

Questions for Improvement Planning

Step 1

What are the threads running through the areas for improvement?

What are the threads running through the strengths?

What are your improvement priorities? What makes these the priority?

How do these priorities support the Council's priorities?

Step 2

What improvement projects are you currently working on?

What are the underlying causes of the areas for improvement and key themes?

What few improvement projects will tackle most of these areas for improvement and key themes?

Which improvement projects will provide the opportunity for some 'quick wins'?

Which improvement projects are most interesting to you?

Given your resources, which improvement projects will you be able to complete?

What makes these improvement projects so important? How will they benefit your organisation?

To what extent are these improvement projects in line with your improvement priorities?

In what way do these improvement projects help to achieve the organisation's change goals?

What effect will achieving this improvement project have on other areas for improvement?

What would happen if you didn't make this change?

On a scale of 1 – 10, how committed are you to this project? What would it take to move you to a 10?

Step 3

When the improvement project is completed, what will have changed? Be more specific!

How will you measure your success?

How will you measure your achievement along the way?

Step 4

Who will lead the improvement project? (This is the person responsible for achieving the above output). How will you engage them in this project?

Who would we like to be involved in the improvement team? (these are the people who will assist to make the changes). How will you engage them in the project?

What is the improvement team responsible for achieving?

Who else needs to be consulted?

Who knows a lot, or has had a lot of experience in this area?

What extra resources do you need to complete this improvement project?

Step 5

When do you want to complete this improvement project?

When do you want to start working on this improvement project?

Step 6

What currently doesn't work about the current situation? What currently works well?

What ideas do you have relating to this improvement project? What else? What else?

What could be done?

What could you do if you had more time or money?

What organisation would be worth learning from? What would they do in this situation?

What would a 'world class' organisation do to improve in this area?

Who would have some good ideas?

What are the barriers to making the changes? How will you overcome these barriers?

Steps 7, 8, 9, 10

Who is going to produce the improvement plan document?

What other improvement projects need to be included in the plan?

How will this improvement plan be incorporated into existing service / business plans?

Who will you distribute the improvement plan to?

How will you communicate the plan?

How will you ensure that people understand the plan?

How will you ensure that people want to use the plan?

How will you ensure that the plan is a live, working document?

How will you monitor progress with each improvement project?

How will you review the effectiveness of the action?