Sefton Council ✠

SEFTON METROPOLITAN BOROUGH COUNCIL

Sefton's Performance Reporting and Information NeTwork (SPRINT)

Annual Service Plan Monitoring

Department:	Finance and Information Services
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Contract Monitoring

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CM-AP-001 : Reconciliation of Financial and Contractual Commitments		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CM-AP-001.1 : Reconcile April Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		15-Apr-2009	Phil Breen	Completed
FIS-CM-AP-001.2 : Reconcile May Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		15-May-2009	Phil Breen	Completed
FIS-CM-AP-001.3 : Reconcile June Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		15-Jun-2009	Phil Breen	Completed
FIS-CM-AP-001.4 : Reconcile July Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		15-Jul-2009	Phil Breen	Completed
FIS-CM-AP-001.5 : Reconcile August Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		14-Apr-2009	Phil Breen	Completed
FIS-CM-AP-001.6 : Reconcile September Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		09-Sep-2009	Phil Breen	Completed
FIS-CM-AP-001.7 : Reconcile October Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		15-Oct-2009	Phil Breen	Not Started
FIS-CM-AP-001.8 : Reconcile November Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		16-Nov-2009	Phil Breen	Not Started
FIS-CM-AP-001.9 : Reconcile December Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		15-Dec-2009	Phil Breen	Not Started
FIS-CM-AP-001.10 : Reconcile January Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		15-Jan-2010	Phil Breen	Not Started

Activities	Comments	Deadline	Lead Officer	Status
FIS-CM-AP-001.11 : Reconcile February Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		16-Feb-2010	Phil Breen	Not Started
FIS-CM-AP-001.12 : Reconcile March Invoices & Statements of Work (PC's, Printers, Project Days & Telephony)		15-Mar-2010	Phil Breen	Not Started

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CM-AP-002 : Record & Distribute Reports		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CM-AP-002.1 : Record & Distribute April Reports to FISOB (Create trend analysis)		18-May-2009	Phil Breen	Completed
FIS-CM-AP-002.2 : Record & Distribute May Reports to FISOB (Create trend analysis)		22-Jun-2009	Phil Breen	Completed
FIS-CM-AP-002.3 : Record & Distribute June Reports to FISOB (Create trend analysis)		20-Jul-2009	Phil Breen	Completed
FIS-CM-AP-002.4 : Record & Distribute July Reports to FISOB (Create trend analysis)		24-Aug-2009	Phil Breen	Completed
FIS-CM-AP-002.5 : Record & Distribute August Reports to FISOB (Create trend analysis)		21-Sep-2009	Phil Breen	Completed
FIS-CM-AP-002.6 : Record & Distribute September Reports to FISOB (Create trend analysis)		19-Oct-2009	Phil Breen	Completed
FIS-CM-AP-002.7 : Record & Distribute October Reports to FISOB (Create trend analysis)		11-Nov-2009	Phil Breen	Not Started
FIS-CM-AP-002.8 : Record & Distribute November Reports to FISOB (Create trend analysis)		14-Dec-2009	Phil Breen	Not Started
FIS-CM-AP-002.9 : Record & Distribute December Reports to FISOB (Create trend analysis)		18-Jan-2010	Phil Breen	Not Started
FIS-CM-AP-002.10 : Record & Distribute January Reports to FISOB (Create trend analysis)		22-Feb-2010	Phil Breen	Not Started
FIS-CM-AP-002.11 : Record & Distribute February Reports to FISOB (Create trend analysis)		22-Mar-2010	Phil Breen	Not Started
FIS-CM-AP-002.12 : Record & Distribute March Reports to FISOB (Create trend analysis)		19-Mar-2010	Phil Breen	Not Started
FIS-CM-AP-002.13 : Record & Distribute Quarter 1-Ending June 09 Partnership Report		30-Jun-2009	Phil Breen	Completed

Activities	Comments	Deadline	Lead Officer	Status
FIS-CM-AP-002.14 : Record & Distribute Quarter 2–Ending September 09 Partnership Report		30-Sep-2009	Phil Breen	Completed
FIS-CM-AP-002.15 : Record & Distribute Quarter 3- Ending December 09 Partnership Report		31-Dec-2009	Phil Breen	Not Started
FIS-CM-AP-002.16 : Record & Distribute Quarter 4- Ending March 10 Partnership Report		31-Mar-2010	Phil Breen	Not Started

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-CM-AP-003 : Provide generic quality assurance service ensuring compliance with the contract	John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CM-AP-003.1 : Prepare and distribute analysis report of KPI assurance checks (monthly)	50% Complete	31-Mar-2010	Angela Ellis	On Target
FIS-CM-AP-003.2 : Prepare and distribute analysis report of correspondence, FOI, Data Protection requests (monthly)	50% Complete	31-Mar-2010	Angela Ellis	On Target
FIS-CM-AP-003.3 : Validate sample check of reports submitted by service provider (monthly)	50% Complete	31-Mar-2010	Angela Ellis	On Target

Customer Services

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-001 : Web strategy		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-001.1 : Update strategy		15-Apr-2009	Melissa Levitt	Completed
FIS-CS-AP-001.2 : Attain approval of strategy at CCEB	CCEB to be scheduled in November	31-Aug-2009	Melissa Levitt	On Hold
FIS-CS-AP-001.3 : Publish strategy		30-Sep-2009	Melissa Levitt	Not Started
FIS-CS-AP-001.4 Conduct EIA on Web Strategy		31-Dec-2009	Janet Barry	Not Started

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-002 : Register of activities for website	John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-002.1 : Update register		31-Mar-2010	Melissa Levitt	On Target
FIS-CS-AP-002.2 : Report latest guidance from central Government and other local authority websites		31-Mar-2010	Melissa Levitt	On Target
FIS-CS-AP-002.3 : Chair discussion at data owners working groups		31-Mar-2010	Melissa Levitt	On Target
FIS-CS-AP-002.4 : Report developments from North West Immediacy group		31-Mar-2010	Melissa Levitt	On Target
FIS-CS-AP-002.5 : Report on actions from comments received on Website		31-Mar-2010	Janet Barry	On Target

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-003 : Review content and functionality of website	John Farrell	Janet Barry	31-Mar-2010	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-004 : Review and monitor kiosk usage		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments		Deadline	Lead Officer	Status
FIS-CS-AP-004.1 : Report on kiosk performance			30-Apr-2009	Melissa Levitt	Completed
FIS-CS-AP-004.2 : Report on kiosk performance			29-May-2009	Melissa Levitt	Completed
FIS-CS-AP-004.3 : Report on kiosk performance	LSC HAC Orrell Library Litherland Library Southport OSS Bootle OSS	3.32% 1.11% 0.37% 0.66% 2.16% 1.60%	26-Jun-2009	Melissa Levitt	Completed
FIS-CS-AP-004.4 : Report on kiosk performance			31-Jul-2009	Melissa Levitt	Completed
FIS-CS-AP-004.5 : Report on kiosk performance			31-Aug-2009	Melissa Levitt	Completed
FIS-CS-AP-004.6 : Report on kiosk performance			30-Sep-2009	Melissa Levitt	Completed
FIS-CS-AP-004.7 : Report on kiosk performance			30-Oct-2009	Melissa Levitt	Not Started
FIS-CS-AP-004.8 : Report on kiosk performance			30-Nov-2009	Melissa Levitt	Not Started
FIS-CS-AP-004.9 : Report on kiosk performance			31-Dec-2009	Melissa Levitt	Not Started
FIS-CS-AP-004.10 : Report on kiosk performance			29-Jan-2010	Melissa Levitt	Not Started
FIS-CS-AP-004.11 : Report on kiosk performance			26-Feb-2010	Melissa Levitt	Not Started
FIS-CS-AP-004.12 : Report on kiosk performance			31-Mar-2010	Melissa Levitt	Not Started

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-005 : Conduct study into social networking	John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-005.1 : Monitor and review Active Sefton Facebook advert proposal		31-Mar-2010	Melissa Levitt	On Target
FIS-CS-AP-005.2 : Contact other authorities to assess impact of social networking		30-Sep-2009	Melissa Levitt	On Hold
FIS-CS-AP-005.3 : Draw up report on social networking		30-Sep-2009	Melissa Levitt	On Hold
FIS-CS-AP-005.4 : Present to CCEB		30-Oct-2009	Janet Barry	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-006 : Conduct study into template development		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-006.1 : Report on Myspace2breathe template development		31-Jul-2009	Melissa Levitt	Completed
FIS-CS-AP-006.2 : Report on Myspace2breathe template development		30-Sep-2009	Melissa Levitt	Completed
FIS-CS-AP-006.3 : Report on Southport Cycle Town template development		31-Jul-2009	Melissa Levitt	Completed
FIS-CS-AP-006.4 : Report on Southport Cycle Town template development		30-Sep-2009	Melissa Levitt	Completed
FIS-CS-AP-006.5 : Assess effectiveness of templates		30-Sep-2009	Melissa Levitt	Completed
FIS-CS-AP-006.6 : Report on review of request for Southport Eco Centre template		31-Jul-2009	Melissa Levitt	Completed
FIS-CS-AP-006.7 : Report on review of request for Southport Eco Centre template		30-Sep-2009	Melissa Levitt	Completed
FIS-CS-AP-006.8 : Report on monitoring request for template/site for Safer Stronger Communities		31-Jul-2009	Melissa Levitt	Completed
FIS-CS-AP-006.9 : Report on monitoring request for template/site for Safer Stronger Communities		30-Sep-2009	Melissa Levitt	Completed
FIS-CS-AP-006.10 : Report on priority areas for development including resources required		30-Sep-2009	Melissa Levitt	Completed
FIS-CS-AP-006.11 : Complete study including recommendations for moving forward		30-Sep-2009	Melissa Levitt	Completed
FIS-CS-AP-006.12 : Present to CCEB		30-Oct-2009	Janet Barry	Not Started

