

Summary of Changes to the Improvement Plan – October 2022

1. The Improvement Plan is intended to be a live document updated to take account of progress and relevant changes. Changes are considered by Leadership Team on a quarterly basis. The October Improvement Plan Review Meeting included consideration of changes to the Improvement Plan.
2. The list of all changes is provided in Appendix 6b. Where new actions have been added to the Improvement Plan, these are displayed within the monitoring tool (Appendix 1) with green font colour.
3. The changes agreed are summarised as follow:
 - 3 changes made to descriptions of actions
 - 42 changes made to action delivery timescales
 - 1 new workstream has been added to reflect the priority of customer journey
 - 6 main-actions have been added
 - 29 sub-actions have been added
 - 28 assurance actions have been added to ensure that an approach / action is becoming embedded in the organisation
 - 8 actions were agreed as closed (see below)
4. The actions closed along with the rationale are as follows:

| Change Ref | Action Title | Rationale for closure |
|------------|---|--|
| 81 | Continue to adopt star chamber approach for Cabinet Members and Chief Officers as part of budget setting approach | Star Chambers all completed by 28th September. Approach will be used for future budget setting. |
| 82 | Ward and Casework Management | Main action to be incorporated within the new workstream focusing on customer experience |
| 83 | Deliver Member Development Programme including Finance Training Programme | This has moved into regular business of the Ethical Standards and Member Development Committee. Immediate requirements have been met for the purposes of the IP. ES&MDC review MDP on a regular basis. |

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| 86 | Actions to respond to employee survey outcomes to be identified and embedded in improvement plan | Main action to close and new main action (to monitor Employee Engagement Survey Action Plan) will be added to Corporate Oversight- IP workstream. |
| 87 | A clear and joint message from Chief Executive and Leader regarding Officer and Elected Member relationship delivered | Comms messages have taken place and training sessions held have reinforced the messages around the relationship. Approach to action has been different to how drafted. Attendance records and engagement with training help demonstrate that message has been delivered. |
| 119 | Developing a model for locality working | Closure of main action to incorporate into 'Customer Journey Programme' |
| 131 | Refresh existing arrangements for arms-length companies | Workstream closure – only arms-length company is SCT and covered with contract mgmt arrangements. These are reported through PMF. |