2009 survey. The 2010 survey has been commissioned.
CIP01.1.5 Achieve improvement in satisfaction with the performance of individual services	G	G	<b>CMT Success</b> Good progress in the satisfaction ratings of individual services as measured through the 2009 survey. 2010 survey commissioned.
CIP01.2.3 Achieve a 'Performs Excellently' rating under CAA	A	A	Achieved an overall score of 3 out of 4 with many positive comments about overall performance.
CIP01.2.4 Retain an overall score of 3 in the Use of Resources assessment	G	G	The Council is expected to retain an overall 3 in UOR and is hoping to achieve a 4 on KLOE 1.
CIP01.2.5 Secure a score of 4 for at least one of the 3 lines of enquiry	A	A	Awaiting the outcome of the 2009/10 Use of Resources Inspection.
CIP01.2.6 Develop strategic approach to procurement by linking with current and future partners	G	G	Liaising with other members of the Oxfordshire Procurement Hub over the property services tenders.
CIP01.2.7 Monitor and review Member T&D plans to ensure individual actions achieved	A	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 and was agreed by the Executive. Officers responsible for member training are meeting monthly with the portfolio holder and in addition group leaders and secretaries are being provided with a list of members who have booked but not attended training. Following this, the member training and development programme will be reviewed and updated in light of member training and development plans. The first quality monitoring report was received by the Executive in February and the Council has now signed up to and is implementing work on achieving Charter accreditation.
<b>Deliver Value for Money</b>			
CIP02.1.2 Deliver the first year actions in the Management Information Strategy	G	G	The majority of actions for year one of the strategy have either been achieved or are on target. This was reported to CMT on 2 December 09.
CIP02.2.2 Deliver the 2009/10 VFM Programme	G	G	Programme completed.

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<b>A Culture of Continuous Improvement and Innovation Across the Council</b>			
CIP03.1.4 Achieve performance targets for each National Indicator	A	A	Targets were met or exceeded for many of the National Indicators. Of those reporting this time 26 were green (81%), 2 amber and 4 red. Details of those not met can be found elsewhere in this report.
CIP03.1.5 Deliver the LAA targets	A	A	Data is available for 12 of 16 indicators. The 4 indicators missing are not expected to report this time. Of the 12 reporting 10 are Green and 2 Red. The red indicators relate to adult participation in sport and positive activities for children. Both are measured by external surveys and reflect countywide trends. Monthly reports are submitted to District Chief Executives.
CIP03.1.6 Achieve a further 10% overall improvement in the performance of National Indicators	A	A	Targets were met or exceeded for many of the National Indicators. Further details can be found throughout this report.
CIP03.1.7 Achieve a further 10% overall improvement in the performance of retained BVPIs	A	A	Targets were met or exceeded for many of the retained BVPIs. Further details can be found throughout this report.
CIP03.1.8 Work with partners to improve the public's perceptions of crime and anti-social behaviour	G	G	12 month PR strategy developed with Heart FM. Community TV launched.
CIP03.2.3 Continue to identify and implement best practice as part of VFM reviews	G	G	All reviews completed.
CIP03.2.4 Continue to identify and implement best practice as part of continuous service improvement	G	G	Annual corporate, financial and service planning facilitates this process. New corporate improvement plan and VFM programme agreed for 2010/11 and this will utilise best practice and benchmarking.
CIP03.3.3 External recognition of our achievements and innovation	G	G	Number of achievements including recognition from the federation of small businesses, and for the accessibility of the Council's website and budget consultation exercise.
<b>Working in Partnership</b>			
CIP04.1.3 Increase the number of significant partnerships rated 'Good' from 4 to 10	A	A	This year we have improved our performance management arrangements of all significant partnerships with quarterly updates to Executive. Cherwell District Council jointly led a full refresh of the Oxfordshire wide significant partnerships. In 2010/11 the next phase will be to review district wide partnerships.
CIP04.1.4 Monitor the significant partnerships through PMF and report quarterly to Executive	G	G	Ongoing and 2010/11 corporate PMF score card includes partnerships.
CIP04.2.2 Improve partnership working and seek new opportunities through S&FP and best practice	G	G	Completed as part of service and financial planning process.
CIP04.2.3 Introduce performance management & information sharing with Oxon significant partnerships	A	A	Data sharing protocol has been agreed. Work is still ongoing to embed.
CIP04.2.4 Introduce training for Members involved in partnerships through Member T&D Programme	A	G	Complete.
CIP04.3.4 Complete shared service assessment for Revenues & Benefits	G	G	This is completed and the contract went live on February 1st 2010.

