

CORPORATE IMPROVEMENT PLAN PROGRESS

1 INTRODUCTION

- 1.1 This report provides the PRS with an update on the progress of the Corporate Improvement Plan.

2 RECOMMENDATION

- 2.1 Members note the content of the report.

3 DETAIL

- 3.1 The current Corporate Improvement Programme has been in place for about 15 months. Progress on the projects that make up the programme has been reviewed regularly by the Corporate Improvement Board according to an agreed timetable.

- 3.2 In November, the PRS noted a report that highlighted some of the changes to the programme of projects, indicating where there was a change to the project or to the reporting structure/governance required. This reduced the overall number of projects reporting to the Board. The November report also highlighted that the Corporate Improvement Board would be subsumed within SMT, with the SMT agenda focussing on Corporate Improvement Programme activities on a monthly basis. This has now been put in place.

- 3.3 Corporate Improvement Plan Project Progress Update

Project	Main Objectives	Progress to Date	Status (red, amber, green)
Service Prioritisation	Formerly part of the wider Productivity and Service Improvement Project, this has been identified as a separate project which will develop a	Service prioritisation was put on hold by the council in August. The budget strategy was agreed by the council in November. It states that service prioritisation is	Green

	framework/process to deliver budget savings over the next 5-7 years.	important to ensuring that council resources are aligned to the SOA. Delivery plans for this are currently being developed and are due to be completed by end of May 2014.	
Workforce Planning	Workforce Planning will be incorporated in the overall service prioritisation project. It will deliver an overall approach, guidance, training and toolkit.	A workforce planning framework, as developed by the IS, has been introduced to the council and will be the subject of an intensive workshop at the March COSO meeting.	Green
BPR	Business Process Re-engineering (BPR) was formerly part of the wider Productivity and Service Improvement Project. It is now being implemented as an individual project. The project is using lean management techniques to improve efficiencies in services.	A trainer facilitator has been engaged and a BPR team of corporate and service officers has been identified. An initial programme of reviews has been started across 6 service areas. These are making good progress and delivering early, positive results.	Green
Asset Management	Carry out an assessment of the council's current Service Asset Management Plans and ascertain whether this is a way of delivering asset management that better coordinates the requirements of the council as a whole	A review of the council's asset management processes was agreed by the Asset management board and is now in place. A revised approach to developing asset management plans has also been put in place for the 2014/15 budget process.	Green
Customer Management	Council wide development of customer service. Ongoing implementation of the customer	The Customer Service Centre and Registration Service review is complete and final implementation is now	Green

	management phase of process for change. Customer Service Centre and Registration Service Service Review. Web and Intranet development	being monitored.	
ICT Development and Information Management	Proactively looking at ICT innovations and assess potential value of these. Work with services to develop and deliver projects for how ICT could bring efficiencies to services. Improving information management.	The ICT Strategy was approved by Council in September. A range of investigations are continuing which aim to exploit innovative and available technologies to improve service delivery.	Green
Support Service review (Phase 2)	The Support Services Phase 2 project was looking at the most effective way for the council to deliver support.	A preferred option was approved by the Support Services Review Board in November and implemented in January. This resulted in IHR moving to Customer Services and Community Planning moving to Community and Culture. The project is now complete	Green
Procurement and Sourcing Strategies	Ongoing improvement of Procurement Capability Assessment score. Controlling procurement costs through retendering, looking at demand/need for quality/volume of goods and services and specification. Develop service sourcing strategies (over a three year period)	Contract management meetings are regularly taking place based on the level of risk and contract value. New sourcing strategies are being developed in the new format.	Green

4 CONCLUSION

4.1 The Corporate Improvement Programme is making good progress against

its targets. Of the seven projects in the programme all are on track and green.

5 IMPLICATIONS

5.1	Policy	None directly from this report but the corporate Improvement Programme sets out the policy for corporate improvement across the council
5.2	Financial	None directly from this report, but securing financial savings is a key aspect of the Corporate Improvement Programme
5.3	HR	None directly from this report, but there will be HR implications from some of the project activities in the programme.
5.4	Legal	None directly from this report
5.5	Equal Opportunities	Compliance with equalities policy is implemented through EQIAs in all Corporate Improvement Programme projects.
5.6	Risk	None directly from this report but risk is considered as an integral part of the project management approach used in delivery of the Corporate Improvement Programme.
5.7	Customer Service	None directly from this report, but Customer Management is one of the projects in the Corporate Improvement Plan.

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