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-007 : Conduct study into template development		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-007.1 : Assess and report on quality of existing intranet site,		31-Jul-2009	Melissa Levitt	Completed
FIS-CS-AP-007.2 : Assess and report on usage of existing intranet site.		31-Aug-2009	Melissa Levitt	Completed
FIS-CS-AP-007.3 : Report on discussion with data owners for their ideas on intranet development		31-Aug-2009	Melissa Levitt	Completed
FIS-CS-AP-007.4 : Report on research of other intranet designs from Immediacy user group		31-Aug-2009	Melissa Levitt	Completed
FIS-CS-AP-007.5 : Report on priority areas for development including resources required		31-Aug-2009	Melissa Levitt	Completed
FIS-CS-AP-007.6 : Complete study including recommendations for moving forward		30-Sep-2009	Melissa Levitt	Completed

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-008 : Improve the % of customers who are fairly or very satisfied with the service provided by Sefton Plus		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-008.1 : Set meetings to discuss, and finalise PI definitions for CS1 and CS2		30-Jun-2009	Janet Barry	Completed
FIS-CS-AP-008.2 : Set up meetings to agree and set PI targets for CS1 and CS2		30-Jun-2009	Janet Barry	Completed
FIS-CS-AP-008.3 : Agree content and commission customer satisfaction survey	Contacted Mott MacDonald to provisionally book time slot first two weeks in October. Further Meeting to be held in early August to obtain costs and agree content.	30-Sep-2009	Janet Barry	Completed
FIS-CS-AP-008.4 : Conduct customer satisfaction survey		31-Dec-2009	Janet Barry	On Target
FIS-CS-AP-008.5 : Publish report on findings from survey, identify and agree actions		31-Mar-2010	Janet Barry	Not Started
FIS-CS-AP-008.6 : Publish PI performance		31-Mar-2010	Janet Barry	Not Started

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-009 : Reducing avoidable contact		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-009.1 : Following national guidance, ensure data collection requirements are in place.		31-Mar-2010	Kurt Goldman	Completed
FIS-CS-AP-009.2 : Set data sample collection period	Provisional date set for September to monitor progress	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-009.3 : Set up working group meetings		31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-009.4 : Ensure data is being recorded		31-Mar-2010	Kurt Goldman	Not Started
FIS-CS-AP-009.5 : Publish report on data		31-Mar-2010	Janet Barry	Not Started
FIS-CS-AP-009.6 : Ensure action plans are in place where required	Action plans resulting from the exercise undertaken in February have been written and are held under NI14 within SRINT	31-Mar-2010	Janet Barry	On Target

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-010 : Develop diversity work through the delivery of services across all channels for all customers regardless of their personal circumstances	John Farrell	Kurt Goldman	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-010.1 : Attend Equality partnership meetings	Meetings attended. Additional meeting attended to move forward monitoring for this year	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-010.2 : Ensure all policy changes are implemented	Ruth Austin Vincent has made recommendations to improve our accessibility to services for hard to reach groups. Hate crime reporting to be promoted more actively.	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-010.3 : Ensure EIA action plan is adhered to	Kurt Goldman to undertake EIA review.	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-010.4 : Meet the Directorate activity to take place for Customer Centric Services	Following meeting with Andy Woods, a meet the directorate event will take place in October, with representatives from the ability network.	31-Oct-2009	Kurt Goldman	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-011 : Develop staff skills		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-011.1 : Maintain skills matrix	Skills audit undertaken to develop skills matrix	31-Mar-2010	Kurt Goldman	On Target
FIS-CS-AP-011.2 : Maintain staff development plans	Includes elements of performance as indicated from report for CIP AN16. Aligning staff work patterns to call arrival patterns	31-Mar-2010	Kurt Goldman	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-012 : Develop existing services accessed through Sefton Plus		John Farrell	Kurt Goldman	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-012.1 : Attend quarterly meetings with service area		31-Mar-2010	Kurt Goldman	On Target
FIS-CS-AP-012.2 : Assess service delivery for services	Service reviewed at each quarterly meeting	31-Mar-2010	Kurt Goldman	On Target
FIS-CS-AP-012.3 : Implement changes resulting from service meetings		31-Mar-2010	Kurt Goldman	On Target
FIS-CA-AP-012.4 : Develop Quality Reporting Mechanism - CIP AN10	Protocol has been drafted for agreement. Workshops to be set up with outcomes Full understanding of protocols and reasons for it Full support and agreement to follow protocol Agreed mechansim to report problems and issues	31-Aug-2009	Janet Barry	Completed

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-013 : Develop the performance management framework for the delivery of customer services	John Farrell	Kurt Goldman	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-013.1 : Report against established KPI monthly	All KPI currently on target	31-Mar-2010	Kurt Goldman	On Target
FIS-CS-AP-013.2 : Report against established PIs annually	Two annual KPI now established	31-Mar-2010	Kurt Goldman	On Target
FIS-CS-AP-013.3 : Review reporting mechanism		30-Sep-2009	Kurt Goldman	Completed

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-014 : Expand the range of services accessible to customers through Sefton Plus		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-014.1 : Agree a prioritised service take on schedule		30-Apr-2009	Janet Barry	Completed
FIS-CS-AP-014.2 : Agree project days required	First service to be moved into Sefton Plus Contact Centre will be SplashWorld. Development time agreed. No further development days have been required yet	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-014.3 : Report progress on service take on within agreed schedule	ContactPoint service now fully operational	30-Jun-2009	Janet Barry	Completed
FIS-CS-AP-014.4 : Report progress on service take on within agreed schedule	SplashWorld calls now being taken through Contact Centre during office hours (8.00 am to 18.00 pm)	30-Sep-2009	Janet Barry	Completed
FIS-CS-AP-014.5 : Report progress on service take on within agreed schedule		31-Dec-2009	Janet Barry	Not Started
FIS-CS-AP-014.6 : Report progress on service take on within agreed schedule		31-Mar-2010	Janet Barry	Not Started

Action				Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-015 : Customer Access Strategy				John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-015.1 : Set out draft Customer Access Strategy		31-May-2009	Janet Barry	Completed
FIS-CS-AP-015.2 : Obtain officer approval for Customer Access Strategy	Strategy currently with John Farrell for approval and progression Strategy document has been shared with Margaret Carney. A progress plan will be in place by 31.12.09	30-Sep-2009	Janet Barry	On Target
FIS-CS-AP-015.3 : Consider public consultation on Customer Access Strategy		30-Sep-2009	Janet Barry	Delayed
FIS-CS-AP-015.4 : obtain member approval for Customer Access Strategy		31-Oct-2009	Janet Barry	Delayed
FIS-CS-AP-015.5 : Conduct EIA on Customer Access Strategy		30-Oct-2009	Janet Barry	Not Started
FIS-CS-AP-015.6 : Publish Customer Access Strategy		30-Nov-2009	Janet Barry	Not Started

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-016 : Contract/relationship management		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-016.1 : Reporting performance against CS KPI	Quarter 1 April - June, all KPIs met target July - September, all KPIs met target	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-016.2 : Reporting prgress against CS CIP	Quarter 1 CIP projects are progressng, some slippage may be experienced due to pressure of work in first year of contract.	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-016.3 : Update service area on developments	Quarter 1 Regular meetings have been set up with service areas to discuss issues. Any issues/projects requiring approval are raised at CCEB Quarter 2 No further progress made, pending access strategy approval, will be obtained in quarter 3	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-016.4 : Relationship management for Transactional HR and Payroll	Quarter 1 Any issues requiring buy in from retained staff are dealt with through arranging meetings and workshops Quarter 2 2 workshops held to find solutions with problems generated by feeder systems	31-Mar-2010	Janet Barry	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-CS-AP-017 : NI14		John Farrell	Janet Barry	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-CS-AP-017.1 : NI14 working group meetings	Arrange and chair working goup meetings Next meeting scheduled for November 2009	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-017.2 : Monitor service action plans	Action plans can be found as uploaded documents under additional information on NI14 national indicator. Plan progress will be reported at next NI14 working group.	31-Mar-2010	Janet Barry	On Target
FIS-CS-AP-017.3 : Data capturing	Due to take place February 2010	31-Mar-2010	Janet Barry	Not Started
FIS-CS-AP-017.4 : Performance reporting	Corporate reporting against target is required on an annual basis.	31-Mar-2010	Janet Barry	Not Started

Indicator	Description	Preferred Outcome	Frequency of collection	2008/09 Actual	2009/10 Q3 Estimate	2009/10 Q3 Actual	2009/10 Target	2009/10 Projection	Target to be achieved?
NI 014	Avoidable contact: The average number, of customer contacts per received customer request	Lower	Annual	11.75%					No Data

