

NCC Improvement Framework 2008 - 2012

Key for drivers for change

CPA Corporate Performance Assessment

SS Staff Survey

M&M Members and Managers Perspectives

<u>Improvement plan objective</u>	<u>Drivers for change</u>	<u>Delivery mechanism</u>	<u>Leads</u>	<u>Outcomes</u>
<i>Create a longer term vision</i>	<p>CPA- NCC needs to work with partners to develop a single, long-term and place shaping vision for the future of Notts. & communicate how community leaders are planning for the sustainable future of the area</p> <p>M&M – NCC's long term vision should be enshrined in the Sustainable Community Strategy</p>	<p>Local Strategic Partnership Board</p> <p>Corporate Leadership Team & Cabinet</p>	<p>Sponsor – Cllr Kirkham</p> <p>Lead - Mick Burrows</p>	Local people understand the long term vision for Nottinghamshire
<i>Strategic approach to partnership</i>	<p>CPA- NCC needs to continue to develop a strategic approach to partnership working, including strengthening collective community leadership and political working across the county</p> <p>CPA – NCC needs to continue its work to develop effective performance management across its partnerships.</p>	Services to Communities Group	<p>Sponsor – Steve Calvert</p> <p>Lead - Faye Booker</p>	We contribute effectively to a thriving local strategic partnership
<i>Stronger outcome focus underpinned by stronger performance management</i>	<p>CPA - Target setting and performance indicators need to focus on outcomes that will make a difference for local people and be shaped by a thorough analysis of services' comparative performance</p> <p>CPA - Performance reporting needs to provide a more comprehensive picture of how well the Council is delivering against its priorities</p>	Corporate Performance Board + Reference Group	<p>Sponsor – David Pearson</p> <p>Lead - Faye Booker</p>	We know where and how we are making a difference for local people

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<i>Benchmarking - integrated approach to drive improvement</i>	CPA - Benchmarking needs to drive improvement by being integrated into service improvement planning and performance reporting	Corporate Performance Board + Reference Group	Sponsor – David Pearson Lead -Faye Booker	We know where and how we are making a difference for local people
<i>Improve communications – residents, partners and employees</i>	CPA – NCC needs to continue to improve how it communicates its objectives to employees, stakeholders and the community	Access and Communications Strategic Group + Members Reference Group	Sponsor – David Pearson Lead – Liz Lesquereux	Residents of Nottinghamshire experience a high level of satisfaction with our services
	SS – Internal communications within organisation needs to improve			
<i>Improve feedback to those consulted</i>	CPA – NCC needs to communicate better its response to residents and service user consultation SS – We need to improve our commitment to servicing our customers better	Access and Communications Strategic Group + Members Reference Group	Sponsor – David Pearson Lead- Liz Lesquereux	Residents of Nottinghamshire experience a high level of satisfaction with our services
<i>Empower speedier decision making</i>	CPA -This will help ensure residents remain engaged and improve their participation in local decision making, service design and delivery	Review of the constitution task & finish group	Sponsor – Anthony May Lead - Jayne Francis	We have stream-lined and speedier decision making processes
	M&M - Acknowledge need to improve procedures to speed up decision making	HR Procedures & policies task group	Sponsor - Mick Burrows Lead - Marje Toward	We have stream-lined and speedier HR processes

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<i>Deliver on efficiencies</i>	<p>M&M - Acknowledge need to improve efficiencies</p> <p>CPA – NCC needs to strengthen performance management arrangements to deliver the excellent, highly regarded, value for money services it seeks</p>	Service level agreement working group	<p>Sponsor - David Pearson</p> <p>Lead – Deborah Hinde</p>	Our services are delivered in line with best value principles
<i>Celebrate achievements acknowledge success & share best practice</i>	<p>CPA – NCC needs to share the good practice and management of its high performing services across all services.</p> <p>SS - Staff want more developmental opportunities & for team working and long service to be valued</p> <p>CPA - Teams and individuals need to be continually and constructively held to account for</p>	Making the Difference Programme	<p>Sponsor – Mick Burrows</p> <p>Lead – Marjorie Toward</p>	People who work for us have a strong sense that their contribution is valued
<i>Clearer accountability</i>	<p>PA – Need to improve accountability at senior management level</p> <p>SS – More visibility of leadership and senior managers is required</p>	Making the Difference Programme	<p>Sponsor – Mick Burrows</p> <p>Lead – Marjorie Toward</p>	People who work for us have a strong sense that their contribution is valued