

Corporate Improvement Plan and Value For Money Programme 2011/2012

Quarter	Quarter 1 30/06/2011	Comment
Corporate Improvement Plan		
Exploiting the potential for sharing services	G	The new joint management structure arrangements have been consulted upon.
2 year finance settlement	G	Project Completed - budget strategy being developed.
VFM programme	G	Final 4 VFM Reviews completed and reported to Use of Resources on 20 June. Two reports to July Exec and two others postponed to September.
New Homes Bonus use/ Budget Strategy	G	Project team formed and project brief adopted by CMT in June. Preparations for a Member Board meeting are on schedule for the autumn.
Legislation changes in housing and response	G	National housing changes are being examined in detail. The Cherwell Housing and Economic Climate Action Plan is being implemented in partnership with a number of external organisations; in particular the evidence emerging has been utilised to inform guidance to RPs in producing their RP investment package submissions to the HCA. The action plan is on-track.
Development Control fee / charge setting and VFM	A	Waiting publication of Government Regulations; project on hold.
Banbury Museum Trust Status	G	Project progressing. Initial report on operating framework considered by CMT and Project Board in June. Full report to Executive postponed until September to allow for detailed financial implications to be assessed.
Customer Service Improvement Programme	A	Programme is progressing but delays in hosted payments project have impacted on kiosk implementation, which in turn has caused benefits appointments to be postponed. No progress made on SMS project. Work has commenced on Right First Time reviews with an initial focus on Parking and Benefits services. Online Payments project is progressing well. Phone system changes are nearing completion. A new website enhancement project has been included in the programme and is making early progress. Early performance monitoring shows a significant improvement in telephone performance, but contact volumes are not yet reducing.
Dealing with the impact of the Localism Bill	G	Not due to report yet.
Deprivation / Brighter Futures in Banbury (local co-ordination)	G	Brighter Futures in Banbury Annual Report presented to Executive on 23 May.
Services to Young People	A	Waiting to establish OCC Hub changes and links to CDC Community Development Strategy. Agreed to commence the project in earnest during summer months.

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Community development improvement plan	G	Strategy development on track. EMT workshop held to consider innovative ways to deliver community development. LSP likely to review draft strategy in September.
Managing information	A	Project start has been delayed. A project brief is currently under development. There may be merit in postponing this project and reviewing its scope after the joint management team is in place.
Responding to the Changing Needs of an Ageing Population	G	Allocation of first extra care housing in Cherwell. The social rented units at Orchard Fields Extra Housing in Banbury have now been allocated.