Finance Transactional Services Client

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-TS-AP-001 : Deliver & Improve the Business Rate Collection service in accordance with relevant legislation	John Farrell	Christine Finnigan	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-TS-AP-001.1 Administer Business Rate Collection Service (Measured by KPI)	Target will be set end of July - data being collated & from Government regarding impact on change to empty property rates & Docks billing. Target has been set - revised KPI in place & monitored - 15.10.09.	30-Jun-2009	Christine Finnigan	Completed
FIS-TS-AP-001.2 Administer Business Rate Collection Service (Measured by KPI)	Revised KPI - altered to 3 & removed Docks collection to separate KPI. Target met for this period.	30-Sep-2009	Christine Finnigan	Completed
FIS-TS-AP-001.3 Administer Business Rate Collection Service (Measured by KPI)		31-Dec-2009	Christine Finnigan	On Target
FIS-TS-AP-001.4 Administer Business Rate Collection Service (Measured by KPI)		31-Mar-2010	Christine Finnigan	On Target
FIS-TS-AP-001.5 Action Internal Audit Requirements		31-Mar-2010	Christine Finnigan	On Target
FIS-TS-AP-001.6 Prepare for Pericles Migration	Targets & milestones not yet agreed - in negotiations phase.	31-Mar-2010	Christine Finnigan	On Target
FIS-TS-AP-001.7 Achieve CIP Programme Year 1	CIP programme under review - revised programme to be submitted by Customer Centric Service Manager - review date 22.07.09 Agreed actions completed in year 1 programme.	31-Mar-2010	Christine Finnigan	Completed
FIS-TS-AP-001.8 Complete CIPFA Benchmarking to Client		05-Jun-2009	Christine Finnigan	Completed
FIS-TS-AP-001.9 CIPFA comparator questionnaire to Client	Data provided & results. Client will arrange date to discuss best practice ideas for service.	24-Jul-2009	Christine Finnigan	Completed

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-TS-AP-002 : Deliver & Improve the Council's Sundry Income Collection service		John Farrell	Christine Finnigan	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-TS-AP-002.1 : Administer Sundry Income Collection Service (Measured by KPI)		30-Jun-2009	Gary Davies	Completed
FIS-TS-AP-002.2 : Administer Sundry Income Collection Service (Measured by KPI)		30-Sep-2009	Gary Davies	Completed
FIS-TS-AP-002.3 : Administer Sundry Income Collection Service (Measured by KPI)		31-Dec-2009	Gary Davies	On Target
FIS-TS-AP-002.4 : Administer Sundry Income Collection Service (Measured by KPI)		31-Mar-2010	Gary Davies	On Target
FIS-TS-AP-002.5 : Action Internal Audit Requirements	Waiting for actions from I audit. work commenced in areas.	31-Mar-2010	Mark Barry	On Target
FIS-TS-AP-002.6 : Prepare for Pericles Migration	No targets or milestones set - in negotiation stage	31-Mar-2010	Mark Barry	On Target
FIS-TS-AP-002.7 : Achieve CIP Programme Year 1	Require updated CIP programme from Customer Centric Service Manager - review date 22.07.09 Arrears review completed within year 1. Next step will be business plan.	31-Mar-2010	Mark Barry	Completed
FIS-TS-AP-002.8 : Complete CIPFA Benchmarking to Client	Draft report received from CipFa - next stage comparators reports.	15-May-2009	Mark Barry	Completed
FIS-TS-AP-002.9 : CIPFA comparator questionnaire to Client	Data provided to Client - now looking at best practice for service improvement.	31-Mar-2010	Mark Barry	Completed

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-TS-AP-003 : Provide a Benefit Fraud investigation Service	John Farrell	Christine Finnigan	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-TS-AP-003.1 : Reduce Fraud & error - monitored by achieving KPI's		30-Jun-2009	Pete Jenner	Completed
FIS-TS-AP-003.2 : Reduce Fraud & error - monitored by achieving KPI's	KPI targets achieved for this period	30-Sep-2009	Pete Jenner	Completed
FIS-TS-AP-003.3 : Reduce Fraud & error - monitored by achieving KPI's		31-Dec-2009	Pete Jenner	On Target
FIS-TS-AP-003.4 : Reduce Fraud & error - monitored by achieving KPI's		31-Mar-2010	Pete Jenner	On Target

Financial Management

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-001 : Monthly revenue budget monitoring		Lynton Green	Mike Martin	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-001.1 : Production of monitoring reports from Oracle FMS	Monitoring reports continue to be run monthly	30-Jun-2009	Kevin McBlain	Completed
FIS-FINMAN-AP-002.1 : Quarterly written reports to Cabinet Members		30-Jun-2009	Kevin McBlain	Completed
FIS-FINMAN-AP-002.2 : Quarterly written reports to Cabinet Members	Some 2nd quarter reports will be presented during Oct/Nov	30-Sep-2009	Kevin McBlain	On Target
FIS-FINMAN-AP-002.3 : Quarterly written reports to Cabinet Members		31-Dec-2009	Kevin McBlain	Not Started
FIS-FINMAN-AP-002.4 : Quarterly written reports to Cabinet Members		31-Mar-2010	Kevin McBlain	Not Started
FIS-FINMAN-AP-001.2 : Production of monitoring reports from Oracle FMS		30-Sep-2009	Kevin McBlain	Completed
FIS-FINMAN-AP-001.3 : Production of monitoring reports from Oracle FMS		31-Dec-2009	Kevin McBlain	Not Started
FIS-FINMAN-AP-001.4 : Production of monitoring reports from Oracle FMS		31-Mar-2010	Kevin McBlain	Not Started

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	On Target	50

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-002 : Monthly capital programme monitoring		Lynton Green	Mike Martin	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-002.1 : Production of monitoring reports from Oracle FMS		30-Jun-2009	Mike Martin	Completed
FIS-FINMAN-AP-002.5 : Quarterly written reports to Cabinet		30-Jun-2009	Mike Martin	Completed
FIS-FINMAN-AP-002.2 : Production of monitoring reports from Oracle FMS		30-Sep-2009	Mike Martin	On Target
FIS-FINMAN-AP-002.3 : Production of monitoring reports from Oracle FMS		31-Dec-2009	Mike Martin	Not Started
FIS-FINMAN-AP-002.4 : Production of monitoring reports from Oracle FMS		31-Mar-2010	Mike Martin	Not Started
FIS-FINMAN-AP-002.6 : Quarterly written reports to Cabinet		30-Sep-2009	Mike Martin	Completed
FIS-FINMAN-AP-002.7 : Quarterly written reports to Cabinet		31-Dec-2009	Mike Martin	Not Started
FIS-FINMAN-AP-002.8 : Quarterly written reports to Cabinet		31-Mar-2010	Mike Martin	Not Started

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	On Target	50

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-003 : Closure of Accounts		Lynton Green	Mike Martin	01-Jun-2009	Completed

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-003.1 : Physical closure of all ledgers		01-Jun-2009	Mike Martin	Completed
FIS-FINMAN-AP-003.2 : Preparation of statement of account pro forma information		01-Jun-2009	Mike Martin	Completed
FIS-FINMAN-AP-003.3 : Preparation of statistical returns		01-Jun-2009	Mike Martin	Completed
FIS-FINMAN-AP-003.4 : Preparation of grant claims		01-Jun-2009	Mike Martin	Completed
FIS-FINMAN-AP-003.5 : Completion of outturn reports to Cabinet Member outturn reports		01-Jun-2009	Mike Martin	Completed

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	Completed	100

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-004 : Revenue Budget Preparation		Lynton Green	Mike Martin	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-004.1 : Reformating departmental budgets within the notified cash envelope		31-Mar-2010	Mike Martin	Not Started
FIS-FINMAN-AP-004.2 : Input of agreed detailed budgets into Oracle FMS		31-Mar-2010	Mike Martin	Not Started
FIS-FINMAN-AP-004.3 : Completion of Statistical Returns		31-Mar-2010	Mike Martin	Not Started

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-005 : Capital Programme Preparation		Lynton Green	Mike Martin	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-005.1 : Review of phasing of current year's capital programme		31-Mar-2010	Mike Martin	On Target
FIS-FINMAN-AP-005.2 : Preparation of new start capital programme report to SAMG and Cabinet		31-Mar-2010	Mike Martin	Not Started
FIS-FINMAN-AP-005.3 : Evaluate capital allocation notifications		31-Mar-2010	Mike Martin	Not Started

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-006 : Financial advice to Departments		Lynton Green	Mike Martin	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-006.1 : Engagement in working groups and Departmental management teams		31-Mar-2010	Mike Martin	On Target
FIS-FINMAN-AP-006.2 : Appraisal of Consultants reports, scheme proposals or speculative/asprational proposals		31-Mar-2010	Mike Martin	On Target
FIS-FINMAN-AP-006.3 : Completion of Statistical Returns		31-Mar-2010	Mike Martin	Not Started

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	On Target	50

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-007 : Provision of the Treasury Management and Banking Function		Lynton Green	Jeff Kenah	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-007.1 : Treasury Management Policy & Strategy – Monitoring compliance with the TM Policy & Strategy 2009/10		31-Mar-2010	Jeff Kenah	On Target
FIS-FINMAN-AP-007.2 : Treasury Management Policy & Strategy – comparison of investment performance against LIBID 7 day Benchmark rate		31-Mar-2010	Jeff Kenah	On Target
FIS-FINMAN-AP-007.3 : Treasury Management Policy & Strategy – Annual review of performance 2008/09		31-Jul-2009	Jeff Kenah	Completed
FIS-FINMAN-AP-007.4 : Treasury Management Policy & Strategy – Preparation of Policy & Strategy 2010/11		28-Feb-2010	Jeff Kenah	Not Started
FIS-FINMAN-AP-007.5 : Prudential Code - Monitoring of Code 2009/10		31-Mar-2010	Jeff Kenah	On Target
FIS-FINMAN-AP-007.6 : Prudential Code - Annual review of performance 2008/09		31-Jul-2009	Jeff Kenah	Completed
FIS-FINMAN-AP-007.7 : Prudential Code - Preparation of Code 2010/11		28-Feb-2010	Jeff Kenah	Not Started

