

Sefton Council 

SEFTON METROPOLITAN BOROUGH COUNCIL



Sefton's Performance Reporting and Information NeTwork (SPRINT)

Departmental Service Plan Monitoring

Finance and Information Services

Quarter 2 2009/10

Author: Policy and Performance

Print Date: 26/11/2009

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
COR-FIN-AP-071 - Achieve efficiency savings through better procurement, collaboration with other Councils and business transformation (including the implementation of the Procurement Strategy).	Paul Edwards	John Farrell	31-Mar-2011	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
-------------------	-----------------	---------------------	-----------------	---------------

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
Merseyside/Regional Collaboration	<p>Q2 Evaluate tender bids 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.</p> <p>Q2 Manage the communications process The project team has set up internal meetings with key HR colleagues. HR & procurement will manage the corporate communications required to enable successful transition.</p> <p>Q2 Implementation Plan - Engage senior internal users pre implementation Initial meetings have taken place with Matrix and were attended by procurement and senior HR colleagues. Initial internal meetings will take place through November 2009 to plan for transition.</p> <p>Implementation will take place between November 2009 - January 2010</p> <p>Q2 Post contract assessment and ongoing supplier management No status change.</p>	Tommy Crawford	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
COR-FIN-AP-081 - Develop the Medium Term Financial Plan (MTFP) in line with corporate objectives.	Paul Edwards	Lynton Green	31-Mar-2011	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
Ensure that MTFP and Budget Process appropriately link to Corporate Objectives	The MTFP process is being closely aligned within the Strategic Budget Review. A Key element of the SBR is the ensuring that Members are clear on the impact of proposals on all services, but in particular the impact on Corporate Objectives and Priorities.	Lynton Green	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
COR-FIN-AP-082 - Improve the risk management process so that it better informs strategic and operational decision making.	Paul Edwards	Paul Edwards	31-Mar-2011	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	45

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
Risk Management Process 2008/09	Q2 The Authority's Risk management process has been the subjected to a comprehensive comparison with best practice. The resultant Gap Analysis is to be considered by a group of Service Director to develop revised procedures (quarter three) and training / implementation (quarter four)	Paul Edwards	31-Mar-2009	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-001 Deliver Audit Plan - undertake individual audits as detailed in Audit Plan and report progress on a quarterly basis to Audit and Governance Committee	Lynton Green	Geoff Hudson	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1. Production of Audit Plan 2009/10 – (1st April – 30th September)	Audit Plan approved by Audit and Governance 25th March 2009	Geoff Hudson	31-Mar-2009	Completed
2. Undertake individual audits as detailed in Plan	Audits in period 1/4/09 to 30/9/09 being undertaken in accordance with Plan Audits have been undertaken in accordance with Plan - monitoring report presented to Audit and Governance 30th September	Geoff Hudson	31-Mar-2009	On Target
3. Production of quarterly monitoring reports to Audit and Governance	Monitoring report to be taken to Audit and Governance 30/9/09 Monitoring report taken to Audit and Governance 30th September for period 1st April to 31st August. Further report to Audit and Governance for period September to November will be taken to Audit and Governance on 16th December	Geoff Hudson	31-Mar-2010	On Target
4. Production of Annual Audit Report (for 2008/09)	Annual Report for 2008/09 approved by Audit and Governance on 24/6/09	Geoff Hudson	30-Jun-2009	Completed

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
5. Production of Audit Plan 2009/10 – (1st October to 31st March 2010)	To be reported to Audit and Governance 30/9/09 Audit Plan for period 1st October to 31st March 2010 reported to and approved by Audit and Governance on 30th September	Geoff Hudson	30-Sep-2009	Completed

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-002 Review of Internal Audit structure, operation and the methodology applied when undertaking individual audits	Lynton Green	Geoff Hudson	30-Sep-2009	Delayed

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	Delayed	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1. Identify views of Internal Audit Section and Other Districts operation / methodology	Review completed by 31/5/09	Geoff Hudson	31-May-2009	Completed
2. Complete review	Completion of review delayed to ensure it links with the Overall Budget Review currently in progress	Geoff Hudson	30-Jun-2009	Delayed
3. Approval / implementation of Review recommendations	Review delayed to ensure it links with Overall Budget Review currently in progress	Geoff Hudson	30-Sep-2009	Delayed
4. Production of Audit Plan wef 1st October – constructed in accordance with Review	Audit Plan for period 1/10/09 to 31/3/10 will be submitted to Audit and Governance on 30/9/09 but will be constructed on basis of current operations rather than recommendations of Audit Review which has been delayed. It is envisaged that Plan for 2010/11 will be constructed on basis of Review and will be submitted to Audit and Governance in March 2010	Geoff Hudson	30-Sep-2009	Delayed

