

Corporate Improvement Plan 2008/2009 April - September 2008			
	Last Quarter	Current Quarter	Comment
Be Recognised as an Excellent Authority			
CIP01.1.1 Undertake customer Satisfaction Survey	N/A	G	Results reported to 6 October Executive and fed into the S&FP Process.
CIP01.1.2 Undertake Place Survey	N/A	A	Joint arrangements agreed with Oxfordshire authorities.
CIP01.2.1 Achieve Excellent CPA Rating	N/A	A	
CIP01.2.2 Achieve Score of 3 for VfM and Financial Reporting	N/A	A	Awaiting outcome of inspection.
Deliver Value for Money			
CIP02.1.1 Extend the Information Available on Comparable Costs and Service Performance	A	G	
CIP02.2.1 Deliver April-September Programme	G	G	Programme on schedule and Executive 13 October to consider next phase of reviews for 2008/09.
A Culture of Continuous Improvement and Innovation Across the Council			
CIP03.1.1 Monitor the National Indicators	G	G	
CIP03.1.2 Monitor the 42 Best Value Performance Indicators	G	G	
CIP03.1.3 Meet Improvement Targets for the 30 Retained BVPI's	A	A	
CIP03.2.1 Service and Develop Unit Costs and Productivity Benchmarking	A	A	Ongoing support to managers through the S&FP Process. Area for further development as part of management information project.
CIP03.2.2 Research Best Practice to Improve Services	A	A	Ongoing support to managers as part of S&FP Process. Priority area for improvement under proposed management information project.
CIP03.3.1 Retain Investors in People Accreditation	G	G	
CIP03.3.2 Identify Further Opportunities for External Recognition	N/A	G	Housing awaiting the outcome of the submission to the 2008 Public Service Awards.
Working in Partnership			
CIP04.1.1 Deliver the Partnership Improvement Plans	G	A	Progress delayed due to competing priorities. Majority of tasks completed but some work outstanding from action plan. Position under review.
CIP04.1.2 Through S&FP Identify Opportunities to Develop New or Existing Partnerships	N/A	A	Issues being considered through 2009/10 S&FP Process.

Corporate Improvement Plan 2008/2009 April - September 2008			
	Last Quarter	Current Quarter	Comment
CIP04.2.1 Through S&FP Improve the Management of and Develop More Partnerships	N/A	A	Issues being considered through 2009/10 S&FP Process.
CIP04.3.1 Explore Shared Service Delivery for Internal Audit	A	G	
CIP04.3.2 Explore Shared Service Delivery for Revenue and Benefits	A	A	Options being considered by Members.
CIP04.3.3 Consider Shared Service Options Through S&FP and VfM Reviews	A	A	Consideration of options ongoing through both processes. Market testing to commence for delivery of property management.
Recognise the Diverse Needs of the Community			
CIP05.1.1 Research the Local Population and Population Trends	G	G	Living in Cherwell document up to date and available on the Intranet.
CIP05.1.2 Establish a Central Resource for Accessing Population Information	G	G	CMT to consider proposals as part of proposed management information project in late October.
CIP05.1.3 Have Regular Population Data Updates	A	G	
CIP05.1.4 Use 3 Year EIA Action Plans to Inform 2009/10 Service Plans	N/A	A	Issues being considered through the 2009/10 S&FP Process.
CIP05.2.1 Increase and Improve Our Customer Access Points	G	G	Work completed on Banbury, Bicester and Kidlington Town Centre Offices. Proposals agreed to roll-out PayPoint facilities in rural areas.
CIP05.2.2 Develop New Service Standards for 10 Priority Services	A	A	10 services agreed by CMT April 2008. CS&R developing a corporate framework and will roll-out to these services.
CIP05.3.1 Increase Engagement with Traditionally Hard to Reach Groups	A	A	First meeting of Access to Services Group held with Hard to Reach Groups. Next meeting planned for November 2008.
Ensure Decision Making is Based on High Quality Management and Demographic Information			
CIP06.1.1 Roll-out Performance Plus	G	G	All frameworks reported online from September 2008.
CIP06.1.2 Introduce New Corporate Scorecard	G	G	
CIP06.1.3 Introduce new National Indicators	G	G	Project to ensure data quality for all national indicators nearing completion.
CIP06.2.1 Commission an annual Customer Satisfaction Survey	G	G	
CIP06.2.2 Participate in the cross Oxon Place Survey	G	G	

Corporate Improvement Plan 2008/2009 April - September 2008			
	Last Quarter	Current Quarter	Comment
CIP06.2.3 Deliver the Knowing Our Communities project	A	G	First phase of project completed. Next phase to be considered by CMT late October.
CIP06.3.1 Continue Involvement in Current Benchmarking Initiatives	A	G	
CIP06.3.2 Ensure Comparative Information from CIPFA and the Audit Commission is Fully Utilised	A	A	Part of proposed management information project.
CIP06.3.3 Use Comparative Information and Best Practice to Inform S&FP and Service Improvement	A	A	Considered as part of S&FP Process for 2009/10.
Deliver our service promises and new developments and be efficient in the way we do this			
CIP07.1.1 Monitor, Review and Report Performance through the PMF	G	G	Half Year PMF Report completed and reported to CMT and Executive to schedule.
CIP07.2.1 Introduce a New Human Resources Strategy	G	G	
Recognise our Staff are our Greatest Asset			
CIP08.1.1 Involve Staff at all Levels in the S&FP Process and Continuous Service Improvement	G	G	Monitored through the Peer Challenge process and high level of staff involvement reported.
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	
CIP08.3.1 Deliver a Development Programme to Managers Who Report to EMT	G	G	
CIP08.3.2 Align Resources with Learning Priorities	A	G	Learning & Development Policy approved by Personnel & General Committee on 17 September.

Number Green and Amber
Percentage

44
100.00%

Overall Corporate Improvement Plan Status

Green