

Characteristics of High Performance

This document summarises the key characteristics of High Performing County Cricket Boards (CCBs). The County Clubs and Premier Leagues have a role in engaging with the CCBs to support them in using these characteristics to improve how recreational cricket is delivered.

Regular organisational self-assessment using this framework will ensure a culture of continuous improvement is embraced by all three of the organisations that have signed up to the new Memorandum of Understanding.

This consistent self-assessment framework will enable all parties to work in a common way to deliver improved services to cricket as defined by each county network's outcomes

Characteristic One: Strong Leadership

We demonstrate visible leadership and communicate a clear vision, values and direction for our network

We maintain constancy of purpose even in times of change.

We generate and value shared commitment and ownership of our vision and values amongst staff and partners.

We support innovation and enterprise and we are a powerful advocate of the value of cricket and the role of the network in 'Inspiring the Nation to choose Cricket'.

Characteristic Two: Strong Corporate Governance

We maintain, review and improve a governance model, organisational structure & management system, which enable us to:

- Comply with legal and statutory requirements
- Discharge our financial responsibilities
- Implement best practice
- Support our effective decision making process
- Effectively manage risk and maximise opportunities
- Meet the needs of all stakeholders and achieve enhanced outcomes.

Characteristic Three: Working in Partnership

We seek, develop, maintain and improve mutually beneficial partnerships within the cricket network and with external partners to help develop innovative and efficient services which meet the needs & expectations our community.

In particular we will ensure:

- Effective relationships
- Identified economies of scale
- Aligned and integrated programmes
- Common policies and procedures (where appropriate and applicable) in particular in relation to the challenges faced by the county network in delivering One Game

Characteristic Four: Effective Decision Making Processes

We develop & operate a clear, robust & transparent decision-making process, which will enable us to deliver our Outcomes and align our resources and programmes

In particular we ensure that in doing this we:

- are informed by customer insight and the identified needs of other stakeholders
- make the best use of the knowledge, experience and ideas of professional staff, volunteers and partners
- recognise opportunities to develop economies of scale and ensure best return on investment
- avoid duplication
- take corporate responsibility for implementing the decisions we make

Characteristic Five: Focus on Meeting Customer Need

We develop & maintain insight to the needs, wants, expectations, perceptions & experiences of people from all parts of the community.

The insight we collect is used to inform the local decisions we make about what we do

We utilise this insight and the Growth Cycle to develop specific action plans to innovate and to improve our services in order to achieve our outcomes

Characteristic Six: Focus on the Delivery of Desired & Key Results

We establish, review and update clear, interdependent outcomes based on our vision and mission, and the needs of all people in our community & other stakeholders.

We develop collective ownership of these outcomes amongst the professional and volunteer workforce, and our key partners.

We align our resources and programmes to achieving enhanced results relating to these outcomes, driving innovation and improvement in what we do.

We deliver against minimum quality standards in key programme areas, recognising and sharing best practice as appropriate.

Characteristic Seven: Managing the Future

We continually review the future challenges, risks and opportunities facing cricket

We are adaptable and flexible to ensure we respond effectively to political, environmental, economic, social and technological changes that impact on us

We aim to create a long term future for cricket for future generations

Characteristic Eight: Skilled Workforce

In line with present and future workforce needs of the network we will:

- Effectively recruit and have clear and transparent roles and responsibilities for the professional and volunteer workforce
- Invest in on-going Continued Professional Development for our professional staff based on regular organisational and individual needs analysis
- Create and provide opportunities for the development of the volunteer workforce
- Reward and recognise good practice across the network