

		Success Criteria (i.e. what success will be like)	Performance Measures
	wants to engage with members of the community	Development of an engagement Plan which offers residents, employees, partners and other stakeholders a way of contributing towards the shaping the future of cultural services. Introduction of performance management within engagement. Consistent application of consultation procedures across the section.	Engagement demonstrated in community projects Evidence of a consistent approach to engagement across the respective service sections.
G2	Policy and strategic direction- The organisation will produce a clear strategy that sets out what the outcomes are for culture and sport.	Updated separate service strategies for Sports, Arts and Tourism which are linked to the Sustainable Community Plan. Increase the level of consultation in the strategy forming process	Service Strategies produced and approved by Committee. Evidence of consultation demonstrated.
G3	Partnership Working- The organisation will work effectively with partners in achieving shared and section specific objectives.	Produce an evaluation process based upon specific criteria on which to evaluate the success of each partnership. Link the partnerships to the Covalent system. Understand the real value of partnership working to strategic objectives and taken positive action to continue or discontinue partnership working	Evaluation methodology and monitoring process established Link to Covalent System
G4	Equality and Diversity- Through use of the new Equality Framework adopt a more outcome focused approach for individuals, families and communities. Appreciate fully the barriers to equality.	To be consistently applying practices which ensure that the services delivered are equally accessible and to complete Equality Impact Assessments (EIA) for culture and sport.	Embrace the new Equality Framework for Local Government and aim towards achievement of Level 2 and 3- Achieving Status.
G5	Performance Monitoring- The organisation will be driven by a senior management commitment to improvement according to set targets and outcomes.	There are clear improvement targets/ outcomes for each service area which are owned by Managers and communicated to staff. A mechanism exists for identifying under performance in service areas and for involving all section heads in a shared course of improvement.	Adherence to the Covalent system of performance monitoring Staff -Away Days established for staff to influence the service outcomes Facility specific improvement plans monitored against performance Local equality, diversity and community cohesion targets to be set within Covalent system.
RIBBLE VALLEY –		IMPROVEMENT PLAN	