

Comprehensive Performance Assessment (CPA) Corporate High Level Improvement Plan – First Quarter 2006-7

	RESPONSIBLE OFFICER	ACTION FOR IMPROVEMENT	MILESTONES	TIME-SCALE	PROGRESS AS AT 30 June 2006
1.1	JP / TAS	Clarify aims and objectives for council	Examine Corporate Aims and identify medium term objectives and targets	Nov 06	Event with members planned for October. Improved description and presentation of Corporate Priorities in BVPP and Corporate Governance Report
1.2			Involve wider membership in identifying objectives and targets	Nov 06	Event with members planned for October. Improved description and presentation of Corporate Priorities in BVPP and Corporate Governance Report
1.3			Involve staff in identifying targets and actions to achieve.	Nov 06 – Jan 07	Planned to follow Member event
1.4			Update Corporate Plan linked to objectives	July 06	In progress.
1.5			Link objectives into the Integrated Service and Financial Planning process	Dec - Feb 06	
1.6			Ensure that core strategic documents describe aims and objectives in consistent manner	Feb 07	
1.7			Examine role of partners in delivering aims and objectives and implement mechanism to monitor contribution	Dec 06	Review currently being scoped
2.1	JP / TS	Improve management of performance	Make links between aims and objectives and service plans more explicit <ul style="list-style-type: none"> • Second pass 06/07 • First pass 07/08 	Sept 06 Mar 07	First pass achieved. Second pass will follow 1.1 – 1.3 above
2.2			Carryout service Best Value Review of performance management to ensure Vale has sufficient capacity to deliver	Dec 06	Potentially overtaken by proposals for additional resources in structure proposals being consulted on.
2.3			Cascade Service Review Meetings down to third tier	Sept 06	In place in some areas – July 06

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2.4			Involve members and staff in identifying longer term objectives for corporate priorities	Sept/Oct 06	
3.1		Take forward to next level approach to diversity	Update and re-publish Corporate Equalities Plan	Sept 06	
3.2			Update and re-publish Race Relations Scheme	Sept 06	
3.3			Update, refresh and implement service equalities plans	Oct 06	Has been completed for planning service
			Appoint new equalities officer	Sept 06	
4.1		Approach to Value for Money VFM	Continue to implement strategic approach to VFM	Apr 06	
4.2			Approve VFM action plan	Sept 06	
4.3			Have in place cost and quality position statement for environment, housing and cultural blocks	Jan 07	
4.4			Complete Housing BVR focusing on VFM	Dec 06	
4.5			Review Housing Value For Money BVR and apply lessons learnt to other service users	Apr 07	
5.1		Building capacity	Implement Organisational Development Programme	Jun 06	Outline timetable drafted. Process to select development partner commenced
6.1		Communications	Approve Communications action plan to cover <ul style="list-style-type: none"> • Internal communication • External communication • Key messages • Methods • Audiences 	Sept 06	Additional resources for communications function identified. Work plan to be amended accordingly.
6.2			Implement Communications Action Plan	July 06- July 07	Additional resources for communications function identified. Work plan to be amended accordingly

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7.1		Participation Programme	Approve Participation Action plan to cover <ul style="list-style-type: none"> • User and stakeholder participation in service review and development • Stakeholder Participation in policy review and development • Stakeholder Participation in budget 	Oct 06	Additional resources for communications function identified. Work plan to be amended accordingly
7.2			Implement Participation Action Plan	Oct 06	Additional resources for communications function identified. Work plan to be amended accordingly
8.1		Access to services	Implement, publish and monitor corporate service standards for phone, mail, e-mail contact	Sept 06	
8.2			Implement service standards for <ul style="list-style-type: none"> • Environmental Health • Housing • Planning • Building Control • Cultural Services 	Aug 06 Sept 06 Sept 06 Oct 06 Oct 06	
8.3			Consult service users on standards and amend as appropriate	Jan 07	