

Corporate Improvement Plan 2009/2010 April - December 2009			
	Quarter Two	Quarter Three	Comment
Be Recognised as an Excellent Authority			
CIP01.1.3 Respond to the Place Survey findings.	G	G	Issues addressed in service plans and in the corporate plan for 2010/11. Community Cohesion part of corporate improvement Plan to focus on improving performance.
CIP01.1.4 Achieve improvement in satisfaction with the performance of Council	A	R	Satisfaction measured annually. The results for 2009 show stable satisfaction (67%).
CIP01.1.5 Achieve improvement in satisfaction with the performance of individual services	G	G	Measured through the annual survey, good underlying improvement in most services.
CIP01.2.3 Achieve a 'Performs Excellently' rating under CAA		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 has achieved a score of 3 for each of the components inspected for Use of Resources. We are currently preparing for an update for 2009/10.
CIP01.2.5 Secure a score of 4 for at least one of the 3 lines of enquiry	A	A	Preparations for the 2009/10 Use of Resources update are underway.
CIP01.2.6 Develop strategic approach to procurement by linking with current and future partners	G	G	Working with other Oxfordshire local authorities on property and cleansing contracts.
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 agreed by 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. The member training and development programme will be reviewed and updated in light of member training and development plans. Additionally, it is the intention to take quarterly reports to Executive to update them on member training and development achievements and attendances, and to adopt a RAG system as an ongoing monitor of performance with regard to member training and development. The first report will be presented to Executive in February.
Deliver Value for Money			
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	Reviews progressing to plan and will be reported to the Executive as scheduled.

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A Culture of Continuous Improvement and Innovation Across the Council			
CIP03.1.4 Achieve performance targets for each National Indicator	A	A	Measured at year end.
CIP03.1.5 Deliver the LAA targets	A	A	Although we are predicting to be on track for the end of year, some indicators are currently off track. Work collating District information continues to go well with monthly reporting to the District Chief Executives.
CIP03.1.6 Achieve a further 10% overall improvement in the performance of National Indicators			This will be reported at the end of the year.
CIP03.1.7 Achieve a further 10% overall improvement in the performance of retained BVPIs			This will be reported at the end of the year.
g	G	G	Publicity campaign launched on Heart FM
CIP03.2.3 Continue to identify and implement best practice as part of VFM reviews	G	G	Research into best practice will be continued as part of the review of Finance which has commenced and Fear of Crime and ASB which will start in early 2010.
CIP03.2.4 Continue to identify and implement best practice as part of continuous service improvement	G	G	Best practice identified through Value for Money reviews and service planning.
CIP03.3.3 External recognition of our achievements and innovation	G	G	Nothing to add this month.
Working in Partnership			
CIP04.1.3 Increase the number of significant partnerships rated 'Good' from 4 to 10	A	A	Awaiting the outcome of the end of year audit.
CIP04.1.4 Monitor the significant partnerships through PMF and report quarterly to Executive	G	G	Underway, will be strengthen for 2010.11.
CIP04.2.2 Improve partnership working and seek new opportunities through S&FP and best practice	G	G	Ongoing, example of developing partnership is the deprivation working group.
CIP04.2.3 Introduce performance management & information sharing with Oxon significant partnerships	A	A	Work is still ongoing.
CIP04.2.4 Introduce training for Members involved in partnerships through Member T&D Programme	A	A	Issue to be discussed and developed with Democratic Services.
CIP04.3.4 Complete shared service assessment for Revenues & Benefits	G	G	This is completed and the contract will go live on February 1st 2010.
CIP04.3.5 Complete shared service assessment for Property Services	G	G	Liaising with other Oxfordshire local authorities over collaborative procurement opportunities. Have signed up to building materials contract let by Oxford City Council.
CIP04.3.6 Explore other options for shared service delivery	G	G	Opportunities for shared service delivery were identified as an outcome of the Vfm review of Legal Services.

