

**COMPREHENSIVE PERFORMANCE ASSESSMENT
CORPORATE ASSESSMENT - IMPROVEMENT PLAN
DECEMBER 2008**

Improvement Identified	Actions	Timescale	Responsible Officer
1. Ambition			
<p>Make the links between its short-term targets and longer-term ambitions clearer so that all stakeholders can more easily see how immediate and medium-term actions contribute to longer-term outcomes.</p>	<ul style="list-style-type: none"> • Identify short/ medium and long-term targets/ improvement outcomes within the Sustainable Community Strategy which explicitly demonstrate the incremental steps needed to achieve the long-term vision for Middlesbrough. • Prepare a minimum standard for Strategy/Policy Development which ensures key plans strategies identify short/ medium and long-term targets/ improvement outcomes to demonstrate the incremental steps needed to achieve the long-term vision for Middlesbrough. 	<p>March 2009</p> <p>May 2009</p>	<p>Kathryn Warnock</p> <p>Kathryn Warnock</p>
<p>Address concerns about local confidence regarding the Council's willingness to listen and respond.</p>	<ul style="list-style-type: none"> • Review and revise Consultation Strategy and Engagement guidance on proving feedback to consultees. 	<p>March 2009</p>	<p>Linda Maughan/ John Polson/ Scott Postlethwaite</p>
2. Prioritisation			
<p>The links between financial and service planning for the delivery of priorities are not always clear.</p>	<ul style="list-style-type: none"> • Develop a medium term financial plan that draws together the components which make up the medium-term financial planning process into one document and is more explicitly linked to priorities at a corporate level over the medium-term. 	<p>March 2009</p>	<p>Paul Slocombe</p>
<p>The extent to which the Council's crosscutting priorities are supported by departmental business planning is developing.</p>	<ul style="list-style-type: none"> • Ensure that departmental service plans consistently support crosscutting issues: <ul style="list-style-type: none"> ○ Revising corporate service planning guidance to department (update of Corporate Minimum Standard reported to CMT). ○ Holding service plan editorial boards with Directors. 	<p>December 2008</p> <p>March 2009</p>	<p>Kathryn Warnock</p>

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Some multi-agency strategies for key groups of disadvantaged children are currently in draft and need to be finalised and implemented.	<ul style="list-style-type: none"> • Finalise and implement Looked After Children Strategy. • Establish dataset to underpin Looked After Children Strategy. • Implement multi-agency strategy for young people with learning difficulties and/or disabilities. 	April 2009 April 2009 January 2009	Gill Rollings
3. Capacity			
The range of interactive services in the Council's website is limited, particularly information in languages other than English.	<ul style="list-style-type: none"> • Improve presentation and access to existing translation and interpretation tools within the website. • Six monthly review of web content to ensure that relevant service access and translation information is included in individual service pages. • Further development of interactive e-forms following up-grade of software. 	Completed February 2009 April 2009	Linda Maughan
There has been some delay in developing a strategic approach to ICT but new arrangements are in place to achieve this.	<ul style="list-style-type: none"> • Continue to develop a strategic approach to ICT by: <ul style="list-style-type: none"> ○ Finalising the Corporate ICT Strategy 2008-2011. ○ Complete service area ICT strategy development. ○ Implementing the ICT Strategy Action Plan. 	December 2008 April 2009 Ongoing until March 2011	Linda Maughan/ Andrew Elliott/ John Polson

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4. Performance Management			
An integrated system is being implemented in children's social care but it is not yet providing managers with the performance data they need.	<ul style="list-style-type: none"> • Monthly and quarterly performance workbooks developed to monitor, report and compare performance across social care teams. • External review of CFL's performance management arrangements completed, with a report submitted to CFL SMT. 	Completed	Gill Rollings
With the exception of Social Care, reports to councillors do not include the lessons learnt, meaning that the Council is not taking full advantage of the opportunity to learn from complaints.	<ul style="list-style-type: none"> • Prepare an annual report which evaluates the lessons learnt from complaints. 	Annual from April 2009	Chris Davies
5. Achievement			
The Council measures several health-related indicators in its services such as decent, warm housing and physical activity; it does not use them to form a picture of progress in the underlying determinants of health.	<ul style="list-style-type: none"> • Undertake a Joint Strategy Needs Assessment of Middlesbrough that describes the future health, care and wellbeing needs of the population of Middlesbrough and the strategic direction of service delivery to meet those needs. • Review JSNA. 	Completed March 2009	Jan Douglas

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<p>The actions of the Council and its partners are not reducing health inequality within Middlesbrough or between the town and the rest of the country.</p>	<p>Ensure that future actions taken to reduce health inequality are informed by the JSNA:</p> <ul style="list-style-type: none"> • Key council actions to be identified within Strategic plan. • Quarterly monitoring of Strategic Plan - Planned Actions relating to health inequalities. • Quarterly monitoring of progress against LAA target re health inequalities. • Delivery and monitoring of Healthy Town Programme. 	<p>June 2009 Ongoing</p> <p>Ongoing</p> <p>January 2009</p>	<p>Kathryn Warnock</p> <p>Kathryn Warnock</p> <p>Kathryn Warnock</p> <p>Jan Douglas/ Ian Parker</p>