

Appendix A Summary of projects in Corporate Process Improvement Programme

Service	Project Name	Key Benefits	Financial Benefits £	Project Sponsor	Project Manager	Complete by**	Status
Planning	Development Management Admin Review	<ul style="list-style-type: none"> • Efficiency • Reduction in days taken to view online applications 	70,895 pa	Jane Custance	David Noble	June 2011	Completed
Revs and Bens	Complete Academy Implementation – phase 1	<ul style="list-style-type: none"> • TRDC staff can print to WBC print room • Enabler of other R&B project shown below 	None	David Gardner	Phil Adlard	Aug 2011	Completed
Corporate	Review of print, post and copy functions	<ul style="list-style-type: none"> • Service aligned to requirements and future proofed • Efficiency 	tbc	Tricia Taylor	Danielle Negrello	Oct 2011	In progress – delayed to Jan 12
Planning	Data Cleansing	<ul style="list-style-type: none"> • Improvement in data quality • Efficiency – less time to do searches and correct data 	19,830 pa	Jane Custance	David Noble	Oct 2011	Completed
ES	Bartec	<ul style="list-style-type: none"> • Real time updates on bin collection and reduction in call backs from customers • Improved monitoring • Targeted communications on recycling • Efficiency 	None	Alan Gough	Beverley Beri	Sep 2011	Completed
SS - ICT	Income Management and Cash-Receipting	<ul style="list-style-type: none"> • Improved management control • Increased credibility of transactions and processes • Streamlined processes with more convenience for both Customer and Council • Compliance with the latest legislative requirements 	13,500 pa across both councils	David Gardner	Lateef. Ambali	Oct 2011	Completed
Corporate	Harmonise payments processes in CSC	<ul style="list-style-type: none"> • Customer service improvements • Efficiency 	None	Tricia Taylor	Dimple Patel	Oct 11	Completed
Planning	Change scanning solution in Dev Mgt	<ul style="list-style-type: none"> • Contract savings • Improvement in turnaround times • Reduction in time taken to view applications on line 	12,600 pa	Jane Custance	David Noble	Oct 2011	Completed
Corporate	Channel Shift	<ul style="list-style-type: none"> • Efficiency • Increased service availability for customers • Improvement in customer satisfaction 	49,000 to date (telephony)	Tricia Taylor	Laxmi Curwen	Dec 2011	In progress
Revs and Bens	Academy implementation – phase 2 - e-services	<ul style="list-style-type: none"> • Efficiency • Service performance improvements 	tbc	David Gardner	Chris Copper	tbc	In progress
ES	Environmental Health process review	<ul style="list-style-type: none"> • Greater responsiveness to customers 	None	Alan Gough	Justine Hoy	Oct 2011	Completed

Service	Project Name	Key Benefits	Financial Benefits £	Project Sponsor	Project Manager	Complete by**	Status
ES	Admin Review	<ul style="list-style-type: none"> • Efficiency 	N/A	Alan Gough	N/A	N/A	Incorporated into the service redesign programme for waste / recycling / street cleansing / parks and open spaces

*** For review projects, the end dates refers to the date by which the review will be completed not necessarily implemented*