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-003 Production of Annual Governance Statement 2008/09 and reporting to Audit and Governance by 30th June 2009.	Lynton Green	Geoff Hudson	30-Jun-2009	Completed

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 1	Completed	100

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1. Establish Annual Governance Statement Management Group and receive relevant information	Group established and considered information during April, May and June	Geoff Hudson	09-Apr-2009	Completed
2. Request and receive completed Chief Officers Assurance Statements	Chief Officers Assurance Statements received	Geoff Hudson	09-Apr-2009	Completed
3. Production of report to Audit and Governance	Annual Governance Statement reported to and approved by Audit and Governance on 24/6/09	Geoff Hudson	30-Jun-2009	Completed

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-004 Deliver & Improve the Council Tax Collection service in accordance with relevant legislation	John Farrell	Christine Finnigan	31-Mar-2010	On Target
<u>Progress Summary</u>				
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>		
Quarter 2	On Target	50		

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1. Administer Council tax Collection Service (Measured by KPI)	Target 25% end of June - achieved 27.57	Christine Finnigan	30-Jun-2009	Completed
2. Administer Council tax Collection Service (Measured by KPI)	Achieving target	Mark Barry	30-Sep-2009	Completed
3. Administer Council tax Collection Service (Measured by KPI)		Mark Barry	31-Dec-2009	On Target
4. Administer Council tax Collection Service (Measured by KPI)		Mark Barry	31-Mar-2010	On Target
5. Action Internal Audit Requirements	Internal Audit action will be updated to show completed actions.	Mark Barry	31-Mar-2010	On Target
6. Prepare for Pericles Migration	Overall targets & milestones to be agreed. In negotiation stage.	Mark Barry	31-Mar-2010	On Target
7. Achieve CIP Programme Year 1	Revised action plan received regarding C Tax arrears project. Client waiting for revised overall CIP programme from Customer Centric Manager - due 22nd July 09. updated review of programme due in on 13.10.09	Mark Barry	30-Sep-2009	On Target
8. Complete CIPFA Benchmarking data to Client	Data submitted to CIPFA - draft report received.	Mark Barry	29-May-2009	Completed

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
9. CIPFA Comparator questionnaire to Client		Mark Barry	17-Jul-2009	Completed

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-005 Provide an efficient & effective Housing & Council Tax Benefit Service	John Farrell	Christine Finnigan	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1. Administer housing & council tax benefit/ second adult rebate & discretionary hardship payments – improving to upper quartile performance. (Measured by KPI)	individual service plans recieved also monitored by Client	Pete Jenner	30-Jun-2009	Completed
10. Action Internal Audit report requirements	Action plan reviewed & separate meeting to follow up by Client. Action plan update & work proaressina. CF 29.09.09	Pete Jenner	09-Sep-1931	On Target
11. Complete CIPFA benchmarking data to Client	Referred to Customer Centric Service Manager to follow up. Due in 17.07.09 Completed & submitted - final report received.	Pete Jenner	10-Jul-2009	Completed
12. CIPFA comparator questionnaire to be returned to Client	Submitted to CIPFA - CF 29.09.09	Pete Jenner	28-Aug-2009	Completed
2. Administer housing & council tax benefit/ second adult rebate & discretionary hardship payments – improving to upper quartile performance. (Measured by KPI)	Improvement plans received & actions being moniotred - 29.09.09. DWP funding agreed to support additional work due to economic downturn. This is being monitored. 29.09.09	Pete Jenner	30-Sep-2009	Completed