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Recognise the Diverse Needs of the Community			
CIP05.1.5 Complete research into needs of communities (including BME groups, deprivation, etc)	G	G	Equalities profile completed, Equalities Panel ongoing, BME booster samples for satisfaction survey.
CIP05.1.6 2009/10 Service Plans directly informed by Equality Impact Assessments 3 year action plan	G	G	Achieved for current round of service plans. New three year programme of EIAs agreed.
CIP05.2.3 Complete roll out of service standards for all services	G	A	Template has yet to be presented to EMT by Comms as a result of changed meeting arrangements and agenda during December. It is, however, ready for completion by services.
CIP05.3.2 Continue to develop role of Equalities & Access Advisory Panel	A	G	Panel meets quarterly, in Q3 the membership of the panel expanded to include HALT.
CIP05.3.3 Implement actions outlined in Consultation Strategy	G	G	On track. Refresh for 2010.1 underway.
CIP05.3.4 Ensure that the corporate consultation programme engages harder to reach groups	G	G	Booster and quota samples used to ensure representation in 2009. Same approach will be adopted in 2010.
Ensure Decision Making is Based on High Quality Management and Demographic Information			
CIP06.1.4 Implement a Community Information Hub for community safety incidents	G	G	
CIP06.1.5 Make performance information available on the Intranet	A	G	Performance Information will be published on the intranet from Q4 (January) onwards.
CIP06.2.4 Work with our LAA partners to introduce an Oxfordshire Local Intelligence System	G	G	Project on track.
CIP06.2.5 Arrange to regularly update our demographic profile through Oxfordshire Data Observatory	G	G	Annual update ongoing.
CIP06.2.6 Develop and implement a strategic risk based approach to improving data quality	G	G	Improvements in the council's data quality have been recognised by the Audit Commission in its 2008/9 Use of Resources score, which has improved from a 2 to 3. Internal Audit inspections on our overall approach have been positive, and detailed testing of indicators was given a 'high assurance'. Actions arising from audits are progressing well and were considered by CMT on 25 Nov 09.
CIP06.3.4 Compare performance and research best practice as part of S&FP process	G	G	Ongoing.

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Deliver our service promises and new developments and be efficient in the way we do this			
CIP07.1.2 Refresh the corporate scorecard to reflect new priorities including partnership working	G	G	Completed for 2009. Refresh will be undertaken in February 2010 for the coming year.
CIP07.1.3 Monitor performance against Service Plans using PerformancePlus	A	A	Most service plans on P+. Work for current year is completed, EMT changes will be reflected in 2010.11.
CIP07.1.4 Achieve regular monitoring of performance at service and directorate level	G	G	Monthly monitoring at DMT level, Strategic Directors reports included in CMT briefings.
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. Scrutiny receive quarterly performance reports at their meetings and the portfolio holder also attends as requested.
CIP07.2.2 Introduce an equal pay structure	A	A	CMT Exception Project still on track. Scores to be released 2 February which could result in demotivation and potentially increase in staff turnover in the short term. However in the longer term total benefits package would be seen as attractive to new recruits. National Unison signoff anticipated February.
CIP07.2.3 Introduce a Total Reward Approach to pay	A	A	CMT Exception Project still on track. Scores to be released 2 February which could result in demotivation and potentially increase in staff turnover in the short term. However in the longer term total benefits package would be seen as attractive to new recruits. National Unison signoff anticipated February.
Recognise our Staff are our Greatest Asset			
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	Next round of Chief Executive's Briefings arranged for January 2010.
CIP08.2.5 Ensure effective communication with staff around individual events as they occur	G	G	December's Inside Cherwell contained features on job evaluation and IT.
CIP08.2.6 Work with managers to improve communication within individual services	G	G	
CIP08.3.3 Continue to develop the programme to enhance staff skills to meet our objectives	G	G	Jan to March schedule being delivered

Number Green and Amber
Percentage

48
97.96%

Status

Amber