

Improvement PlanKey actions already in programmes of work

What are we going to do?	What will this achieve?	Who is going to do it?	When is it going to happen?
Produce a community strategy, supported by key partner organisations	An agreed, shared framework to improve the quality of life in the district.	Leader supported by Chief Executive, working through the Local Strategic Partnership.	Oct 2003: Shared priorities agreed Dec 2003: Document produced.
Deliver the key targets for 2003/04 identified in CAB 581	Progress towards identified priorities for the community and the running of the Council.	As set out in CAB 581	As set out in CAB 581
Prepare Social Inclusion Strategy	A more cohesive and focussed approach to addressing social inclusion issues.	Community Services Portfolio supported by Director of Community Services	Sept 2003: Document agreed
Review options for the future management of the Council's housing stock	A funding strategy that can benefit from national funding support.	Housing Portfolio supported by Director of Health & Housing.	To start March 2004
Roll out of customer care standards / charter	More customers who are satisfied with the way they have been treated.	Chief Executive supported by Corporate Management Team	Launch 10.04.03 with initial roll out due to be complete by end September 2003.
Produce clear job descriptions for Portfolio Holders	Clearer leadership for the organisation	Cabinet supported by City Secretary and Solicitor	By end June 2003
Strengthen systems for internal communications	More efficient and effective working within the Council.	Chief Executive supported by Corporate Management Team	June 2003: Internal communications strategy agreed.

Key actions identified from self-assessment

Strengthen systems for identifying and communicating priorities	Clearer focus allowing more efficient allocation and use of resources.	Leader and Chief Executive	Sept 2003 to influence preparation of 2003/04 budget.
Prepare and implement formal risk management strategy	Continued development of performance management	Director of Finance	July 2003 for Cabinet approval.