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	On Target	50

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-008 : Preparation of MTFP / Budget and Council Tax Setting		Lynton Green	Jeff Kenah	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-008.1 : MTFP / Budget update reports to Cabinet		31-Mar-2010	Jeff Kenah	On Target
FIS-FINMAN-AP-008.2 : Council Tax Setting		31-Mar-2010	Jeff Kenah	Not Started
FIS-FINMAN-AP-008.3 : Statistical Returns (RA Forms, BR1)		31-Mar-2010	Jeff Kenah	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-009 : Corporate Budget Monitoring function		Lynton Green	Jeff Kenah	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-009.1 : Compilation of corporate budget monitoring		31-Jul-2009	Jeff Kenah	Completed
FIS-FINMAN-009.2.1 : Reporting to the Leaders Meeting		31-Jul-2009	Jeff Kenah	On Target
FIS-FINMAN-009.3.1 : Reporting to Cabinet		31-Jul-2009	Jeff Kenah	On Target
FIS-FINMAN-009.2 : Compilation of corporate budget monitoring		31-Oct-2009	Jeff Kenah	On Target
FIS-FINMAN-009.3 : Compilation of corporate budget monitoring		31-Jan-2010	Jeff Kenah	Not Started
FIS-FINMAN-009.4 : Compilation of corporate budget monitoring		31-Mar-2010	Jeff Kenah	Not Started
FIS-FINMAN-009.2.2 : Reporting to the Leaders Meeting		31-Oct-2009	Jeff Kenah	On Target
FIS-FINMAN-009.2.3 : Reporting to the Leaders Meeting		31-Jan-2010	Jeff Kenah	Not Started
FIS-FINMAN-009.2.4 : Reporting to the Leaders Meeting		31-Mar-2010	Jeff Kenah	Not Started
FIS-FINMAN-009.3.2 : Reporting to Cabinet		31-Oct-2009	Jeff Kenah	Not Started
FIS-FINMAN-009.3.3 : Reporting to Cabinet		31-Jan-2010	Jeff Kenah	Not Started
FIS-FINMAN-009.3.4 : Reporting to Cabinet		31-Mar-2010	Jeff Kenah	Not Started

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	On Target	50

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-010 : VAT Accounting		Lynton Green	Jeff Kenah	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-010.1 : Completion of monthly return		31-Mar-2010	Jeff Kenah	On Target
FIS-FINMAN-AP-010.2 : Monitoring of Partial Exemption position		30-Sep-2009	Jeff Kenah	On Target
FIS-FINMAN-AP-010.3 : Provision of VAT advice / support		31-Mar-2010	Jeff Kenah	On Target

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	On Target	50

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-FINMAN-AP-011 : Corporate Closure of the Accounts		Lynton Green	Jeff Kenah	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-FINMAN-AP-011.1 : Preparation of working papers / supporting documents		31-Mar-2010	Jeff Kenah	Activities
FIS-FINMAN-AP-011.2 : Production of Draft Statement of Accounts and Executive Summary for Audit & Governance Committee		30-Jun-2009	Jeff Kenah	Completed
FIS-FINMAN-AP-011.3 : Preparation of Budget Outturn report to Cabinet		31-Jul-2009	Jeff Kenah	Completed
FIS-FINMAN-AP-011.4 : Preparation of Statistical returns (RA Forms)		31-Jul-2009	Jeff Kenah	Completed
FIS-FINMAN-AP-011.5 : Preparation of Statistical returns (RA Forms)		30-Sep-2009	Jeff Kenah	Completed

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	On Target	90

ICT& Support

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-001 : Customer Contact Strategy		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-001.1 : Attend the regular meetings of the Customer Contact Strategy board	There have not been any meetings of the board during this period	31-Mar-2010	Linda Price	On Target
FIS-ICT-AP-001.2 : Continue to manage successive phases of the CRM implementation in accordance with project plans.	50% Complete	31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-001.3 : Implement the Northgate Front Office Upgrade to version 3	50% Complete	31-Mar-2010	Jan Wemmel	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-002 : Support The Council's Accommodation Strategy		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments		Deadline	Lead Officer	Status
FIS-ICT-AP-002.1 : IT element will be managed by a skilled project manager (Bob Fitt)	On target 50%		31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-002.2 : Provide Technical Staff to assist in the removal and set-up of IT equipment	On target 50%		31-Mar-2010	Jan Wemmel	On Target

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-003 : Develop a Strategy and Timescale for Implementation of Government Connect	Paul Edwards	Linda Price	30-Sep-2009	Completed

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-003.1 : Engage with Government Connect Programme Team and business departments		30-Sep-2009	Stephen O'brien	Completed
FIS-ICT-AP-003.2 : Confirm business requirements and prepare project plan		30-Apr-2009	Sue Brisco	Completed
FIS-ICT-AP-003.3 : Meet requirements for Code of Connection to join Gsi	Deadline amended from 30/06/09 to 30/08/09 per Richard Roscoe.	30-Aug-2009	Sue Brisco	Completed
FIS-ICT-AP-003.4 : Implementation - Build and test GC environment		30-Sep-2009	Steve Miller	Completed

Progress Summary

Period	Action Plan Status	% Complete
Quarter 2	Completed	100

Progress	Issues affecting current/future progress & corrective actions
Completed	

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-005 : Establish a New Data Centre		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-005.1 : Statement of Needs		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-005.2 : Select Site(s)		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-005.3 : Select Consultant / Partner		31-Mar-2009	Jan Wemmel	Completed
FIS-ICT-AP-005.4 : Commence Procurement Process		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-005.5 : Select Partner / Award Contract		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-005.6 : Commence build/construction of new data centre(s)		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-005.7 : Complete build & fit-out of data centre(s)	underway	31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-005.8 : Transfer to New Site(s)		31-Mar-2010	Jan Wemmel	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-006 : Upgrade Data Network Infrastructure		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-006.1 : Structural Redesign of the Data Network Infrastructure		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-006.2 : Sign contract with Telewest		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-006.3 : Rationalisation of Data Network Support		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-006.4 : Rationalisation of Firewall and Security Support		31-Mar-2010	Jan Wemmel	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-007 : Upgrade Telephony Infrastructure		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-007.1 : Upgrade the Ericsson MD110 to MX-One (3.1	80% complete	31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-007.2 : Upgrade the Aastra MX-One to V.4		31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-007.3 : Rationalisation of Internal Data Network Support		31-Mar-2010	Jan Wemmel	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-008 : Refresh Desktop PC and Laptops		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-008.1 : Create PC Refresh List for Phase 2 (June 09 – Sep 09)		30-Apr-2009	Jan Wemmel	Completed
FIS-ICT-AP-008.2 : Create PC Refresh List for Phase 3 (Oct 09 – Mar 10)		31-Aug-2009	Jan Wemmel	Completed
FIS-ICT-AP-008.3 : Create PC Refresh List for Phase 4 (Apr 10 – Sep 10)		28-Feb-2010	Jan Wemmel	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-009 : Refresh Telephones		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-009.1 : Refresh 10% of the baseline volume per annum		31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-009.2 : Create list of current Centrex lines that can move onto Internal Telephony Infrastructure and prepare cost benefit analysis	ammened activity description to include "and prepare cost benefit analysis"	31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-009.3 : Publish plan to convert centrex lines to PABX	changed digital network to PABX in description	31-Mar-2010	John Murray	On Target
FIS-ICT-AP-009.4 : Create list of new handsets required for lines moved onto Internal Telephony Infrastructure		31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-009.5 : Publish plan for conversion of Centrex lines to PABX	changed digital network to PABX in description	30-Sep-2009	Jan Wemmel	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-010 : Printer Reduction Strategy		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-0010.1 : Appropriate data from a print audit with 3rd party chosen supplier		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-0010.2 : Develop the Printer Reduction Strategy		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-0010.3 : Order Commercial model for printers and MDFs		31-Mar-2010	Jan Wemmel	Completed
FIS-ICT-AP-0010.4 : Develop the Printer Reduction Strategy (manage service)	Date changed. Project is ongoing and this is the managed service aspect.	30-Sep-2009	Jan Wemmel	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-011 : Refresh Server infrastructure		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-011.1 : Implementation of SAN replacement		30-Sep-2009	Jan Wemmel	Completed
FIS-ICT-AP-011.2 : Plan Server refresh		31-Mar-2010	Jan Wemmel	On Target
FIS-ICT-AP-011.3 : Expand virtual enviroment		31-Mar-2010	Jan Wemmel	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-012 : Migration from Pericles to new Revenue & Benefits system		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-012.1 : Identify and purchase new system	Procurement process has commenced	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-012.2 : Initiate Project Plan		31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-012.3 : Implementation of new system		31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-012.4 : Migrate data to new system		31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-012.5 : Test new system		31-Mar-2010	Stephen O'brien	On Target

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-013 : Implementation of ContactPoint for Children's Services	John Farrell	Linda Price	31-Mar-2010	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-014 : Continued ICT support for Elected Members		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-014.1 : Review kit used by members		31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-014.2 : Report on wireless connectivity for non-Council equipment		31-Mar-2010	Stephen O'brien	Completed

