

## Huntingdonshire District Council (Draft) Improvement Plan

Subject	Area of Focus	Reference	Action Proposed	Outcome	Leading Members and Officers
<p>Priorities and Vision</p>	<p>Explicit and strategic choices about priorities and non-priorities.</p> <p>To ensure that priorities will be met and that resources are allocated appropriately between priorities, lower priorities or non-priorities.</p> <p>Communicate priorities internally and externally.</p>	<p>CPA Report Pages 10-11/ Sections 26-35</p> <p>Self-Assessment Page 25</p> <p>Peer Challenge Report Pages 8 &amp; 9</p>	<p>Facilitate strategic choices.</p> <p>Initiate review programme, including external challenge, based on priorities and informed by CPMF.</p> <p>Prepare and implement communications plans.</p>	<p>Council has made choices about short and medium term priorities which contribute to overall priorities.</p> <p>Review programme to provide continuous improvement and endorsement of priority areas.</p> <p>Local people, Partners and employees are aware of and contribute to achievement of priorities.</p>	<p>Member: Derek Holley Officer: David Monks Support: Directors and Heads of Service</p>
<p>Performance Management</p>	<p>Linking of policy framework and service delivery to performance management framework.</p>	<p>CPA P.14-15/ S.55-63</p> <p>Self-Assessment P25</p> <p>Peer Challenge Report P 8-10</p>	<p>Complete project plan to implement comprehensive performance management framework, including publication of service standards.</p>	<p>Performance information is used to improve services and inform the allocation of resources.</p>	<p>Member: Terry Rogers Officer: David Oliver Support: Head of Policy</p>

Risk Management	Integration of risk with comprehensive performance management framework and service planning process.	CPA P.14-15/ S.60  Self-Assessment P25	Complete risk registers  Link to new service planning framework.  Complete business continuity plans	Significant risks and opportunities that affect the delivery of services have been identified and mitigated.	Member: Terry Rogers Officer: David Oliver Support: Head of Financial Services
Overview & Scrutiny	Business planning, focus, use of performance management framework.	CPA P.12/S.39  Self-Assessment P25  Peer Challenge Report P 8 & 9	Implement overview and scrutiny development plan.  Integrate corporate performance management framework with scrutiny process.	Overview & Scrutiny Panels have a strategic focus to contribute to improving performance and the achievement of the Council's priorities.	Members: Chairmen of Overview & Scrutiny Panels – Kevin Reynolds and Philip Swales Officer: Peter Watkins Support: Head of Administration
Learning & Knowledge	Learning across the Council and making the most of learning opportunities to use research, consultation and knowledge to plan services.  Understanding the needs of hard to engage groups such as BME's, Travellers, Young People, etc.	CPA P.23/S.108  P.24/S.118  Peer Challenge Report P 11, 12 & 16	Adopt systematic approaches to learning and sharing knowledge.  Mapping Diversity Project, Traveller Needs Survey, Housing Survey. "Here by Right" programme.	Council uses learning and knowledge and research effectively across the organisation to improve the delivery of services and achievement of priorities.	Member: Mike Simpson Officer: Peter Watkins Support: Heads of Personnel and Policy

