

Corporate Improvement Framework

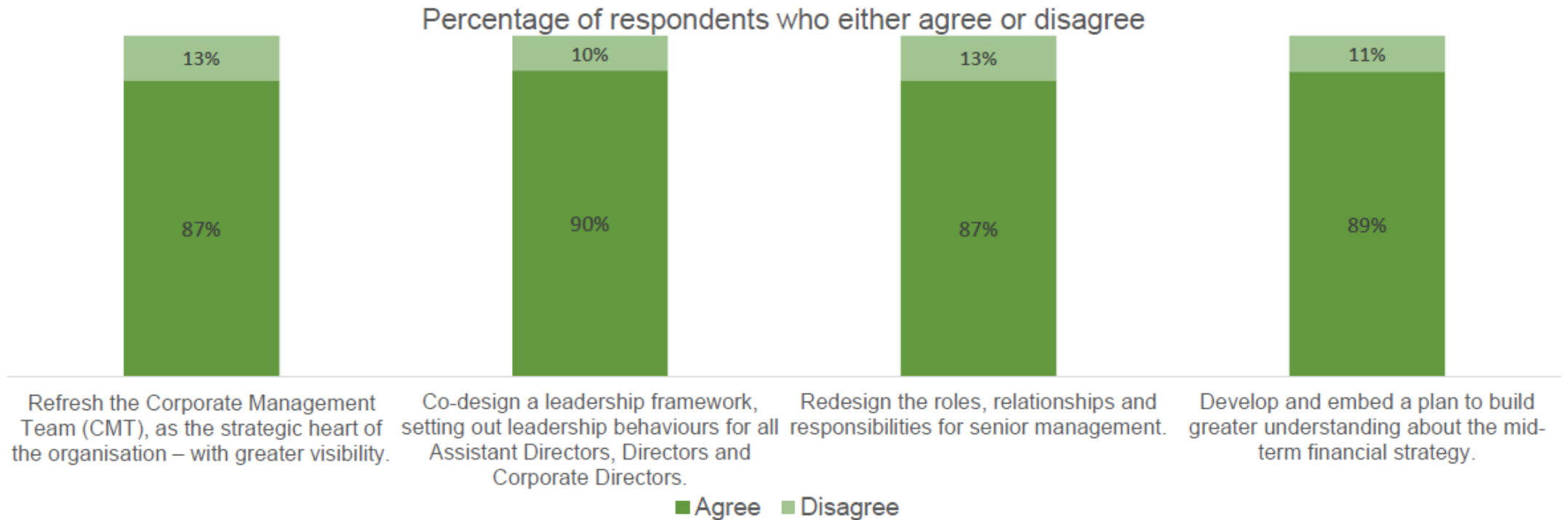
The Corporate Improvement Framework was consulted on throughout May and June with resident feedback ready to be published on Open Data .

It was shared as a result of the Government's recently published [\[1\]](#) Best Value Guidance which sets an expectation that councils should be open to challenge and are clearly accountable to residents.

Inviting residents to consider the council's continuous corporate improvement journey would help to reduce the risk that the council might focus on areas that were not supported by residents.

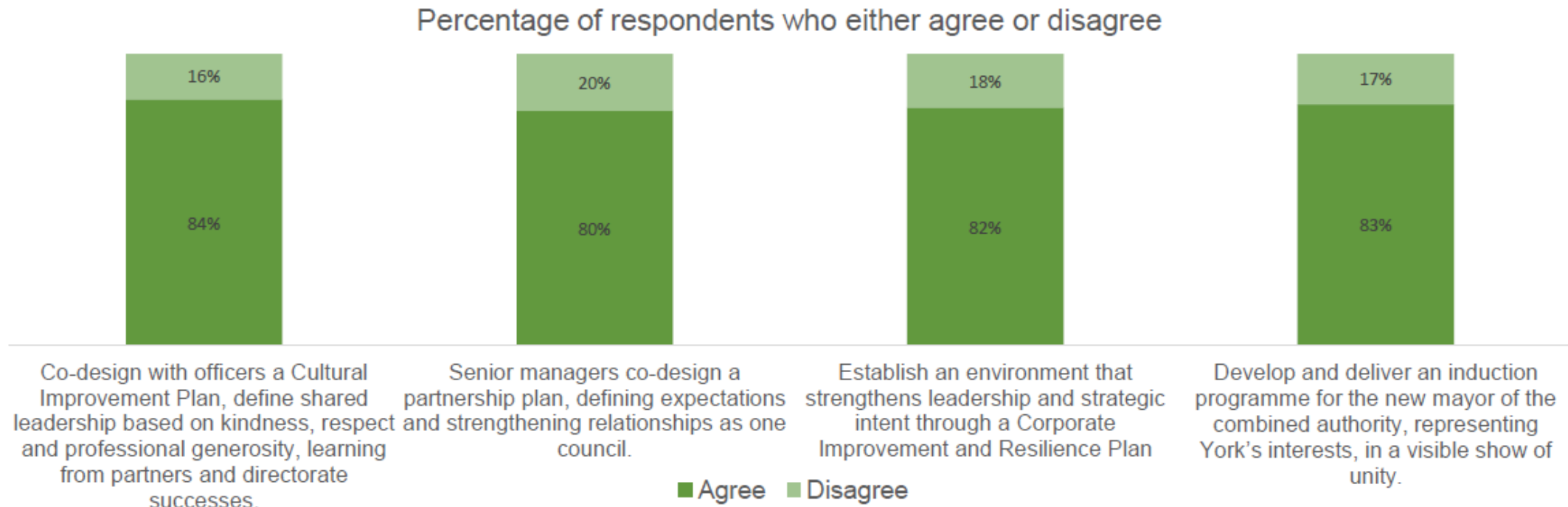
Key Results

- Residents agreed with the theme 'strengthen strategic leadership'. Key areas to consider include communications and transparency, action, visibility and working practices or structural change.



