

CONTINUOUS IMPROVEMENT CHARTER



ICIPS introduction to the Continuous Improvement Charter

Continuous Improvement (CI) is the continual evaluation and improvement of systems to identify changes that can be made to improve efficiency and effectiveness.

It has always been important for providers of public services to continuously improve but moving out of the pandemic towards recovery offers new opportunities to learn and improve.

As an organisation who sets standards of practice for continuous improvement, ICIPS recognises the need for CI to become embedded as a way of working, responsibilities must be owned by each function, team, and person across the entire organisation.

This Charter sets out the commitments that organisations can sign up to, to embed CI in the way their organisation works. The commitments are colour coded to reflect our mantra of

Collaborate, Educate, Innovate

We encourage all organisations to ensure that their suppliers, whether they be individuals or organisations, adopt the CI Charter.

This charter represents the benefits that can be achieved through collaboration between corporate members of ICIPS and we are very grateful to all contributors including:

- Leicestershire Police
- The Scottish Government
- APHA
- DEFRA
- UK Research and Innovation
- Leeds and York Partnership NHS Foundation Trust
- Serco

Debbie Simpson CEO on behalf of ICIPS Directors

The Charter

- We believe that every person should have the opportunity to contribute to the success of their organisation.
- We believe that everyone should learn together in pursuit of quality.
- We are united in our view that the drive to deliver more effective and efficient services is not an end goal, but a never-ending journey of self-improvement to secure better outcomes.
- We want the delivery of public services to be guided by insight and intelligence, and characterised by supportive, nurturing cultures.
- We recognise that everyone has a role to play in creating and sustaining the conditions for change, including leaders, managers, and the staff themselves.
- In signing this Charter, we signal our intent to come together with people across our organisation and the wider the system in which we operate; with the shared aim of improving performance at every level.
- We hold ourselves accountable in the delivery of the commitments set out below.

Our commitment to Continuous Improvement

- **Collaborate, Educate, Innovate**
- 1. Design continuous improvement into the organisation's strategic objectives; ensuring strategic decision makers recognise CI as a priority.
- 2. Cascade CI goals that create a culture where individuals are accountable for their actions.
- 3. Ensure everyone has the time and support to practice CI; removing blockages to make this possible.
- 4. Ensure inclusivity is a golden thread that goes through all continuous improvement activity
- 5. Develop a mutual understanding of, and commitment to CI - both top down and bottom-up
- 6. Ensure employees are empowered and supported to practice CI for as long as they need to and at the pace they require.
- 7. Ensure CI is embedded in the employee lifecycle, recognising the benefits to both the organisation and employee development.
- 8. Ensure communication channels provide insight that shows opportunities to improve; ensuring developments in strategy, policy and process are evidence-based and contribute to organisation-wide improvement.
- 9. Seek good practice and insight; working on the principle of why these practices should be adopted, rather than why they should not.
- 10. Co-design and co-produce improvements, ensuring external stakeholders are integrated into relevant improvement activity.

Making the charter our own - our commitments

Every organisation is unique, but the principles of the charter can be adopted and adapted. What will you do to make them your own and bring them to life ?

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In signing this charter this Organisation will:

1. We will ensure that all those with strategic decision-making responsibility recognise that CI is a priority, and they collaborate on the development of an action plan that places CI at the heart of all activity.
2. We will cascade and embed SMART CI goals that align to strategic objectives and holds each person accountable for achieving improvements.
3. We will embed CI within our ethos and values.
4. We will ensure that data is gathered and shared to inform opportunities to improvement.
5. We will develop communication channels to share lessons learned and put in place mechanisms that ensure we improve because of this insight.
6. We will ensure everyone has the time, training, tools, and support to practice CI; actively driving down unnecessary workload and burden, and managing risks to make this possible.
7. We will commit to co-designing and co-producing improvements
8. We will ensure teaching about continuous improvement is developed and tailored to the needs of users and it eliminated discrimination and advanced equality.