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-016 : Migration from GroupWise to Microsoft Exchange	John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-016.1 : Complete GroupWise mailbox reduction exercise	10% Complete	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-016.2 : Implementation of Microsoft Exchange	Likely to become a 2010/11 activity. This task is dependant on the move to the new data Centre in St Peter's House which is in turn dependant on Scottish Power providing sufficient power to the electrical sub-station.	31-Mar-2010	Stephen O'brien	On Hold
FIS-ICT-AP-016.3 : Migrate GroupWise mailboxes to Exchange	Likely to become a 2010/11 activity. Likely to become a 2010/11 activity. This task is dependant on the move to the new data Centre in St Peter's House which is in turn dependant on Scottish Power providing sufficient power to the electrical sub-station.	31-Mar-2010	Stephen O'brien	On Hold
FIS-ICT-AP-016.4 : Test new Exchange mailboxes	Likely to become a 2010/11 activity. Likely to become a 2010/11 activity. This task is dependant on the move to the new data Centre in St Peter's House which is in turn dependant on Scottish Power providing sufficient power to the electrical sub-station.	31-Mar-2010	Stephen O'brien	On Hold
FIS-ICT-AP-016.5 : Sign-off of new system by Client	Likely to become a 2010/11 activity. Likely to become a 2010/11 activity. This task is dependant on the move to the new data Centre in St Peter's House which is in turn dependant on Scottish Power providing sufficient power to the electrical sub-station.	31-Mar-2010	Stephen O'brien	On Hold
FIS-ICT-AP-016.6 : Train users of new system	Likely to become a 2010/11 activity. Likely to become a 2010/11 activity. This task is dependant on the move to the new data Centre in St Peter's House which is in turn dependant on Scottish Power providing sufficient power to the electrical sub-station.	31-Mar-2010	Stephen O'brien	On Hold
FIS-ICT-AP-016.7 : New system go-live	This task is dependant on the move to the new data Centre in St Peter's House which is in turn dependant on Scottish Power providing sufficient power to the electrical sub-station.	31-Mar-2010	Stephen O'brien	Delayed

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-017 : Migration of Access databases to SQL	John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-017.1 : Identify Access databases to be migrated	15% complete	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-017.2 : Agree requirements with system owner	Council wide exercise to identify relevant Access databases is ongoing. Once complete, evaluation and prioritisation will take place. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	Not Started
FIS-ICT-AP-017.3 : Design migration of each system	Council wide exercise to identify relevant Access databases is ongoing. Once complete, evaluation and prioritisation will take place. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	Not Started
FIS-ICT-AP-017.4 : Complete migration	Council wide exercise to identify relevant Access databases is ongoing. Once complete, evaluation and prioritisation will take place. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	Not Started
FIS-ICT-AP-017.5 : Test new SQL version	Council wide exercise to identify relevant Access databases is ongoing. Once complete, evaluation and prioritisation will take place. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	Not Started
FIS-ICT-AP-017.6 : System owner sign-off	Council wide exercise to identify relevant Access databases is ongoing. Once complete, evaluation and prioritisation will take place. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	Not Started
FIS-ICT-AP-017.7 : SQL version go-live	Council wide exercise to identify relevant Access databases is ongoing. Once complete, evaluation and prioritisation will take place. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	Not Started

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-018 : Migration of ASP systems to NET		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-018.1 : Identify ASP systems to be migrated		31-Mar-2010	Stephen O'brien	Completed
FIS-ICT-AP-018.2 : Agree requirements with system owner	arvato undertaking migration exercise as rolling programme, utilising downtime between scheduled work. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-018.3 : Design migration of each system	arvato undertaking migration exercise as rolling programme, utilising downtime between scheduled work. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-018.4 : Complete migration	arvato undertaking migration exercise as rolling programme, utilising downtime between scheduled work. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-018.5 : Test new .NET version	arvato undertaking migration exercise as rolling programme, utilising downtime between scheduled work. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-018.6 : System owner sign-off	arvato undertaking migration exercise as rolling programme, utilising downtime between scheduled work. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-018.7 : NET version go-live	arvato undertaking migration exercise as rolling programme, utilising downtime between scheduled work. (Stephen O'Brien)	31-Mar-2010	Stephen O'brien	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-019 : Support implementation of Government Connect		John Farrell	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-019.1 : Attain sign-off and approval of Code of Connection		31-Mar-2010	Stephen O'brien	Completed
FIS-ICT-AP-019.2 : Implement connection to GCSx		31-Mar-2010	Stephen O'brien	Completed
FIS-ICT-AP-019.3 : Test connection to GCSx		31-Mar-2010	Stephen O'brien	Completed
FIS-ICT-AP-019.4 : Train relevant users	75% complete	31-Mar-2010	Stephen O'brien	On Target
FIS-ICT-AP-019.5 : Update Information Risk Policies and Acceptable Use Policies for GC		31-Mar-2010	Stephen O'brien	Completed
FIS-ICT-AP-019.6 : Client sign-off given		31-Mar-2010	Stephen O'brien	Completed
FIS-ICT-AP-019.7 : GC approval given		31-Mar-2010	Stephen O'brien	Completed
FIS-ICT-AP-019.8 : Go-live		31-Mar-2010	Stephen O'brien	Completed

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-020 : Development of GIS		Paul Edwards	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
Tidy up gazetteer	Ongoing work	31-Jul-2009	Jane Taylor	Completed
Extend Spacial Database	There are problems with the software that are being discussed with the supplier.	31-Jul-2009	Jane Taylor	Delayed

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-021 : Corporate Information Risk Management and Compliance		Paul Edwards	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-021.1 : Agree Strategy & Plan for information risk management.		31-Mar-2010	Linda Price	On Target
FIS-ICT-AP-021.2 : Liaise, advise and support all departments on FOI/DPA handling.		31-Mar-2010	Richard Roscoe	On Target
FIS-ICT-AP-021.3 : Develop Corporate Publication scheme for FOI		31-Mar-2010	Richard Roscoe	On Target
FIS-ICT-AP-021.4 : Monitor information Laws and ensure departments and resources are kept up to date.		31-Mar-2010	Richard Roscoe	On Target
FIS-ICT-AP-021.5 : Maintain corporate information risk site on intranet.		31-Mar-2010	Richard Roscoe	On Target
FIS-ICT-AP-021.6 : Set up corporate information risk management steering group and framework and hold 4 meetings.	Need to decide if this group should be a standalone group, or built into the existing business risk management group.	31-Mar-2010	Richard Roscoe	On Target
FIS-ICT-AP-021.7 : Identify and allocate all personal information held across Council.	Dependant on having a steering group in place. See activity above (FIS-ICT-AP-021.6)	30-Jun-2009	Richard Roscoe	Delayed
FIS-ICT-AP-021.8 : Carry out training needs analysis for information risk management.	Dependant on having a steering group in place. See activity above (FIS-ICT-AP-021.6)	30-Jun-2009	Richard Roscoe	Delayed
FIS-ICT-AP-021.9 : Develop appropriate corporate training and awareness to support the above.	Dependant on having a steering group in place. See activity above (FIS-ICT-AP-021.6)	30-Jun-2009	Richard Roscoe	Delayed
FIS-ICT-AP-021.10 : Track information flow between Agencies and support ISPs where necessary	Dependant on having a steering group in place. See activity above (FIS-ICT-AP-021.6)	30-Jun-2009	Richard Roscoe	Delayed
FIS-ICT-AP-021.11 : Monitor and address information risk issues with Service Providers.		31-Mar-2010	Richard Roscoe	On Target
FIS-ICT-AP-021.12 : Support business projects on Information risk related Issues.		31-Mar-2010	Richard Roscoe	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-021.13 : Audit and report on corporate/service provider data protection compliance.		30-Sep-2009	Richard Roscoe	On Target
FIS-ICT-AP-021.14 : Liaise with external organisations and maintain external profile of the council in these areas.		31-Mar-2010	Richard Roscoe	On Target

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-ICT-AP-022 : Review and develop Corporate ICT Policy and Strategy.	Paul Edwards	Linda Price	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ICT-AP-022.1 : Chair Greater Merseyside Policy and Strategy Group	50% Complete	31-Mar-2010	Linda Price	On Target
FIS-ICT-AP-022.2 : Agree Strategy & Plan	On hold until Strategic Budget Review Complete	31-Mar-2010	Linda Price	On Hold
FIS-ICT-AP-022.3 : Review & Develop IT Strategy and Policy framework	On hold until Strategic Budget Review Complete	31-Mar-2010	Linda Price	On Hold
FIS-ICT-AP-022.4 : Develop new Implementation Plan	On hold until Strategic Budget Review Complete	31-Mar-2010	Linda Price	On Hold

