

CDC Corporate Improvement Plan 2011/12

APPENDIX 5c
Update March 2011

Area of Attention	Theme/Priority	Focus and key activities	Priority Rating	Lead Officers	Start	Finish
SNC and shared services	Exploiting the potential for sharing services	<p>Focus:</p> <ul style="list-style-type: none"> Brief (and priority) to be determined by Joint Arrangements Steering Group <p>Activity:</p> <ul style="list-style-type: none"> Identify priority areas for assimilation based on the needs of the management team Form joint council working teams and assess feasibility/practicalities Develop individual action plans for implementation across teams 	High	<p>Service: Various</p> <p>Impr: Alison Davies</p> <p>Finance: Karen Muir</p>	Await brief	Await brief
Medium Term Financial Strategy	2 year settlement	<p>Focus:</p> <ul style="list-style-type: none"> Respond to the implications of the 2 year settlement, local government finance reform and benefits reform; <p>Activity:</p> <ul style="list-style-type: none"> Analyse the implications' of the settlement Update the MTFs forecast in line with settlement and budget 11/12 Prepare action plan to address forecast deficit taking into consideration the various CIP projects underpinning the MTFs Refresh MTFs strategy in line with funding reductions and corporate strategy Engage in consultation into the Local Government Finance Reform 	High	<p>Service: Karen Curtin</p> <p>Impr: Neil Lawrence</p> <p>Finance: Karen Muir</p>	Jan 2011	July 2011
Medium Term Financial Strategy	VFM programme	<p>Focus:</p> <ul style="list-style-type: none"> Carry out VFM Reviews to contribute to the Public Promise of £1m in 2012/13 <p>Activity:</p> <ul style="list-style-type: none"> Complete reviews of two outstanding services (Tourism and Economic Development) Undertake reviews of Public Protection and Vehicle Maintenance 	High	<p>Service: Various</p> <p>Impr: Neil Lawrence Alison Davies</p> <p>Finance: Eric Meadows</p>	Feb 2011	May 2011
Medium Term Financial Strategy	New Homes Bonus use/ Budget Strategy	<p>Focus:</p> <ul style="list-style-type: none"> New Homes Bonus use / budget strategy (in particular the relationship to mainstream revenue spend support versus infrastructure use) Linkage with SNC re common framework opportunities <p>Activity:</p> <ul style="list-style-type: none"> Assess impact of NHB proposals (financial and logistical) Determine change in policy/practice required to maximise benefits to the council Recommend interim fee policy for 11/12 	High	<p>Service: Phil Clarke</p> <p>Impr: Alison Davies</p> <p>Finance: Joanne Kaye</p>	April 2011	Dec 2011
Legislation changes in housing and response	Practical support for implementing change/improvement	<p>Focus:</p> <ul style="list-style-type: none"> Implement the action plan agreed by Executive (10 Jan 2011) <p>Activity:</p> <ul style="list-style-type: none"> As set out in the Action Plan Linkage to the Brighter Futures activity to trial supporting residents affected by the benefit reductions from April 2011 	High	<p>Service: Gill Greaves</p> <p>Impr: Alison Davies</p> <p>Finance: Joanne Kaye</p> <p>Legal: Nigel Bell</p>	As per Action Plan	As per Action Plan

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Medium Term Financial Strategy	DC fee / charge setting and VFM	<p>Focus:</p> <ul style="list-style-type: none"> Develop and introduce a charging policy for development control in line with new flexibilities Consider the linkage with SNC for a shared framework <p>Activity:</p> <ul style="list-style-type: none"> Assess scope and impact of flexibilities proposed Develop a fee model to inform charging policy Consult on and communicate changes Gain Executive approval (inc. commitment to review annually) 	High	<p>Service: Bob Duxbury Impr: Alison Davies Finance: Joanne Kaye</p>	Jan 2011	June 2011
Medium Term Financial Strategy	Banbury Museum Trust Status	<p>Focus:</p> <ul style="list-style-type: none"> Enact Executive's (in principle) decision to move to Trust status for the Museum <p>Activity:</p> <ul style="list-style-type: none"> Detailed report on next steps and proposals to Executive, including scope and implementation plan, for final decision Identify potential trustees and decide on necessary structure/staffing arrangements, IT/telephony, financial plan, tenancy agreement and legal agreements Implement the agreed Plan 	High	<p>Service: Paul Marston-Weston Impr: Neil Lawrence Finance: Denise Westlake Legal: Richard Hawtin</p>	Jan 2011	April 2013
Customer Service Improvement Programme	Practical support for implementing change/improvement	<p>Focus:</p> <ul style="list-style-type: none"> Achieve the following outcomes; lower cost of service, maintain/improve customer satisfaction, control access to the service, focus on online service delivery and routinely apply customer insight to service design <p>Activity:</p> <ul style="list-style-type: none"> Implement a range of interrelated projects to achieve outcomes; payment kiosks, Tell Us Once initiative, Right First Time service reviews, appointments system for benefits, online booking system, enhancements to Lagan, introduce customer intelligence reporting and regular meetings with services, introduce a new phone number suite and SMS capability Use advertising/communications campaign to encourage migration to lower cost services and improve customer information, workload management to control access, improve online services to encourage greater use and increase telephone capacity to improve response rates Ongoing improvements/actions arising from Right First Time reviews, regular customer intelligence meetings with services and delivering existing Customer Service Improvement Plan 	High	<p>Service: Pat Simpson (+ other services) Impr: Neil Lawrence Finance: Denise Westlake</p>	Feb 2011	March 2013

