We are an intelligent organisation, using good quality information to deliver better				Our resources are clearly prioritised to provide excellent services and value for money			
Code	**Improvement Priority**		**Accountable Director**	**Code**	**Improvement Priority**		**Accountable Director**
IO-1a	Improve our systems and processes to enable us to use our information effectively and efficiently	(orange)	James Rogers	VfM-1a	Deliver our 5 year financial strategy to align resources to our strategic priorities	(red)	Alan Gay
IO-1d	Develop arrangements to protect and share information in line with legislative and regulatory requirements			VfM-1b	Embed sustainability in our resource management processes		
IO-1c	Ensure we have the right intelligence to inform our strategic planning	(orange)	James Rogers	VfM-1c	Consider all additional sources of funding available to support our priorities	(orange)	Alan Gay
IO-1b	Use our information to shape service provision, provide constructive challenge and improve our decision making at all levels			VfM-2a	Improve the efficiency of our services including maximising savings delivered through procurement, ICT and asset management		
IO-2a	Increase choice so customers can access services in more convenient ways	(green)	James Rogers	VfM-2b	Embed value for money at all levels		
IO-2c	Improve our services based on customer feedback			Vfm-6a	Improve quality and efficiency of support services		
IO-2d	Manage customer expectation and deliver on our promises			VfM-3	Implement a commissioning approach which delivers value for money and ensures the best provider	(green)	Nicolé Jackson
IO-2e	Develop joined up and person centred services designed around the needs of our customers			Vfm-4a	Ensure strategic business transformation/improvement activity is prioritised and co-ordinated	(green)	James Rogers
IO-3a	Increase involvement, engagement and participation of all communities especially hard to reach groups	(orange)	James Rogers	Vfm-4b	Enhance service improvement capacity to support business change at directorate/service level		
IO-3b	Build trust with local communities to encourage greater engagement			Vfm-4d	Explore opportunities for collaboration with private and public sector bodies - BIG IDEA		
				Vfm-4c	Embed a consistent approach to service planning which clearly links workforce and asset management planning, risk, financial and performance management	(green)	James Rogers
				Vfm-5a	Develop sustainable and effective partnership governance framework	(green)	Nicolé Jackson

Code	Improvement Priority		Accountable Director	Code	Improvement Priority		Accountable Director
	We are a values led organisation and our people are motivated and empowered						
VP-1a	Ensure we have the right staff, in the right place with the right skills at the right time	🟠 (Alan Gay)	Alan Gay	VP-4b	Ensure fair access to all our services	🟠	James Rogers
VP-1b	Empower, support and develop our staff and members by embedding core skills and behaviours with performance based appraisals			VP-4c	Embed equality and diversity throughout the organisation		James Rogers
VP-2a	Improve leadership at all levels including officers and elected members			VP-5a	Reduce the carbon emissions arising from our buildings, vehicles and operations - BIG IDEA	🟢	Alan Gay
VP-4a	Ensure colleagues reflect the diversity of our communities			VP-5b	Increase the proportion of socially responsible goods and services that we procure	🟢	Nicolé Jackson
VP-2b	Enhance our leadership of the city	🟢	James Rogers	VP-5c	Support the achievement of our strategic outcomes through our corporate social responsibility programme	🟢	James Rogers
VP-2c	Strengthen communication (skills and mechanisms) at all levels	🟢	James Rogers				
VP-1c	Improve understanding and transparency of our decision-making and accountability processes	🟠	Nicolé Jackson				
VP-3a	Strengthen our democratic processes to improve governance and policy making						
VP-3b	Maximise member involvement in policy development, decision making and accountability						

Key

🔴	Significant delays or issues to address
🟠	Minor delays or issues to address
🟢	Progressing as expected – on schedule to complete actions & targets