

CONTINUOUS IMPROVEMENT CHARTER



ICIPS introduction to the Continuous Improvement Charter

Continuous Improvement (CI) is the continual evaluation and improvement of systems in order to improve efficiency and effectiveness. CI embraces incremental, step and transformational change.

It has always been important for providers of public services to continuously improve, but moving out of the pandemic towards recovery is an ideal time to re-commit to the principles and practices of CI.

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 require their suppliers and partners to 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
- NIHR
- Serco
- Stoke-on-Trent City Council

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 continuous improvement, including leaders, managers, and the staff themselves.
- In signing this Charter, we signal our intent to come together with people across our organisation and external stakeholders; with the shared aim of improving performance at every level.
- We believe that continuous improvement is about being inclusive and capturing the voices of the relevant stakeholders.
- 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. Adapt the tools and techniques of Continuous Improvement to meet local need.
9. 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.
10. Seek good practice and insight; working on the principle of why these practices should be adopted, rather than why they should not.
11. Co-design and co-produce improvements, ensuring external stakeholders are integrated into relevant improvement activity.