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
3. Administer housing & council tax benefit/ second adult rebate & discretionary hardship payments – improving to upper quartile performance. (Measured by KPI)		Pete Jenner	31-Dec-2009	On Target
4. Administer housing & council tax benefit/ second adult rebate & discretionary hardship payments – improving to upper quartile performance. (Measured by KPI)		Pete Jenner	31-Mar-2010	On Target
5. Prepare for Audit Commission Benefit Service inspection (KLOE)	Overall action plan received - follow up meeting scheduled 28.07.09 to discuss actions. Review on policies & strategies being completed. engagement & consultation strategy under review. Next overall update scheduled for 13.10.09 - CF 29.09.09	Craig Green	31-Mar-2010	On Target
6. Maximise subsidy returns in compliance with DWP guidance. Ensure LA error remains below minimum threshold. Achieve Audit Commission approval.	PWC currently reviewing subsidy claim & additional checks have been requested. Excellent results - grant claim signed off with few adjustments for year 08/09. Nowe looking at LA error meeting scheduled for 05/10/09 - CF 29.09.09	Pete Jenner	31-Mar-2010	On Target
7. Achieve CIP programme in Year 1	Client requested revised CIP programme form Customer Centric Services Manager - due 22.07.09 Activities for year 1 CIP programme completed - discussed at meeting 13.10.09	Craig Green	09-Sep-1931	Completed
8. Maximise usage of DHP scheme – DWP funding.	Received reports on spend from arvato including forecast of spend. The years estimate has been submitted to the DWP - 29.09.09.	Pete Jenner	31-Mar-2010	On Target
9. Prepare for Pericles Migration		Pete Jenner	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-006 Payment of Council Invoices & associated activities	John Farrell	Christine Finnigan	31-Oct-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1. Payment of invoices & associated activities		Karen Glean	30-Jun-2009	Completed
2. Payment of invoices & associated activities	Targets met for this period	Karen Glean	30-Sep-2009	Completed
3. Payment of invoices & associated activities		Karen Glean	31-Dec-2009	On Target
4. Payment of invoices & associated activities		Karen Glean	31-Mar-2010	On Target
5. Complete CIPFA Benchmarking activity	Draft report received from CIPFA - next stage is comparators.	Karen Glean	31-Mar-2010	Completed

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-007 Support the Delivery of Corporate Initiatives	John Farrell	Linda Price	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
Customer Contact Strategy	Attend the regular meetings of the Customer Contact Strategy board There have not been any meetings of the board during this period Continue to manage successive phases of the CRM implementation in accordance with project plans. 50% Complete Implement the Northgate Front Office Upgrade to version 3 50% Complete	Linda Price	31-Mar-2010	On Target
Develop a Strategy & Timescale for the Implementation of Government Connect	All actions completed Engage with Government Connect Programme Team and business departments Confirm business requirements and prepare project plan Meet requirements for Code of Connection to join Gsi - Deadline amended from 30/06/09 to 30/08/09 per Richard Roscoe. Implementation - Build and test CC equipment	Linda Price	31-Mar-2010	Completed

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
Support the Council's Accommodation Strategy	<p>IT element will be managed by a skilled project manager (Bob Fitt) On target 50%</p> <p>Provide Technical Staff to assist in the removal and set-up of IT equipment On target 50%</p>	Jan Wemmel	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-008 Monitor Finance and IS Contract	John Farrell	Linda Price	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1) Reconciliation of Financial and Contractual Commitments		Phil Breen	31-Mar-2010	On Target
2) Record & Distribute Reports		Phil Breen	31-Mar-2010	On Target
3) Provide generic quality assurance service ensuring compliance with the contract	50% complete	Angela Ellis	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-009 Upgrade Corporate ICT Infrastructure	John Farrell	Linda Price	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
Create and Undertake a Printer Reduction Strategy		Jan Wemmel	31-Mar-2010	On Target
Establish a New Data Centre		Jan Wemmel	31-Mar-2010	On Target
Refresh Desktop PC and Laptops	two out of three actions completed FIS-ICT-AP-008.1 : Create PC Refresh List for Phase 2 (June 09 – Sep 09) Completed FIS-ICT-AP-008.2 : Create PC Refresh List for Phase 3 (Oct 09 – Mar 10) Completed FIS-ICT-AP-008.3 : Create PC Refresh List for Phase 4 (Apr 10 – Sep 10)	Jan Wemmel	31-Mar-2010	On Target
Refresh Server infrastructure		Jan Wemmel	31-Mar-2010	On Target
Refresh Telephones		Jan Wemmel	31-Mar-2010	On Target
Upgrade Data Network Infrastructure	three out of four actions in annual service plan completed Action (FIS-ICT-AP-006)	Jan Wemmel	31-Mar-2010	On Target
Upgrade Telephony Infrastructure	FIS-ICT-AP-007.1 : Upgrade the Ericsson MD110 to MX-One (3.1 80% complete	Jan Wemmel	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-010 Implementation of Departmental ICT Projects	John Farrell	Linda Price	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1) Migration from Pericles to new Revenue and Benefits system	Procurement process has commenced	Jan Wemmel	31-Mar-2010	On Target
2) Implementation of ContactPoint for Children's Services		Jan Wemmel	31-Mar-2010	On Target
3) Continued ICT support for Elected Members	One of the two actions completed FIS-ICT-AP-014.1 : Review kit used by members On Target	Jan Wemmel	31-Mar-2010	On Hold
	FIS-ICT-AP-014.2 : Report on wireless connectivity for non-Council equipment Completed			
4) Implement Document Management in Children's Services		Jan Wemmel	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-011 Upgrade corporate ICT applications	John Farrell	Linda Price	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
1) Prepare for Migration from GroupWise to Microsoft Exchange	Migration will not take place until 2010/11 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.	Jan Wemmel	31-Mar-2010	On Target
2) Migration of Access databases to SQL	15% complete Council wide exercise to identify relevant Access databases is ongoing. Once complete, evaluation and prioritisation will take place.	Jan Wemmel	31-Mar-2010	On Hold
3) Migration of ASP systems to .NET	arvato undertaking migration exercise as rolling programme, utilising downtime between scheduled work.	Jan Wemmel	31-Mar-2010	On Target