Insurance & Administration

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-I&A-AP-001 : Review and monitoring of the Scheme of Members's Allowances	John Farrell	Viv Swale	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-I&A-AP-001.1 : Ensure the Scheme is updated in line with appropriate inflation factors.	No changes to the payments because they are linked to Officers pay rises which have not been settled Increase and back pay in October 2009 payments.	31-Mar-2010	Viv Swale	Completed
FIS-I&A-AP-001.2 : Ensure that payments following changes to responsibilities are correctly implemented		31-Mar-2010	Viv Swale	Completed
FIS-I&A-AP-001.3 : Review and reissue guidance booklet	Review of the scheme has been referred back to the ndependent Remuneration Panel	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-001.4 : Prepare information for consideration by IRP as required	Surveys completed and draft report being prepared	31-Mar-2010	Viv Swale	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-I&A-AP-002 : Implementing & Reviewing General Administration Processes		John Farrell	Viv Swale	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-I&A-AP-002.1 : Continue to provide rail tickets in line with the requirements of the Corporate Travel Policy, and consider extending this to include accommodation	Meeting on accommodation 12/06/09 Introducing accommodation for the CXO Directorate on a trial basis Account set up and will be operational by late October 2009	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-002.2 : Review procedures for the administration of the Petty Cash accounts for the Council		31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-002.3 : Administer the Council's car loan scheme and calculate taxable benefits for reporting to the Inland Revenue	2008/09 taxable benefits completed	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-002.4 : Ensure that all correspondence is appropriately received and distributed		31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-002.5 : Initiate tender exercise for security firms (cash collections)	Discussions with the Merseyside Authorities consortium	31-Mar-2010	Viv Swale	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-I&A-AP-003 : Renewal of Insurance Broker Contract		John Farrell	Viv Swale	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-I&A-AP-003.1 : 1. Collate information and preparation of the Tender Document	Q1 Meeting with various companies	30-Sep-2009	Viv Swale	On Target
FIS-I&A-AP-003.2 : 2. Evaluate Tender responses and make recommendations		31-Dec-2009	Viv Swale	On Target
FIS-I&A-AP-003.3 : 3. Ensure successful and unsuccessful Tenders are notified of results and publish details		31-Dec-2009	Viv Swale	On Target
FIS-I&A-AP-003.4 : 4. Ensure smooth transition to the new contract		31-Mar-2010	Viv Swale	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-I&A-AP-004 : Renewal of the Insurance Policies (including those subject to Long Term Agreements)		John Farrell	Viv Swale	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-I&A-AP-004.1 : Collate information and send to the Insurance Brokers	Q1 Refining the schedules and discussions with Financial Management Meeting with Brokers and insurers 28th July 2009	31-Jul-2009	Viv Swale	Completed
FIS-I&A-AP-004.2 : Evaluate potential new risks with departments, and seek appropriate cover		31-Mar-2010	Viv Swale	Completed
FIS-I&A-AP-004.3 : Undertake discussions/negotiations with Insurance Brokers		31-Aug-2009	Viv Swale	Completed
FIS-I&A-AP-004.4 : Evaluate the proposals and make recommendations		18-Sep-2009	Viv Swale	Completed
FIS-I&A-AP-004.5 : Place business		29-Sep-2009	Viv Swale	Completed
FIS-I&A-AP-004.6 : Ensure receipt of Policy documents	Policies renewed, Motor documentation received. Still awaiting remainder of policies.	31-Mar-2010	Viv Swale	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-I&A-AP-005 : Ensure that all insurance claims are handled appropriately and that Loss Prevention Strategies are considered.		John Farrell	Viv Swale	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-I&A-AP-005.1 : Ensure procedures for handling claims are implemented, reviewed and monitored	Q1 redistribution of claims (temporary vacant post)	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-005.2 : Ensure that all claims are processed appropriately		31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-005.3 : 3. Continue to meet with Insurance Brokers and Insurers on a quarterly basis	Q1 Meeting - 3rd June 2009	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-005.4 : Arrange training for Departments - by the Insurers' Risk Manager	Q1 Finance & IS Dept completed, and Leisure Dept arranged for November 2009	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-005.5 : Meet with Departments / Partners to discuss claims and improve communications	Q1 Regular meetings with Capita Symonds and Technical Services on highways claims. Meeting with Leisure also undertaken.	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-005.6 : Continue staff training		31-Mar-2010	Viv Swale	On Target

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-I&A-AP-006 : Review and monitor the insurance fund, and calculate Departmental contributions / recharges	John Farrell	Viv Swale	31-May-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-I&A-AP-006.1 : Monitor payments made from the f		31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-006.2 : Analyse the actuarial report received from insurance brokers, and make recommendations on future contributions	Information cleansed and figures being prepared October 2009	31-Dec-2009	Viv Swale	On Target
FIS-I&A-AP-006.3 : Determine potential savings		31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-006.4 : Calculate insurance recharges and advise FMD		31-Dec-2009	Viv Swale	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-I&A-AP-007 : Take the Departmental Lead on Equalities		John Farrell	Viv Swale	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-I&A-AP-007.1 : Attend meetings of the Corporate Equalities Group (CEG)	Workshop to discuss the future content of the CEG meetings planned for September 2009 Workshop October 13th 2009	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-007.2 : Arrange and lead on meetings of the Finance Department Equalities Group	Discussing the introduction of a wider group to include IIP and equalities matters	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-007.3 : Continue to review policies and procedures to ensure compliance with the Council's Equalities Policy agreeing procedures with DMT	EIA training course for DASH members November / December 2009	31-Mar-2010	Viv Swale	On Target
FIS-I&A-AP-007.4 : Promote training on Equalities	Course arranged	31-Mar-2010	Viv Swale	On Target

Procurement

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-001 : Link the procurement strategy to the overall Corporate Strategy, the Merseyside Collaborative Procurement Group Strategy, and NWIEP strategy.	John Farrell	Tommy Crawford	30-Sep-2009	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-001.1 : Link to the Overall Corporate Plan/Strategy	Q1 Previous strategy document was for the period 2004-2008. The current document update will reflect the strategic focus on issues impacting the procurement agenda, including efficiencies, equality, sustainability and service delivery. When complete the document will govern procurement for the period 2009 - 2011 and will be subject to annual reviews. Q2 Document has been updated - final link need sto be made to the Corporate Plan before issuing doc to the intranet site. Awaiting outcome of Strategic Budget Review to finalise changes.	30-Sep-2009	Tommy Crawford	On Hold
FIS-PROC-AP-001.2 : Update strategy to robustly incorporate KLOE/UoR procurement reporting requirements	Q1 The strategy content will incorporate references to the Use of Resources measurement 2.1 (Procurement and Commissioning) and 2.3 (Good Governance re Equalities). Q2 Document has been updated. Awaiting the outcome of the Strategic Budget Review to incorporate any changes regarding procurment.	30-Sep-2009	Tommy Crawford	On Hold
FIS-PROC-AP-001.3 : Link to the Collaborative Procurement Hub Strategy	Q1 The Merseyside Collaborative Procurement Strategy document was presented to the North West Improvement and Efficiency Partnership (NWIEP) in June 2009. It has taken some months to agree the content. Now that this has happened the Sefton procurement strategy can be linked directly to the Merseyside regional strategy. Q2 Document has been updated. Awaiting outcome of Strategic Budget Review to incorporate any changes regarding procurement.	30-Sep-2009	Tommy Crawford	On Hold

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-001.4 : Link to NWIEP Strategy/Plan	Q1 The North West Improvement and Efficiency Partnership (NWIEP) is now hosted by Manchester City Council following reorganisation last year. Sefton's procurement strategy will where appropriate link directly to the updated North West regional strategy, in line with government guidance and best practice approach. Q2 Docuement has been updated. Awaiting outcome of Strategic Budget Review to incorporate any changes regarding procurement.	30-Sep-2009	Tommy Crawford	On Hold
FIS-PROC-AP-001.5 : Roll out updated strategy across authority	Q1 Following completion the strategy will govern procurement/commissioning activity across the authority. It will be rolled out to key users and will be hosted within the appropriate area on the intranet/internet. Q2 Document has been updated. Awaiting outcome of Strategic Budget Review to incorporate any changes regarding procurement.	30-Sep-2009	Tommy Crawford	On Hold

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-002 : Manage the tender process on behalf of the authority and oversee successful implementation of a Merseyside wide collaborative contract for the supply of Agency Staff.	John Farrell	Tommy Crawford	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-002.1 : Evaluate tender bids	Q1 Tender bids were evaluated through May/June 2009. Sefton's evaluation team consisted of Tommy Crawford (CPU), Val Jones (Personnel), Martin Murphy (Adult Social Care), Paul Cunningham (Childrens Services) and Marie Lambert (BSU). Four bids were received and following evaluation two companies were shortlisted to present solutions to the Merseyside collaboratrive representatives during July 2009. It is expected that a successful supplier will be appointed following the presentations. Q2 The contract was awarded to a company named Matrix. Savings of around 10% against current spend have been guaranteed by Matrix. Initial meetings have taken place to oversee transition. It is envisaged transition will take place to enable a go-live date circa January 2010.	30-Sep-2009	Tommy Crawford	Completed
FIS-PROC-AP-002.2 : Manage the communications process	Q1 The evaluation team and key internal users are advised of all communiques issued in respect of this exercise. Following contract award to the successful supplier the communications process will be key in order to prepare the authority for handover. Q2 The project team has set up internal meetings with key HR colleagues. HR & procurement will manage the corporate communications required to enable successful transition.	30-Sep-2009	Tommy Crawford	Completed

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-002.3 : Implementation Plan - Engage senior internal users pre implementation	Q1 Key internal users have previously been engaged through CPU and Personnel representatives undertaking a series of presentations to DMT's across the authority. Key users will again be contacted to understand current requirements and to manage expectations through transition. Q2 Initial meetings have taken place with Matrix and were attended by procurement and senior HR colleagues. Initial intetrnal meetings will take place through November 2009 to plan for transition.	30-Sep-2009	Tommy Crawford	Completed
FIS-PROC-AP-002.4 : Implementation	Q1 Following contract award it is expected that Sefton will undergo a phased implementation. The transition process will be managed by the successful supplier. However Sefton's participation and involvement of key internal users will be key to ensuring a seamless transition. Q2 Implementation will take place between November 2009 - January 2010.	31-Dec-2009	Tommy Crawford	On Target
FIS-PROC-AP-002.5 : Post contract assessment and ongoing supplier management	Q1 Sefton will play an active role in the ongoing management of the contract, and operational supplier account managers will liaise directly with key internal Sefton stakeholders. Sefton procurement will also play a read role in subsequent commercial management of the contract. Q2 No status change.	31-Mar-2010	Tommy Crawford	On Target

