Annex C

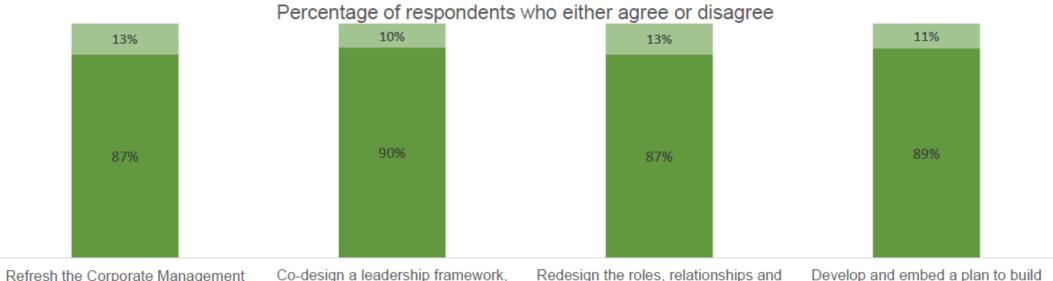
# Corporate Improvement Framework

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 <sup>[1]</sup>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.

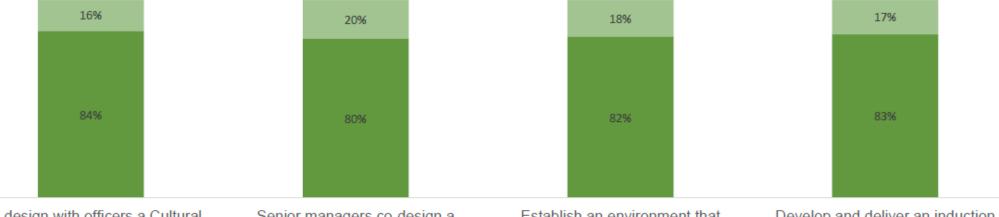
• Residents agreed with the theme 'strengthen strategic leadership'. Key areas to consider include communications and transparency, action, visibility and working practices or structural change.



Refresh the Corporate Management Team (CMT), as the strategic heart of the organisation – with greater visibility. Corporate Directors, Directors and Corporate Directors.

■Agree ■Disagree

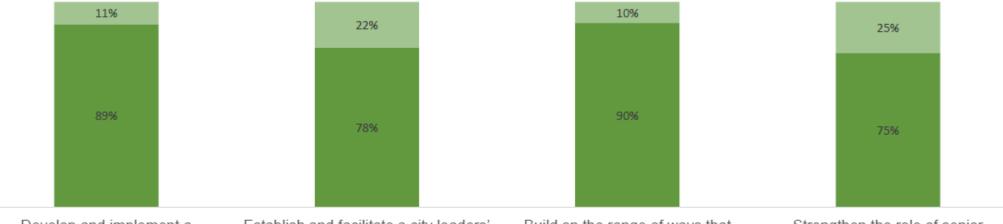
• Residents agreed with the theme 'One City, One Council' with varying responses around the specific activities. Key area to consider was working practices and structural change, with less agreement around how the council works in partnership.



Percentage of respondents who either agree or disagree

Co-design with officers a Cultural Senior managers co-design a Establish an environment that Develop and deliver an induction Improvement Plan, define shared partnership plan, defining expectations strengthens leadership and strategic programme for the new mayor of the leadership based on kindness, respect and strengthening relationships as one intent through a Corporate combined authority, representing and professional generosity, learning Improvement and Resilience Plan council York's interests, in a visible show of from partners and directorate unity. Agree Disagree SUCCESSES.

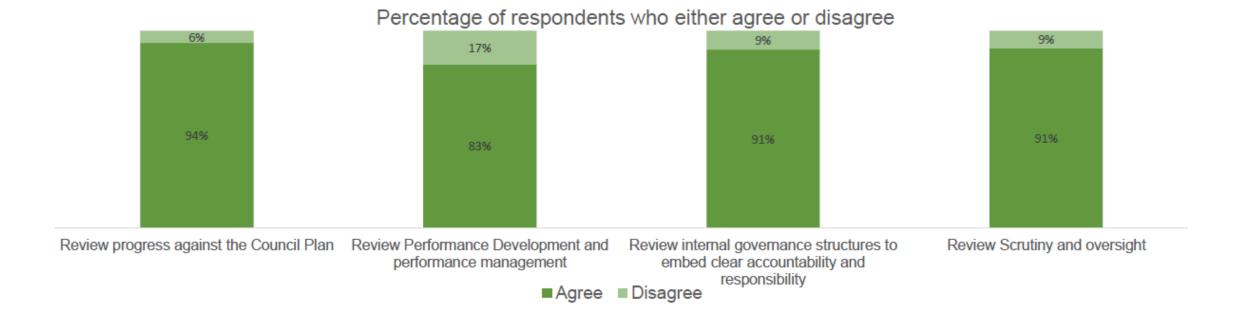
• Residents agreed with the theme 'Harness commitment to the city' with a focus on leadership and management actions.



#### Percentage of respondents who either agree or disagree

Develop and implement a communications strategy and plan to inspire action regularly sharing progress against priorities, internally. Establish and facilitate a city leaders' Build on the range of ways that annual 'events' programme comprised of thematic discussions bringing together city leaders to resolve strategic issues

• 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