Improvement Plan   **Annex C**

(Note: the Council's Improvement Plan is updated and monitored frequently to reflect the development areas adopted through external inspection and compliance with statuary guidance.)

In progress   Completed

Subject	Area of Focus	Reference	Proposed Action	Outcome	Lead Members and Officer	Progress March 2009
Learning & Knowledge	Learning across the Council and making the most of learning opportunities to use research, consultation and knowledge to plan services.	CPA	Adopt systematic approaches to learning and sharing knowledge via the Council's intranet.	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: Dir Commerce & Technology support Head of IMD	All SharePoint sites have been set-up/migrated to latest version of SharePoint and search facility re-instated. Encouraging the use of WIKIs to aid the sharing of knowledge & experience within teams. A good example is in use at the Call Centre.
Capacity and Resources	Sustainability of spending plans, employee capacity, staff turnover.	CPA	Delivery of People Strategy	The Council has the right number of employees with the right skills to meet its priorities and objectives.	Member: Andrew Hansard Officer: Dir Central Services Support: Head of Personnel	A new People Strategy is being developed. This will go to Employment Panel in Sept 2009 and thereafter an action plan will be implemented to deliver the strategy

Subject	Area of Focus	Reference	Proposed Action	Outcome	Lead Members and Officer	Progress March 2009
Financial Management - The Council manages performance against budgets	The Council should continue to develop its budget monitoring processes to ensure that it is appropriate for the Council and it meets the requirements of the UoR criteria which include the need to ensure monitoring is informed by a risk assessment.	Use of Resources 2007/08	Significant progress has been made but a formal risk assessment will be carried out to focus further developments. (by 31 March 08)			**This action has already been completed, and will be removed from the report.**
Internal Control - Risk Management	Risk management training should be delivered to appropriate officers and members prior to 31 March 2008.	Use of Resources 2007/08	All Heads of Service have received training. Further Member training provided in December 2007. Any Members who missed both training sessions will be briefed individually. (by 31 March 08)	Raise awareness of risk and risk management		**This action has already been completed and will be removed from the report. JDH 24/02/09**
Systems of Internal Control	The Council should develop and implement an assurance framework. Once implemented, processes need to be put in place to ensure that this a fluid living document that is updated constantly for any changes in objectives,	Use of Resources 2007/08	An assurance framework will be developed and agreed by the Corporate Governance Panel on 26 March 2008. (by 31 March 08)	Agreed systems/process in place to provide assurance that the council undertakes it's functions and responsibilities with integrity, openness and accountability.		The report to Governance Panel on 25th March 2009 will address this item. Reports dealing with Risk Assurance will be sent to the Panel on a six monthly basis

Subject	Area of Focus	Reference	Proposed Action	Outcome	Lead Members and Officer	Progress March 2009
	risks and assurances.					
	Internal Audit Managers opinion on the internal control environment.	Governance Assurance framework	Actions identified in the internal audit action plan are implemented as per the agreed audit timetable.	Improve the overall assurance opinion on the system of Internal control.		See above. Also Monitored via Performance Management Framework and reported Quarterly to COMT
Governance	Equalities.	Governance Assurance framework	Implement and monitor Corporate Equality Action Plan.	Facilitate progress in relation to the Local Government Standard for Equalities.		Level 2 of the standard achieved. Progress to level 3 (by 2010) on target. CEP action plan,7 out of 9 action are on target.
	Consultation.	Governance Assurance framework	Adopt and implement consultation and engagement strategy.	Developing consultation and engagement with local communities.		Strategy adopted in Spring 08
						Progress being made to deliver the action plan
	Complaints System.	Governance Assurance framework	Review existing mechanisms for responding to harassment e.g. Open Out, corporate complaints procedure, grievance procedure and Dignity at Work Policy.	A corporate complaints system that will enable transparent non-discriminatory reporting.		The corporate complaints system has been recast as part of a wider Feedback system, which has been approved by Management Team and endorsed by the Corporate Governance Panel.
	Sustainable	Governance	Working to develop a	Delivery of the outcomes		SCS adopted by

Subject	Area of Focus	Reference	Proposed Action	Outcome	Lead Members and Officer	Progress March 2009
	Community Strategy.	Assurance framework	Sustainable Community Strategy (SCS).	identified in the SCS via the Huntingdonshire Strategic Partnership.		Council in Sept 08. Work underway to develop and monitor partner actions
Data Quality	Data Quality	Use of Resources/VFM	Action identified in the Data Quality action plan are implemented as per the agreed timetable	To provide reliable, accurate and timely performance information with which to manage services, inform users and account for our performance		Data measure templates, in part updated by services to reflect changes to corporate plan.