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-003 : Liaise with Mersey Equalities Partnership to oversee continued roll out of 'Equalities in Procurement' documents - ensure all staff engaged in procurement/commissioning/contracting activity undergo training and adopt the suite of documents.	John Farrell	Tommy Crawford	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-003.1 : Continued Roll Out of tender docs	Q1 Tender docs have been completed and have been rolled out to senior officers involved in procurement/commissioning activity.	30-Jun-2009	Tommy Crawford	Completed
FIS-PROC-AP-003.2 : Oversee relevant officer participation in training	Q1 Periodic training sessions have now been organised with Mersey Equalities Partnership over the previous six months. These sessions will continue throughout the current financial year. Q2 Training continues to be delivered to key officers with procurement/commissioning responsibility.	31-Mar-2010	Tommy Crawford	On Target
FIS-PROC-AP-003.3 : Manage the document content regarding legislative changes	Q1 Ongoing communications between CPU and Sefton Equalities retained consultant ensures that the mechanism is in place to keep all guidance documentation updated. Recent changes have been incorporated into the docuements and internal training programme as a direct result of the current consultation process regarding the new Equalities Bill. Q2 Awaiting publication of the Equalities Bill to incorporate any changes to Sefton's documents/processes.	31-Mar-2010	Tommy Crawford	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-003.4 : Manage the communication process with Mersey Equalities and retained specialist consultants	Q1 CPU has representation on the Sefton Corporate Equalities Group which meets every quarter. Meetings also continue to take place on an ad-hoc basis with the retained consultant and key Sefton Equalities staff to support and implement the 'equalities in procurement' agenda. Q2 Regular communications continue to take place with Sefton Equalities Partnership to embed the documentation into contracting activity.	31-Mar-2010	Tommy Crawford	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-004 : Implementation of a contract management / sourcing portal		John Farrell	Tommy Crawford	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-004.1 : Manage the communications process	Q1 The initial overview session took place in May 2009 and was attended by key internal users. Following this CPU and the Regneration Stepclever team have delivered workshops specifically for Technical Services and Legal personnel. Following adoption of the electronic portal by CPU this comunication process will be ongoing to support the wider roll out across the authority. The adoption of an electronic sourcing portal becomes mandatory by the end of 2010 on all public sector bodies. A Cabinet Member Report to CM Corprate Services was completed in May 2009. Q2 CPU is on the verge of going live with the Pro Contract portal. Following this 'Verifier' training will be delivered to Legal colleagues before roll-out commnences across a number of key departments; namely Leisure Services and Technical services initially.	31-Mar-2010	Tommy Crawford	On Target
FIS-PROC-AP-004.2 : Oversee relevant officer participation in training	Q1 Initial training has been delivered to CPU staff. This will support the implementation within central procurement throughout August and beyond. Following successful implementation within CPU further training will be delivered to key internal users across the council. Q2 Training will be delivered to legal colleagues during November 2010.	31-Mar-2010	Tommy Crawford	On Target
FIS-PROC-AP-004.3 : Oversee phased roll out	Q1 The phased roll out across the authority will begin following successful implementation within CPU. Q2 No change to status.	31-Mar-2010	Tommy Crawford	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-004.4 : Ensure contingency measures are implemented to facilitate roll out	Q1 CPU will manage all contingency measures in partnership with the provider of the electronic solution, 'Due North'. This will manage risk and ensure that the authority's procurement processes are not negatively impacted by any teething problems regarding the system implementation. Q2 CPU will ensure that the 'manual' procurement process is available in the event of any system issues throughout the roll-out.	31-Mar-2009	Tommy Crawford	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-005 : Implementation of a framework contract governing the provision of taxi services to meet authority requirements for a 3 year period.		John Farrell	Tommy Crawford	31-Dec-2009	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-005.1 : Manage the tender process	Q1 CPU has worked closely with STU and overseen the tender process which was governed by requirements under the Official Journal of the European Union (OJEU), due to the value involved. A report was completed and will be presented to the Cabinet Member Corporate Services during July 2009, recommending the adoption of a flexible framework contract for provision of taxi services across the authority. Current spend currently stands at £2,240,000, and the sample costing exercise undertaken in tender indicates that the process will result in cost savings for Sefton.	30-Jun-2009	Graham Mussell	Completed
FIS-PROC-AP-005.2 : Manage the contract transition Process	Q1 CPU will support STU in respect of any transitional requirements following formal award of the framework arrangement, in order to support a 'go-live' date of 1/9/09. Q2 Contract went live during September 2009.	31-Aug-2009	Graham Mussell	Completed
FIS-PROC-AP-005.3 : Manage contract negotiations	Q1 Further discussions will take place with providers following formal award. Additional discussions will also take place to support the successful implementation of complimentary initiatives such as the route management software solution in 2009/10. Q2 Contracts were concluded and estimates indicate that the new agreement should result in savings against current spend of circa £250k pa. From a budget perspective this will reduce the overspend amount.	30-Sep-2009	Graham Mussell	Completed

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-005.4 : Implement final framework agreement	Q1 CPU will support STU when implementing the framework arrangement following formal award during August 2009. Q2 Contract is now live and being used by STU.	30-Sep-2009	Graham Mussell	Completed

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-006 : Sourcing and implementation of a software solution to facilitate coordination of all authority transport requirements.	John Farrell	Tommy Crawford	31-Dec-2009	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-006.1 : Manage the tender process	Q1 In 2008 a number of potential suppliers presented to CPU and STU in respect of route management software solutions. It is expected a local tender process (non OJEU) will be initiated following completion of the current taxi tender process. Succesful adoption of route management software is key to the efficient management of the taxi and wider transport service and could result in considerable efficiency benefits for the authority. It has been suggested that STU engage directly with arvato for this provision. However this would likely result in a legal challenge from other potential providers as each is expecting a tender process to begin over the next couple of months. Q2 CPU undertook the sourcing process alongside CPU and tender bids are currently being analysed by the Head of Transport.	30-Sep-2009	Graham Mussell	Completed
FIS-PROC-AP-006.2 : Manage the contract transition Process	Q1 Successful implementation will compliment the efficient management of STU's requirements. Full knowledge and understanding of current needs will be key in order to feed into the software solution. CPU will work closely with STU in this respect. Q2 CPU is currently awaiting feedback from STU in respect of tender bids received ahead of formal award of contract to the successful supplier.	31-Dec-2009	Graham Mussell	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-006.3 : Manage contract negotiations	Q2 Bid submissions are currently being analysed within STU.	31-Dec-2009	Graham Mussell	On Target
FIS-PROC-AP-006.4 : Implement contract		31-Dec-2009	Graham Mussell	On Target
FIS-PROC-AP-006.5 : Implement transport software solution		31-Dec-2009	Graham Mussell	On Target

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-007 : Undertake procurement activities to support successful delivery of specific 'building schools for the future' projects.	John Farrell	Tommy Crawford	31-Aug-2009	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-007.1 : Manage the sourcing processes	Q1 CPU has been heavily involved with meeting requirements in respect of Sefton 6th Form College, Rimrose Hope, Litherland High and Thomas Gray. Detailed discussions have taken place with project teams and to date all equipment required has been ordered to meet specific 'go-live' dates. Q2 All activities were completed to meet school needs ahead of the new term in September 2009.	31-Aug-2009	stuart bate	Completed
FIS-PROC-AP-007.2 : Undertake negotiations with providers	Q1 Ongoing negotiations will take place through Q2. Q2 All activities were completed ahead of the new school term in September 2009.	31-Aug-2009	stuart bate	Completed
FIS-PROC-AP-007.3 : Implement agreements	Q2 All activities were completed ahead of the new school term in September 2009.	31-Aug-2009	chris magee	Completed
FIS-PROC-AP-007.4 : Liaise with key users & specifyers	Q1 CPU is represented on a number of project teams and manages all purchasing requirements in agreement with the project manager, in line with budget contstraints and according to user specification requirements. Q2 All activities were completed ahead of the new school terms in September 2009.	31-Aug-2009	chris magee	Completed

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-008 : Re-launch and roll-out of the I-proc Oracle Software Solution across the authority	John Farrell	Tommy Crawford	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-008.1 : Manage the communication process	Q1 A number of meetings have taken place with representatives from Legal, Leisure Services and Technical Services, with a view to rolling out I-proc across these departments. In respect of the latter the 'Protect' system will become obsolete in September 2009 and consequently I-Proc will be the system through which much of the departments spend will be processed. A number of 'project team' meetings have also taken place to plan the way forward and to identify and tackle any potential technical issues from an early stage. Currently there is an outstanding issue which needs to be actioned by the arvato Oracle team which relates to enabling the processing of blank purchase orders. This is essential for the procurement of 'services' where volume can not be determined. Q2 Meetings with key internal colleagues continued throughout Q2. Technical Services requirements have now been moved to the Oracle and Sword solutions following the closure of the 'Protect' system solution.	31-Mar-2010	Tommy Crawford	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-008.2 : Manage pilot implementation	**Q1** Currently CPU is working closely with Leisure Services to facilitate complete adoption of I-proc. Throughout Q2 it is also planned to extend the pilot with Technical Services coming on board. It is noted however that resource constraints regarding user training facilities may threaten the success of any re-launch. **Q2** Technical Services department has now 'gone live' on I-proc. Further phased implementations will continue throughout the current financial year. The availability of sufficient training resources may slow progress. CPU is currently awaiting delivery of a Computer Based Training solution from arvato.	30-Sep-2009	Tommy Crawford	Delayed
FIS-PROC-AP-008.3 : Implement contingency measures to ensure successful transition	**Q1** Throughout Q2 and beyond, CPU will attempt to ensure a smooth transition within the confines of its existing resources, as more departments make the changeover. **Q2** No status change.	31-Mar-2010	Tommy Crawford	On Target