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CIP04.3.5 Complete shared service assessment for Property Services	G	G	Have joined Oxford City Council's Electrical Supplies contract. Scheduled to advertise two more tenders in April and beginning of May.
CIP04.3.6 Explore other options for shared service delivery	G	G	Opportunities for shared services are currently being assessed for a number of services.
<b>Recognise the Diverse Needs of the Community</b>			
CIP05.1.5 Complete research into needs of communities (including BME groups, deprivation, etc)	G	G	Completed as part of equalities mapping.
CIP05.1.6 2009/10 Service Plans directly informed by Equality Impact Assessments 3 year action plan	G	G	completed as part of service and financial planning round.
CIP05.2.3 Complete roll out of service standards for all services	A	G	Background work all complete and Comms Team will be taking this to the first EMT in the new year. Meanwhile, a new voicemail policy has been pulled together which, if agreed in principle by the Executive on April 12, will need to be included.
CIP05.3.2 Continue to develop role of Equalities & Access Advisory Panel	G	G	Last meeting held in March 2010. Focus on deprivation and the LDF.
CIP05.3.3 Implement actions outlined in Consultation Strategy	G	G	<b>CMT Success</b> 2009/10 actions completed. Refresh for 2010/11 underway. 2009 Budget consultation recognised as good practice by LARIA. CDC invited to speak at the LARIA Annual Conference.
CIP05.3.4 Ensure that the corporate consultation programme engages harder to reach groups	G	G	Booster samples, population weighting, targeted recruitment: techniques used to enhance response from harder to reach groups.
<b>Ensure Decision Making is Based on High Quality Management and Demographic Information</b>			
CIP06.1.4 Implement a Community Information Hub for community safety incidents	G	G	Community intelligence hub has now been built.
CIP06.1.5 Make performance information available on the Intranet	G	A	Performance info pages will be updated for new intranet.
CIP06.2.4 Work with our LAA partners to introduce an Oxfordshire Local Intelligence System	G	G	On track for county wide launch in summer 2010.
CIP06.2.5 Arrange to regularly update our demographic profile through Oxfordshire Data Observatory	G	G	Living in Cherwell annually updated. Equalities profile also undertaken in 2009/10. In addition focused profiling work has been undertaken, e.g. Banbury Deprivation profile.
CIP06.2.6 Develop and implement a strategic risk based approach to improving data quality	G	G	Improvement Plan in place and health checks commissioned.
CIP06.3.4 Compare performance and research best practice as part of S&FP process	G	G	On going as part of service and financial planning.

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<b>Deliver our service promises and new developments and be efficient in the way we do this</b>			
CIP07.1.2 Refresh the corporate scorecard to reflect new priorities including partnership working	G	G	Undertaken for 2009/10. 2010/11 score card includes partnerships.
CIP07.1.3 Monitor performance against Service Plans using PerformancePlus	A	A	Most services on P+ in 2009/10. Outstanding services will be supported in early 2010/11 to get plans inputted.
CIP07.1.4 Achieve regular monitoring of performance at service and directorate level	G	G	Ongoing, new arrangements in place to undertaken monitoring in corporate centre.
CIP07.1.5 Combine reporting of performance management framework and risk management	G	G	The Council's performance on managing its strategic risks are included in the quarterly performance report to the Executive. Project to transfer reporting of all risks through Performance Plus from 01/04/10 is on schedule.
CIP07.1.6 Regular Scrutiny review of Executive performance reports	G	G	Ongoing.
CIP07.2.2 Introduce an equal pay structure	A	G	<b>CMT Success</b> Following National Unison sign off, successful conclusion to project.
CIP07.2.3 Introduce a Total Reward Approach to pay	A	G	<b>CMT Success</b> Pay structure agreed and successfully implemented from 01-Apr-10 although EU Car allowances, Stand By Allowance and career progression criteria yet to be agreed. Long term effects yet to be seen but may result in higher turnover and staff demotivation. However in the longer term benefits package would be seen as attractive to new recruits.
<b>Recognise our Staff are our Greatest Asset</b>			
CIP08.1.2 All services to engage staff in the 2010/11 S&FP Process	G	G	Completed for 2010/11 planning round.
CIP08.2.2 Continue the Staff Cascade	G	G	Cascade continues to be delivered every fortnight.
CIP08.2.3 Continue CEX Staff Briefings	G	G	Briefings continued through the year.
CIP08.2.5 Ensure effective communication with staff around individual events as they occur	G	G	Ongoing.
CIP08.2.6 Work with managers to improve communication within individual services	G	G	Ongoing.
CIP08.3.3 Continue to develop the programme to enhance staff skills to meet our objectives	G	G	Corporate Schedule for April - July has now been developed and will be published shortly and includes Management Development programme.

Number Green and Amber  
Percentage

50  
98.04%

**Status**

**Amber**