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Implementing Localism in Cherwell	Dealing with the impact of the Localism Bill	<p>Focus:</p> <ul style="list-style-type: none"> Develop a council-wide strategy to embrace the opportunities offered by the Bill, particularly the General Power of Competence (GPC), and including the devolution of current powers/activities to neighbourhoods <p>Activity:</p> <ul style="list-style-type: none"> Gain an early understand the scope and implications of the Bill Consult local councils and community groups on functions they wish to see devolved, and the support needed to take them on Consult Managers on areas that the GPC could enable them to undertake Develop a strategy for Executive consideration 	High	<p>Service: Various</p> <p>Impr: Neil Lawrence</p> <p>Finance: Sarah Best</p>	Nov 2011	March 2012
Deprivation / Brighter Futures in Banbury (local co-ordination)	Practical support for implementing change/improvement	<p>Focus:</p> <ul style="list-style-type: none"> Implementation and coordination of local activity to meet the objectives of the programme CDC is Banbury programme lead and programme management CDC has responsibility for delivery of 2 Themes and associated workstreams (Employment & Financial Support Theme and Housing and the Environment Theme) <p>Activity:</p> <ul style="list-style-type: none"> Multi-agency Theme Partnerships meeting regularly Multi-agency Delivery Action Plans in place for 2011: Worklessness project, NEETs reduction programme, Benefit Reduction Support Trial, Job Clubs, Food Bank, Spring volunteering event, Housing New Build/Self-build project, Warm Homes, HMOs, overcrowding and homelessness initiatives, Govn Affordable Housing changes etc Consultation/Communication Programme under development with Members 	Medium	<p>Service: Gill Greaves/ Claire Taylor</p> <p>Impr: Alison Davies</p> <p>Finance: Leanne Lock</p>	Jan 2011	Apr 2012
Services to Young People	2010/2011 Improvement Team Work Programme	<p>Focus:</p> <ul style="list-style-type: none"> Identify the priority areas to support in the light of spending pressures and a reduction in provision by OCC Develop a future vision of the service that Cherwell provides and an associated strategy/policy and action plan to 2014 Develop the multi-agency/voluntary sector opportunities <p>Activity:</p> <ul style="list-style-type: none"> Review existing project brief and confirm scope/timetable Develop a "map" of providers of young peoples services Identify the priorities for Cherwell and the scope of the commitment in terms of staff resource and funding to 2014 Consider cross-boundary linkage with SNC 	Medium	<p>Service: Paul Marston-Weston</p> <p>Impr: Alison Davies</p> <p>Finance: Denise Westlake</p>	May 2011	Aug 2011
Community development improvement plan	Practical support for implementing change/improvement	<p>Focus:</p> <ul style="list-style-type: none"> Ensure community development activity is focused on the needs of Cherwell's communities <p>Activity:</p> <ul style="list-style-type: none"> Explore current provision of grants, links with housing services, seek to shift current policy in the light of external drivers of Localism and the Big Society 	Medium	<p>Service: Gillian Greaves/ Claire Taylor</p> <p>Impr: Neil Lawrence</p> <p>Finance: Karen Muir</p>	March 2011	Sept 2011

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Managing information	Practical support for implementing change/improvement	<p>Focus:</p> <ul style="list-style-type: none"> Identifying how CDC can best respond to increasing demands and expectations for easily available information, and control increasing costs of information provision <p>Activity:</p> <ul style="list-style-type: none"> Assess sources/impact/implications of demand and any new requirements arising from the Government's transparency agenda Assess council information needs to support policy and service planning initiatives Research best practice elsewhere Identify process improvements and IT requirements necessary Agree programme, costs and implementation plan 	Medium	<p>Service: Various Impr: Neil Lawrence Finance: Jessica Lacey</p>	May 2011	Sept 2011
Responding to the Changing Needs of an Ageing Population	2010/11 Improvement Team Work Programme	<p>Focus:</p> <ul style="list-style-type: none"> Identify long-term strategy to respond to increasing numbers of older people together with their changing needs Develop a future vision, strategy/policy and action plan to 2014 <p>Activity:</p> <ul style="list-style-type: none"> Develop project brief Consider linkages with SNC Develop a "map" of providers of older peoples services Identify the priorities for Cherwell and the scope of the commitment in terms of staff resource and funding to 2014 	Low	<p>Service: Gill Greaves Impr: Alison Davies Finance: Karen Muir</p>	Dec 2011	April 2012

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