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-PROC-AP-009 : Pursue collaborative procurement opportunities where applicable.		John Farrell	Tommy Crawford	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-009.1 : Manage communications with partners and feed back internally	Q1 Feedback regarding the collaborative programme takes place through regular update sessions with internal staff. Progress regarding initiatives is also fed back via the monthly internal Procurement Report. Q2 No status change	31-Mar-2010	Tommy Crawford	On Target
FIS-PROC-AP-009.2 : Engage appropriate stakeholders to pursue opportunities	Q1 Key internal stakeholders are identified and engaged from an early stage of any initiative. In this respect a project team was established from the outset within Sefton to move the Agency Staffing project forward. Key internal staff are also kept abreast of progress where appropriate. CPU is also supporting the Energy Team (Ian Weller) in respect of Pamela Brandwoood's imminent departure, with a view to pursuing collaborative opportunities with other authorities. Q2 CPU is liaising closely with the internal Energy team to pursue collaborative opportunities regarding Energy procurement. CPU has also been invited to sit on the Sefton Childrens Trust Commissioning Group following a recent joint procurement/commissioning event. CPU is working with Colin Oxley & Jean Massam in this respect.	31-Mar-2010	Tommy Crawford	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-PROC-AP-009.3 : Lead on behalf of the Merseyside Group re specific initiatives where appropriate	Q1 Sefton is leading on a number of collaborative procurement exercises at the moment, including a Merseywide deal for Building Cleaning services and Furniture requirements. Sefton is also the lead in respect of Procurement's link into the Regeneration agenda, due to activities to date with the Regeneration Stepclever team. It also leads for the Merseyside Group in respect of the Third Sector, Equalities and Sustainability, due to the relationships forged to date and work completed with the Mersey Equalities Partnership and Envronmental teams respectively. Q2 No status change.	31-Mar-2010	Tommy Crawford	On Target
FIS-PROC-AP-009.4 : Report locally and to the regional centre (NWIEP) on behalf of the Merseyside Group re progress and efficiency gains	Q1 This piece of work has been ongoing following the departure of the Collaboarative Project Manager in February. However the post has now been filled as of July 2009 so requirements in this respect will be handed over wherever possible.	31-Mar-2010	Tommy Crawford	Completed
FIS-PROC-AP-009.5 : Adopt a standardised suite of documents to help deliver a common approach to procurement activity across participating bodies	Q1 Sefton leads on this particular deliverable in partnership with Halton and in line with government guidance is aiming to implement common documents throughout 2009/10. These include standard Pre Qualification Questionnaires (PQQ's), sustainability documentation, Invitation to tender documentation (ITT) and implementation across the region of the electronic procurement portal. Q2 Delivery of this objective continues to progress and discussions have taken place with the NWIEP in respect of odopting comment documents across all regional authorities regarding procurement.	31-Mar-2010	Tommy Crawford	On Target

Specialist Transport

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-001 : Establish, monitor and control STU Budget		John Farrell	Graham Mussell	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-001.1 : Establish, monitor and control STU Budget		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-001.2 : Create draft budget (GM,Helen Wilson)		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-001.3 : Agreement (John Farrell)		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-001.4 : Cascade to Operation Managers		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-001.5 : Monitor, create and distribute monthly MI packs		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-001.6 : Manage spending within budgets		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-001.7 : Review Performance		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-001.8 : Agree and cascade any amended actions to control spending		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-001.9 : Follows management instruction on spending		31-Mar-2010	dave witten	On Hold
FIS-ST-AP-001.10 : Review		31-Mar-2010	Graham Mussell	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-002 : Service Provider Management Strategy		John Farrell	Graham Mussell	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-002.1 : Service Provider Management Strategy		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-002.2 : Create service/goods provider contract specifications (Taxi, Software, Bus)		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-002.3 : Within Procurement Strategy		30-Jun-2009	stuart bate	On Hold
FIS-ST-AP-002.4 : Undertake taxi 2009/2010 procurement		30-Sep-2009	stuart bate	On Hold
FIS-ST-AP-002.5 : Undertake software procurement		31-Dec-2009	stuart bate	On Hold
FIS-ST-AP-002.6 : Undertake Bus. Coach 2010/2011 procurement		31-Mar-2010	stuart bate	On Hold
FIS-ST-AP-002.7 : Award taxi contractors		30-Sep-2009	Graham Mussell	On Hold
FIS-ST-AP-002.8 : Award software supplier		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-002.9 : Award Bus, Coach contractors		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-002.10 : Cascade information to operations managers		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-002.11 : Operate contracts		31-Mar-2010	dave witten	On Hold
FIS-ST-AP-002.12 : Contractor Compliance Auditing		31-Mar-2010	barry phillips	On Hold
FIS-ST-AP-002.13 : Review		31-Mar-2010	Graham Mussell	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-003 : Training Strategy		John Farrell	Graham Mussell	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-003.1 : Training Strategy		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-003.2 : Create Training Map		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-003.3 : Agreement of JF/GM/PW		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-003.4 : Link to PDR captured information		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-003.5 : Capture PDR information, send to GM		31-Dec-2009	dave witten	On Hold
FIS-ST-AP-003.6 : Identify resource/provider		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-003.7 : Co-ordinate service provision		31-Mar-2010	barry phillips	On Hold
FIS-ST-AP-003.8 : Implement delivery		31-Mar-2010	barry phillips	On Hold
FIS-ST-AP-003.9 : Review		31-Mar-2010	Graham Mussell	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-004 : Service Level Agreement		John Farrell	Graham Mussell	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-004.1 : Service Level Agreement		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-004.2 : Create draft SLA for each client department /section		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-004.3 : STU management (JF/GM/PW) agreement of draft SLA's		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-004.4 : Agreement of SLA with client departments and trade unions		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-004.5 : Cascade to all client department staff and STU operational staff for implementation		30-Sep-2009	Graham Mussell	On Hold
FIS-ST-AP-004.6 : Undertake Reviews with client departments (GM/PW)		31-Mar-2010	Graham Mussell	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-005 : Policies and Procedures		John Farrell	Graham Mussell	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-005.1 : Policies and Procedures		31-Mar-2010	Graham Mussell	On Hold
FIS-ST-AP-005.2 : Create draft documents (policies & procedures including equalities eia and policy)		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-005.3 : Agreement on documents JF/GM/PW		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-005.4 : Agreement on documents Unions/cabinet member		30-Sep-2009	Graham Mussell	On Hold
FIS-ST-AP-005.5 : Cascade to all STU staff		30-Sep-2009	Graham Mussell	On Hold
FIS-ST-AP-005.6 : Compliance audit		31-Mar-2009	Graham Mussell	On Hold
FIS-ST-AP-005.7 : Review		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-005.8 : Review		30-Sep-2009	Graham Mussell	On Hold
FIS-ST-AP-005.9 : Review		31-Dec-2009	Graham Mussell	On Hold
FIS-ST-AP-005.10 : Review		31-Mar-2010	Graham Mussell	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-006 : Reduce plus 16 costs		John Farrell	Paul Wade	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-006.1 : Reduce plus 16 cost's		30-Sep-2009	dave witten	On Hold
FIS-ST-AP-006.2 : Replace taxi's by using in-house vehicle		31-Mar-2010	dave witten	On Hold
FIS-ST-AP-006.3 : Recruit two drivers. Consult with B.S.U.		31-Mar-2010	Paul Wade	On Hold

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-007 : Reduce number of routes in south area	John Farrell	Paul Wade	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-007.1 : Use map point and consult with staff, H&SC.		30-Sep-2009	Paul Wade	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-008 : Recruitment of staff		John Farrell	Paul Wade	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-008.1 : Liaise with B.S.U.		30-Jun-2009	Paul Wade	On Hold

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-009 : Assimilate casual staff	John Farrell	Paul Wade	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-009.1 : Liaise with B.S.U.		30-Sep-2009	Paul Wade	On Hold

Action		Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-010 : Training		John Farrell	Graham Mussell	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-010.1 : Liaise with training unit / Strategy		30-Jun-2009	Graham Mussell	On Hold
FIS-ST-AP-010.2 : Liaise with training unit / Strategy		30-Sep-2009	Graham Mussell	On Hold
FIS-ST-AP-010.3 : Liaise with training unit / Strategy		31-Dec-2009	Graham Mussell	On Hold

Action	Authorising Officer	Lead Officer	Deadline	Status
FIS-ST-AP-011 : Organise meetings with school passenger assistants	John Farrell	Paul Wade	31-Mar-2010	On Target

Activities	Comments	Deadline	Lead Officer	Status
FIS-ST-AP-011.1 : Organise locations and times.		30-Sep-2009	dave witten	On Hold