

Corporate Improvement Plan 2008/2009 April - December 2008			
	Quarter Two	Quarter Three	Comment
<b>Be Recognised as an Excellent Authority</b>			
CIP01.1.1 Undertake customer Satisfaction Survey	G	G	
CIP01.1.2 Undertake Place Survey	A	G	Survey completed. Weighted data should be available in February/March 2009.
CIP01.2.1 Achieve Excellent CPA Rating	A	A	
CIP01.2.2 Achieve Score of 3 for VfM and Financial Reporting	A	G	<b>CMT Success</b> Latest Use of Resources assessment has improved the rating for Financial Reporting and Value for Money to 3 for each category.
<b>Deliver Value for Money</b>			
CIP02.1.1 Extend the Information Available on Comparable Costs and Service Performance	G	G	Analysis of comparative performance as measured by 07/08 outturn budgets used to determine the VfM programme for the remainder of 08/09. The outcome of the VfM Review of Fees and Charges, Street Cleansing and Corporate Property Management reported to the Executive. All these reviews made extensive use of comparative information on costs and service performance.
CIP02.2.1 Deliver April-September Programme	G	G	
<b>A Culture of Continuous Improvement and Innovation Across the Council</b>			
CIP03.1.1 Monitor the National Indicators	G	G	
CIP03.1.2 Monitor the 42 Best Value Performance Indicators	G	G	<b>CMT Success</b> The Audit Commission has published the national comparable performance 07/08 against BVPIs. This shows the council has continued to improve its performance against BVPIs and achieved a performance of 74% BVPIs in the top half of performance nationally against an anticipated performance of 75%.
CIP03.1.3 Meet Improvement Targets for the 28 Retained BVPI's	R	R	
CIP03.2.1 Service and Develop Unit Costs and Productivity Benchmarking	A	A	
CIP03.2.2 Research Best Practice to Improve Services	A	G	Best practice research fundamental to successful VfM reviews of Corporate Property Management, Street Cleansing and Fees and Charges. Increased evidence of awareness of best practice shown through the Service & Financial Planning process.
CIP03.3.1 Retain Investors in People Accreditation	G	G	
CIP03.3.2 Identify Further Opportunities for External Recognition	G	G	

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<b>Working in Partnership</b>			
CIP04.1.1 Deliver the Partnership Improvement Plans	A	A	Focussed actions to deliver the Plan have now begun and anticipate return to Green in January 2009.
CIP04.1.2 Through S&FP Identify Opportunities to Develop New or Existing Partnerships	A	A	
CIP04.2.1 Through S&FP Improve the Management of and Develop More Partnerships	A	A	
CIP04.3.1 Explore Shared Service Delivery for Internal Audit	G	G	Following a Vfm review a contracted out option was pursued in partnership with Oxford City Council leading to significant cash savings.
CIP04.3.2 Explore Shared Service Delivery for Revenue and Benefits	A	G	Consultants due to report on outcome of review in February 2009.
CIP04.3.3 Consider Shared Service Options Through S&FP and Vfm Reviews	A	A	Work underway to evaluate service options for Corporate Property Management. As reported elsewhere the outcome of the review of delivery of the Benefits Services to be reported to Executive in February 2009.
<b>Recognise the Diverse Needs of the Community</b>			
CIP05.1.1 Research the Local Population and Population Trends	G	G	
CIP05.1.2 Establish a Central Resource for Accessing Population Information	G	G	
CIP05.1.3 Have Regular Population Data Updates	G	G	
CIP05.1.4 Use 3 Year EIA Action Plans to Inform 2009/10 Service Plans	A	A	All services asked to consider implications of EIAs and many actions identified however further work required to both complete the programme of EIAs and translate the outcomes into service actions.
CIP05.2.1 Increase and Improve Our Customer Access Points	G	G	
CIP05.2.2 Develop New Service Standards for 10 Priority Services	A	A	
CIP05.3.1 Increase Engagement with Traditionally Hard to Reach Groups	A	A	

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<b>Ensure Decision Making is Based on High Quality Management and Demographic Information</b>			
CIP06.1.1 Roll-out Performance Plus	G	G	
CIP06.1.2 Introduce New Corporate Scorecard	G	G	
CIP06.1.3 Introduce new National Indicators	G	G	
CIP06.2.1 Commission an annual Customer Satisfaction Survey	G	G	
CIP06.2.2 Participate in the cross Oxon Place Survey	G	G	
CIP06.2.3 Deliver the Knowing Our Communities project	G	G	Survey of population and make up of ethnic minority communities commissioned. Report of findings to cross organisational working group in January 2009 and commissioning of second phase of work into community needs.
CIP06.3.1 Continue Involvement in Current Benchmarking Initiatives	G	G	
CIP06.3.2 Ensure Comparative Information from CIPFA and the Audit Commission is Fully Utilised	A	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	A	G	
<b>Deliver our service promises and new developments and be efficient in the way we do this</b>			
CIP07.1.1 Monitor, Review and Report Performance through the PMF	G	G	
CIP07.2.1 Introduce a New Human Resources Strategy	G	G	
<b>Recognise our Staff are our Greatest Asset</b>			
CIP08.1.1 Involve Staff at all Levels in the S&FP Process and Continuous Service Improvement	G	G	
CIP08.2.1 Implement the Action Plan Arising from the Staff Survey	G	G	
CIP08.2.2 Continue the Staff Cascade	G	G	
CIP08.2.3 Continue CEX Staff Briefings	G	G	
CIP08.2.4 Double the Size of Inside Cherwell	G	G	

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CIP08.3.1 Deliver a Development Programme to Managers Who Report to EMT	G	G	
CIP08.3.2 Align Resources with Learning Priorities	G	G	
Number Green and Amber	44	43	
Percentage	100.00%	97.73%	
<b>Overall Corporate Improvement Plan Status</b>	<b>Green</b>	<b>Amber</b>	