

**PROGRESS WITH ACTIONS IN SERVICE PLANS FOR 2005/08 FOR CENTRAL SERVICES**

ICT

Portfolio Holder: Councillor Stuart Hughes

Head of Service: Chris Powell

<b>ONGOING ACTIONS WITH COMPLETION DATES BEFORE 31 MARCH 2006</b>						
<b>ACTION</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>	<b>OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of Partners)</b>
<b>A. Key Outcomes Planned for 2005/08:</b>						
Develop an "engagement strategy" to ensure take-up of the new channels outlined in the access strategy	Tbc	Nov	Aug 2005	To start	Delayed due to postponed start of Customer Service Centre (CSC) and a marketing campaign will commence as soon as the first phase of the CSC has been launched.	
Establish the Local Land and Property Gazetteer (LLPG) as the primary database underpinning all business applications	Ongoing	2003	April 2005 (Revised to Dec 2007)	LLPG accepted as the prime address source	Detailed plans being made for migration over to LLPG for each address-based system and a paper was considered by the programme board which agreed the project should be completed over the next 18 months.	
Reduce the increase in printed output	April 2004	2003	Mar 2006	In process. Colour printing stabilised and B&W reduced.	Still running and report expected to go to Executive Board in September 2006.	
Create a register of forms in use across the Authority	April 2004		Aug 2004	First forms expected from Lagan in Aug 2006	Objective changed once the Customer Relationship Management (CRM) system was purchased and there will no longer be a register of forms. All external forms are being prepared for output electronically over the web as part of the CSC.	

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Develop an ICT Business Continuity Plan (BCP)	Ongoing		Aug 2004	BCP docs completed by Emergency Planning Officer	ICT Service Continuity Plan being progressed now that overall BCP docs have been completed and a site for a recovery facility is being negotiated.	
<b>B. CPA Improvement Plan and Best Value Review Actions:</b>						
Develop the role of the LSP by supporting the LSP with web based information sharing tools	Tbc		Dec 2005	Sharing tools being developed by Portal team	Sharing tool in Portal delayed until September 2006 but we will look to our own tools later in the year	
<b>C. Key Internal Improvements:</b>						
Create a stakeholders' group to improve two way communication of plans between ICT Services and our customers	April 2004		September 2005	In process	All key managers have a regular service review with the ICT Customer Services Manager.  First stakeholders group meeting for "general" ICT issues scheduled for September 2006	
Review procurement processes and methods	Oct 2004		Jan 2005	In process	E-Procurement processes need establishing in the Council. Part of this work is the electronic interface which has not yet occurred due to resource problems.	

## LEGAL & MEMBER SERVICES

Portfolio Holder: Councillor Andrew Moulding

Head of Service: Rachel Pocock

ONGOING ACTIONS WITH COMPLETION DATES BEFORE 31 MARCH 2006						
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<b>A. Key Outcomes Planned for 2005/08:</b>						
Carry out legal work for Council in connection with the transfer of Leisure Centres management, in combination with private practice.	April 2005	2004	Jan 2006		Leisure transfer agreement was completed on 1 January 2006 as scheduled. The property transfer arrangements will be finalised shortly.	This is outside our control because we await the District Valuer's advice on valuation of the property to be transferred.
Implement case management system for legal service	April 2005	April 2005	Jan 2006		Final selection of the software has been delayed to enable consideration of the corporate COMINO system – a sensible business decision.	

## ORGANISATIONAL DEVELOPMENT

Portfolio Holder: Councillor Andrew Moulding

Head of Service: Karen Jenkins

ONGOING ACTIONS WITH COMPLETION DATES BEFORE 31 MARCH 2006						
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<b>A. Key Outcomes Planned for 2005/08:</b>						
Rewrite the adopted discretionary rules relating to Local Government Pension Scheme and retirement so that they are more user friendly and in plain English.	Jan 2005	April 2005	April 2005	Not completed	This delay has been due to further fundamental changes to the pension scheme.	