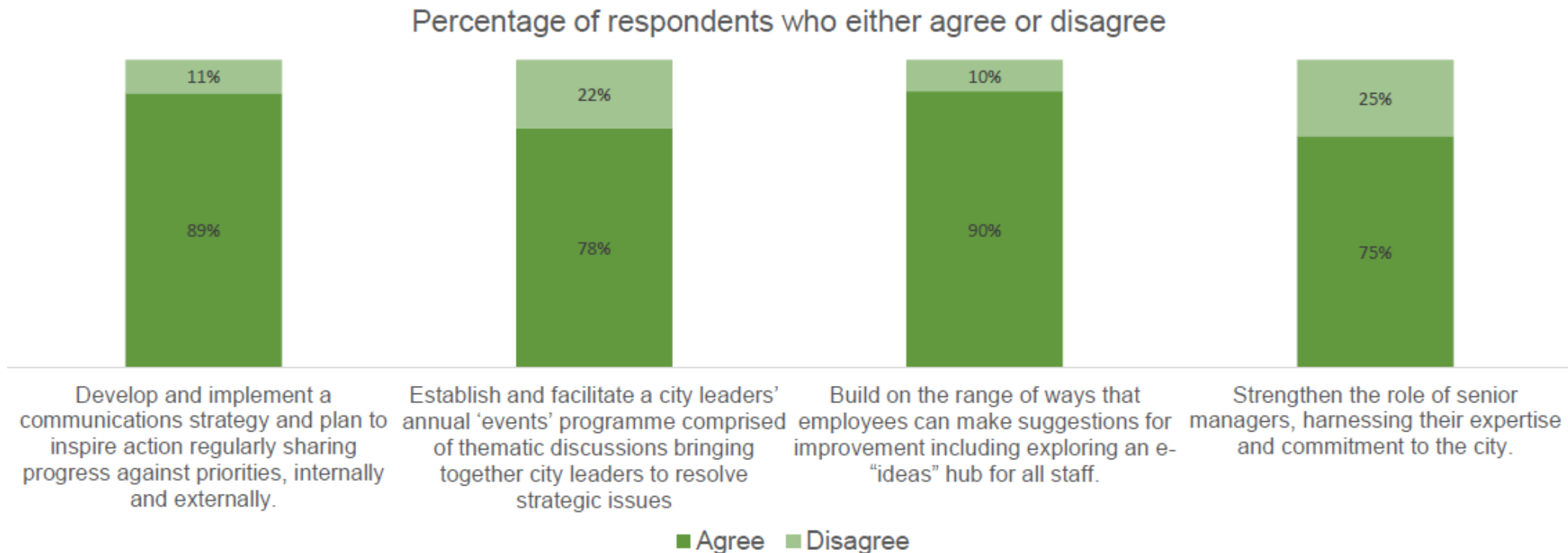
Key Results

- Residents agreed with the theme 'One City, One Council' with varying responses around the specific activities. Key area to consider was working practices and structural change, with less agreement around how the council works in partnership.



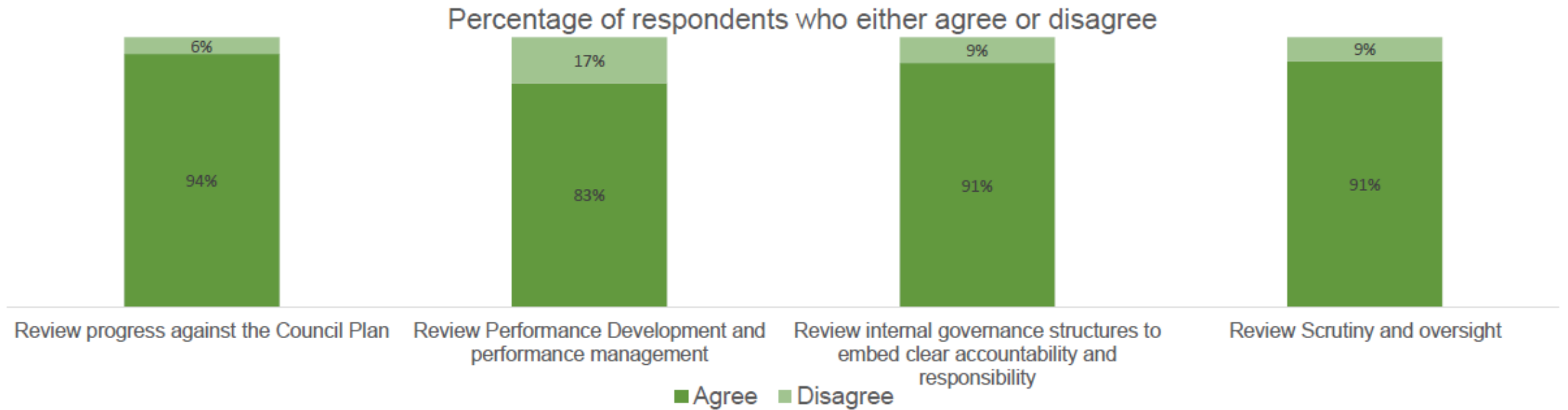
Key Results

- Residents agreed with the theme 'Harness commitment to the city' with a focus on leadership and management actions.



Key Results

- Residents agreed with the theme 'Build a strong foundation' with a focus on the council plan and performance management framework, working practices and structure.



Comments

- Comments generally followed up further expansion on any of the four questions asked under a theme
- There was a strong feeling of negativity towards the consultation itself, with the main view being the council should “get on with it” (ie. managing the organisation).
- Actions suggested by residents have been considered, and incorporated into the action plan where appropriate