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
4) Support implementation of Government Connect	<p>Seven out of eight actions completed</p> <p>FIS-ICT-AP-019.1 : Attain sign-off and approval of Code of Connection Completed</p> <p>FIS-ICT-AP-019.2 : Implement connection to GCSx Completed</p> <p>FIS-ICT-AP-019.3 : Test connection to GCSx Completed</p> <p>FIS-ICT-AP-019.4 : Train relevant users On Target</p> <p>FIS-ICT-AP-019.5 : Update Information Risk Policies and Acceptable Use Policies for GC Completed</p> <p>FIS-ICT-AP-019.6 : Client sign-off given Completed</p> <p>FIS-ICT-AP-019.7 : GC approval given Completed</p>	Jan Wemmel	31-Mar-2010	Completed
5) Development of GIS	<p>One action completed and one delayed</p> <p>Tidy up gazetteer Completed</p> <p>Extend Spacial Database There are problems with the software that are being discussed with the supplier. Delayed</p>	Jan Wemmel	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-012 Review & Develop Corporate Policies & Strategies in relation to ICT	Paul Edwards	Linda Price	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	40

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
Corporate Information Risk Management and Compliance	<p>FIS-ICT-AP-022.1 : Chair Greater Merseyside Policy and Strategy Group On Target 50% Complete</p> <p>On hold until Strategic Budget Review Complete FIS-ICT-AP-022.2 : Agree Strategy & Plan FIS-ICT-AP-022.3 : Review & Develop IT Strategy and Policy framework FIS-ICT-AP-022.4 : Develop new Implementation Plan</p>	Richard Roscoe	31-Mar-2010	On Target

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
Review and develop Corporate ICT Policy and Strategy.	<p>Ten actions on target and 4 have been delayed</p> <p>FIS-ICT-AP-021.6 : Set up corporate information risk management steering group and framework and hold 4 meetings. On Target</p> <p>Need to decide if this group should be a standalone group, or built into the existing business risk management group.</p> <p>Delayed</p> <p>FIS-ICT-AP-021.7 : Identify and allocate all personal information held across Council.</p> <p>FIS-ICT-AP-021.8 : Carry out training needs analysis for information risk management.</p> <p>FIS-ICT-AP-021.9 : Develop appropriate corporate training and awareness to support the above.</p> <p>FIS-ICT-AP-021.10 : Track information flow between Agencies and support ISPs where necessary</p> <p>All four dependant on having a steering group in place. See activity above (FIS-ICT-AP-021.6)</p>	Linda Price	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-013 Develop and maintain a fully compliant and accessible internet and intranet site	John Farrell	Janet Barry	31-Oct-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
-------------------	-----------------	---------------------	-----------------	---------------

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
All activities listed under customer services client workstream	<p>Attain approval of strategy at CCEB - CCEB to be scheduled in November</p> <p>six reports on kiosk performance completed</p> <p>Report on Myspace2breathe template development Completed</p> <p>Report on Southport Cycle Town template development Completed</p> <p>Report on review of request for Southport Eco Centre template Completed</p> <p>Report on monitoring request for template/site for Safer Stronger Communities Completed</p> <p>Report on priority areas for development including resources required Completed</p> <p>Completed study including recommendations for moving forward</p> <p>Conducted study into template development</p> <p>Set meetings to discuss, and finalise PI definitions for CS1 and CS2 Completed</p>	Janet Barry	31-Mar-2010	On Target

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-014 Delivery of excellent Customer Services	John Farrell	Janet Barry	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
-------------------	-----------------	---------------------	-----------------	---------------

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
<p>ALI activities are listed under customer services client workstream</p>	<p>Agreed content and commission customer satisfaction survey</p> <p>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. Conduct customer satisfaction survey On Target</p> <p>Publish report on findings from survey, identify and agree actions Not Started</p> <p>Publish PI performance Not Started</p> <p>Reducing avoidable contact Following national guidance, ensure data collection requirements are in place. Completed</p> <p>Action plans resulting from the exercise undertaken in February have been written and are held under NI14 within SRINT</p> <p>Customer Access Strategy document has been shared with Margaret Carney. A progress plan will be in place by 31.12.09</p>	<p>Janet Barry</p>	<p>31-Mar-2010</p>	<p>On Target</p>

