

## Corporate Improvement Plan: Approved by SMT (29 October 2018)

Ref	Action	Evidence of completion	Responsible person(s)	Date for completion	Status
CIP_01	Develop Corporate Plan, putting in place a clear vision for the council over five-year administration	Corporate plan approved by council and published	Head of IHR	Dec-17	Complete
CIP_02	Map council priorities to Vision and Outcomes.	Documentation mapping corporate plan, priorities and BO's.	Head of IHR	Sep-17	Complete
CIP_03	Carry out awareness raising exercise to ensure that all council and Partnership plans make explicit how they link to Business and / or LOIP outcomes (as appropriate).	Sessions at CPP meetings; guidance for Heads of Service	Head of IHR / Community Planning Manager	Mar-19	
CIP_04	Check sample of plans to ensure that they align with outcomes		Head of IHR	Sample each year	
CIP_05	Develop glossary of terms to ensure that performance language is consistent / understandable between CPP and council	Glossary developed	Head of Strategic Planning and Performance (HSCP) / Community Planning Manager / Head of IHR	Mar-19	
CIP_06	Develop communications plan to increase employee awareness of council outcomes, vision and values	Test awareness within employee survey; ABIF reporting.	Head of IHR	Sep-18	Complete
CIP_07	Ensure asset management programme is in place, to enable planning and discussion about rationalisation	Plan in place; actions monitored by Asset Management Board	Head of Facility Services		???
CIP_08	Develop medium- to long-term financial strategy	Strategy in place	Head of Strategic Finance		Complete

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CIP_09	Develop guidance for change management and transformation. To include: --Identification and selection of opportunities --Options appraisal (including details of expected benefits / results) --Implementation --Collaboration with partners --Reporting and scrutiny	Guidance in place and available	Head of IHR	Mar-19	
CIP_10	Develop guidance for commercialisation	Guidance produced and available (David Leask)	Head of IHR / Special Projects & Quality Improvement Manager	Mar-19	
CIP_11	Collate evidence of completed improvements and transformational changes, including linkages to council priorities and outcomes	Case Study evidence	Head of IHR		Ongoing
CIP_12	Develop strategies to ensure that communities and residents have input into development of outcomes and priorities	Consultation strategy Consultation toolkit (developed through looking at other local authority examples) Lessons learned from previous consultations (document) Checklist for consultations	Head of IHR	August 2018	Complete
CIP_13	Develop employee engagement strategy	Employee engagement strategy in place and deployed	Head of IHR		Complete
CIP_14	Develop / review community engagement strategy	Community engagement strategy in place and deployed	Community Planning Manager	???	

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CIP_15	Monitor and profile communities and their needs (research profiles etc)	Information on website	Head of IHR, Head of Planning, Housing and Regulatory Services, Head of Economic Development and Strategic Transport	Ongoing?	
CIP_16	Collate evidence of good practice within the council regarding consultation and engagement (notably relating to provision of services)	Number of people responding to consultation and engagement activities; 'we asked, you said, we did'	Head of IHR, Community Planning Manager	Ongoing	
CIP_17	Analyse and report on LGBF indicators	Report to Audit and Scrutiny Committee: annual	Head of IHR		
CIP_18	Develop action plan for council's Public Performance Reporting	Action plan in place.	Head of IHR	Feb-19	
CIP_19	Programme of Members training and development in place.	Record of training events and PDPs	Head of Governance and Law		
CIP_20	Support Elected Members carrying out scrutiny and challenge.	Training (from TIS) delivered	Chief Internal Auditor		Complete
CIP_21	Enable Elected Members to gain experience in carrying out scrutiny and challenge	Roll-out of opportunities to gain experience of being on scrutiny panels	Chief Internal Auditor	Ongoing	
CIP_22	Scrutiny Guidance produced	Guidance and Manual approved	Chief Internal Auditor		Complete
CIP_23	Monitor effectiveness of scrutiny from committees	Assessment is likely to be anecdotal, but this will nonetheless give direction of travel, and the approach I s in line with what the BVAR auditors are likely to do, which is sit in on Council meetings and observe.	Chief Internal Auditor		Date of audit (TBC)
CIP_24	Carry out Member satisfaction survey, including questions about: satisfaction with content of reports; length of time allowed for briefings; effectiveness of training	Results of Member satisfaction survey.	Head of Governance and Law	December 2018	

Ref	Action	Evidence of completion	Responsible person(s)	Date for completion	Status
CIP_25	Develop Strategic Workforce Plan	Strategic workforce plan agreed	Head of IHR	Apr-18	Complete
CIP_26	Implement Strategic Workforce Plan	Programme delivered according to plan	Heads of Service	Ongoing	
CIP_27	Document governance framework of ALEO; lessons learned; guidance; areas of risk; how these will be applied to future ALEOs.	Documentation produced	Special Projects & Quality Improvement Manager	Mar-19	
CIP_28	COG workshop to 'brain dump' evidence as starting point for BV3		Head of IHR	Jun-19	