

Report	Description	Comments	Owner	Target Date	Complete	Comments
4.4.2	Provide officers with clear procedures for the inputting of data into the Academy system	"ACS" Procedure Manual already purchased. To be brought up to date and circulated to staff. 230910 – Will be ongoing process to be completed within 6 months	JW / RT	Apr-11		
5.3.1	Move the Academy systems on to one server as soon as possible	Project underway to migrate to one server. ICT resources secured. 15/11/10 - Releases to be loaded first. Will be delayed until April 2011	PA	Apr-11		
5.3.2	Review cash reconciliations working practices and bring the control function under one officers responsibility	Item already raised at Joint Shared Services Committee 13/09/10 – to be one of tasks undertaken by new post. 15/11/10 JD Approved for new post	PA	Dec-10		
5.3.3	Review the need for a dedicated support team or officer. This should include a review of succession planning for key roles	Item already raised at Joint Shared Services Committee 13/09/10 – to be one of tasks undertaken by new post	PA	Dec-10	05/11/2010	JD Approved 05/11/10
5.3.5	Implement daily, weekly and monthly performance measures of work throughput	Underway – will be supported by 5.3.20 & 8.1.7 To be embedded by November 2010	JW / RT	Jan-11		
5.3.19	Notepads from the old Civica system have not been converted into the Academy system. Either bring the information into the Academy system or import them into the Anite system using functionality within Anite	Will investigate loading to DIP. Will cover in association with 5.3.20	RT	Apr-11		
5.3.20	Review the use of Anite to bring efficiencies to the service	#Current Interim Revenues Manager to make use of contacts at other authorities. #010311 Discussions with Account Manager underway	RT	Apr-11		
5.3.21	Obtain an independent review of Academy or liaise with other authorities as to functionality available	Will consider once migration to one server has been completed. We have the option to have "health checks" and will take this up.	JW / RT	Apr-11		
5.3.22	Review the clerical/administrative support required within the structure	Will review as part of harmonisation of processes	JW / RT	Nov-10		
6.6.3	Measure the actual workload within the Anite system and not just those items entered onto the Academy system	Review of use of Anite to be undertaken to improve quality of information provided by reports	RT	Oct-10		
6.6.4	Provide Customer Care training for all officers.	Training to be sourced. Deliver as part of staff meeting	PA	Apr-11		
6.6.5	Formalise the Complaints process within the service. Use regular reporting to manage the outstanding complaints	Clarity to be sought on dealing with complaints through multi channels / sources	JW / RT	Oct-10		
6.6.6	Undertake customer surveys to measure satisfaction with the service	To work in collaboration with both CSC	PA	Jun-11		
6.6.7	Develop a measurement process of the target for customer care within the whole service	To work in collaboration with both CSC	PA	Jun-11		
6.7.2	Benchmark the service regularly with a benchmarking club	Informal approaches have already been made to the "BenX" group of which the HoS has used in the past	PA	Oct-10		
7.1.5	Commence customer feedback surveys. Consider a target for customer satisfaction	To work in collaboration with both CSC	PA	Jun-11		
7.1.10	Release the written procedures, review with staff working groups to ensure they are adopted	ACS Manual has been purchased. Staff to be consulted on procedures	JW / RT	Apr-11		
7.1.12	Use the policy and development team to create training plans.	The information that is coming out of the QA process is being used by the Policy, Quality and Training team to identify training needs for individuals and for the team as a whole where necessary.	JW / RT	Nov-10		
7.1.14	Ensure there is a responsible officer for the system administration.	Item already raised at Joint Shared Services Committee 13/09/10 – to be one of tasks undertaken by new post	PA	Dec-10	05/11/2010	JD Approved 05/11/10
7.1.15	Review the call handling processes and either allocate officers to telephone duty or uses the CSC resource better	To work in collaboration with both CSC	PA	Jun-11		
8.1.2	Improve staff morale by provide training and demonstrate commitment to harmonising working practices	Team Development Days organised during January & February- all well received.	PA	Nov-10		Completed February 11
8.1.4	Ensure scanners are maintained and serviced regularly	Maintenance on 24 hour turnaround	JW / RT	Nov-10		
8.1.6	Review the number and types of printers available to ensures they are adequate for the administration and printing requirements	Migration to Windows Platform should increase resource available	JW / RT	Apr-11		
8.1.8	Provide a PC which can access all systems in the private interview room	Benefit Manager to resolve	JW / RT	Apr-11		
8.1.11	Harmonise HR policies as soon as possible	Corporate Initiative underway	HR	Apr-11		
8.1.12	Review the web site and bring up to date, identify responsibility for maintenance of the site and web pages	"Webmasters" to be tasked with responsibility	JW / RT	Dec-10		KS has been trained.
Recommendations		26				
Open		11				
In Progress		8				
Closed		7				