<u>Action</u>	<u>Authorising Officer</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
DSP-FIS-AP-015 Finance and IS/arvato Continuous Improvement Plan/Customer Contact Strategy	John Farrell	Janet Barry	31-Mar-2010	On Target

<u>Progress Summary</u>		
<u>Period</u>	<u>Action Plan Status</u>	<u>% Complete</u>
Quarter 2	On Target	50

<u>Activities</u>	<u>Comments</u>	<u>Lead Officer</u>	<u>Deadline</u>	<u>Status</u>
All activity listed under customer services client workstream	Customer Access Strategy document has been shared with Margaret Carney. A progress plan will be in place by 31.12.09 July - September, all KPIs met target	Janet Barry	31-Mar-2010	On Target

PI Ref	Description	Preferred Outcome	Collection Frequency	Previous Year's Actual	2009/10 Q2 Estimate	2009/10 Q2 Actual	2009/10 Target	2009/10 Projection	Target to be achieved?
Finance									
NI 014	Avoidable contact: The average number, of customer contacts per received customer request	Lower	Annual	11.75%			No Data	No Data	No Data

PI Ref	Description	Preferred Outcome	Collection Frequency	Previous Year's Actual	2009/10 Q2 Estimate	2009/10 Q2 Actual	2009/10 Target	2009/10 Projection	Target to be achieved?
Finance and Information Services									
LPI FIS-ICT-001	ICT 01: Service Desk Response (Abandoned Calls)	Lower	Monthly	No Data	10%	4.28%	No Data	No Data	No Data
LPI FIS-ICT-003	ICT 03: Service Desk Response (Incidents: First Line Support)	Higher	Monthly	No Data	75%	100%	No Data	No Data	No Data
LPI FIS-ICT-004	ICT 04: Desktop IT Facilities Installation	Higher	Monthly	No Data	95%	100%	No Data	No Data	No Data
LPI FIS-ICT-005	ICT 05: Network Infrastructure Availability	Higher	Monthly	No Data	99%	100%	No Data	No Data	No Data
LPI FIS-ICT-006	ICT 06: Voice Network Availability	Higher	Monthly	No Data	99%	100%	No Data	No Data	No Data
LPI FIS-ICT-007	ICT 07: Critical Application Availability	Higher	Monthly	No Data	99.50%	99.95%	No Data	No Data	No Data
LPI FIS-ICT-008	ICT 08 - Server Availability (Availability of servers supporting business-critical applications)	Higher	Monthly	No Data	99.5%	99.77%	No Data	No Data	No Data
LPI FIS-ICT-009	ICT 09 - Incident Resolution	Higher	Monthly	No Data	80%	89.36%	No Data	No Data	No Data
LPI FIS-ICT-010	ICT 10 - Project Request Response (New Work)	Higher	Monthly	No Data	100%	100%	No Data	No Data	No Data
LPI FIS-ICT-011	ICT 11 - Incidents Requiring a Visit by an IT Technician	Higher	Monthly	No Data	80%	86.18%	No Data	No Data	No Data
LPI FIS-ICT-012	ICT 12 - Service Desk Response (Service Request: First Line Support)	Higher	Monthly	No Data & No Measure Set	& No Measure Set	No Measure Set	No Data & No Measure Set	No Data & No Measure Set	No Data & No Measure Set

PI Ref	Description	Preferred Outcome	Collection Frequency	Previous Year's Actual	2009/10 Q2 Estimate	2009/10 Q2 Actual	2009/10 Target	2009/10 Projection	Target to be achieved?
Finance and Information Services									
LPI FIS-ICT-013	ICT 13 - Performance Reporting	Higher	Monthly	No Data	100%	100%	No Data	No Data	No Data
LPI FIS-ICT-014	ICT 14 - Disposal of Equipment	Higher	Monthly	No Data	90%	100%	No Data	No Data	No Data
NI 014	Avoidable contact: The average number, of customer contacts per received customer request	Lower	Annual	11.75%	No Data	No Data	No Data	No Data	No Data
NI 179	Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year (£ thousands) CLG DSO	Higher	Bi-annual	7,336.00	No Data	No Data	8,710.00	8,710.00	Yes
NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year DWP DSO	Higher	Annual	790%	No Data	No Data	No Data	No Data	No Data
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events DWP DSO	Lower	Monthly	No Data	No Data	No Data	No Data	No Data	No Data