Access and Accommodation	<p>Council headquarters and accommodation generally</p> <p>Disability Discrimination Act compliance</p> <p>Electronic service delivery</p> <p>Sustainability of accommodation and energy efficiency</p>	<p>CPA P.13/S.47 P.24/S.117</p> <p>P.18/S.78</p> <p>P.18/S76</p> <p>Peer Challenge Report P 11</p>	<p>Complete accommodation review</p> <p>Complete DDA compliance survey and works</p> <p>Deliver Customer First programme</p>	<p>Appropriate accommodation and to deliver high quality services to local people in a sustainable way.</p>	<p>Member: Derek Holley Officer: Liz Wilson Support: Heads of Environment &amp; Transport and Information Management</p>
Capacity	<p>Sustainability of spending plans, employee capacity, suitability of accommodation, staff turnover, extent of external challenge in priority areas.</p>	<p>P.23/S.111</p> <p>Peer Challenge Report P 15</p>	<p>Review spending and resource allocation plans to ensure delivery of priorities.</p> <p>Delivery of People Strategy</p>	<p>The Council has adequate capacity – financial, people assets and systems – to deliver priorities.</p>	<p>Member: Terry Rogers Officer: David Oliver Support: Heads of Personnel, Legal &amp; Estates, Financial Services and Information Management</p>
Partnership Working	<p>Relationship between partnerships and Council priorities, risks and opportunities of partnerships, the links between the three tiers in Cambridgeshire, and the extent of innovative working to improve public service</p>	<p>CPA 2005</p>	<p>Develop Partnership framework</p> <p>Monitoring and evaluation of partnership success</p> <p>Implement “Next Steps” and performance management system for Huntingdonshire Strategic Partnership.</p>	<p>Strong and effective partnerships, which enhance capacity to delivery priorities.</p>	<p>Member: Ian Bates Officer: Liz Wilson Support: Head of Policy</p>

			Contribute to the development and achievement of Local Public Service Agreements.		
Procurement	Strategic and sustainable procurement of goods and services.	P.15/S.62 P.21/S.97	Review procurement strategy in relation to Gershon report, national procurement strategy and principles of sustainability.	Strategic procurement, which helps to deliver priorities and supports efficient, effective and economic services.	Member: Terry Rogers Officer: David Oliver Support: Head of Financial Services
Housing	Homelessness  Information and knowledge of housing needs of BMEs and other hard-to-reach groups  Stock condition survey	P.18/S.77  P.29/S.123	Implementation of BVR – Balancing Housing Need – which incorporates improvements identified during the CPA  BME survey Traveller Needs Survey  Conduct stock condition survey	Achievement of housing which meets local needs priority.	Member: Paula Longford Officer: Liz Wilson Support: Heads of Housing Services, Planning Services, and Environmental Health Services
Children and Young People	Taking account of the views of children and young people.  Protection of Children and Young People	P.45/ S.192-203	Adopt “Here by Right” standard.  Develop corporate protection policies	Improved services which meet the needs of children and young people.	Member: Paula Longford Officer: Peter Watkins Support: Head of Policy

Diversity and user focus	Diversity with emphasis on social inclusion and cohesion	CPA 2005	<p>Revise equality and inclusion strategy.</p> <p>Complete "Mapping Diversity" project.</p> <p>Use research and consultation data to plan and improve services.</p> <p>Complete race assessments and implementation of actions.</p> <p>Promote compliance with Disability Discrimination Act.</p>	<p>Policies and services which meet diverse needs across the District and promote equality.</p> <p>Community leadership which promote cohesiveness, inclusion and equality.</p>	<p>Member: Paula Longford Officer: Peter Watkins Support: Head of Policy</p>
Benefits	Results of BFI CPA assessment.	P.49/S.207	<p>Processes for developing and changing local procedures.</p> <p>Management checks of benefit assessments.</p> <p>Improvements in processing time.</p> <p>Revising documentation.</p> <p>Vetting arrangements for new staff</p> <p>Fraud investigation and recovery of over-payments</p>	Benefit Services which meet BFI standards.	<p>Member Terry Rogers Officer: David Oliver Support: Head of Revenue Services</p>

Corporate Governance	Results of Auditor CPA Judgement	P.48/S.204	Achievement of Corporate Governance framework.	An effective ethical framework.	Member: Ian Bates Officer: Peter Watkins Support: Heads of Administration, Policy and Financial Services
Financial Management	Results of Auditor CPA Judgement	P.48/S.204	Completion of programmed improvements.	Appropriate level of compliance with the CPA Auditor code.	Member: Terry Rogers Officer: David Oliver Support: Head of Financial Services