

BROMSGROVE DISTRICT COUNCIL

20 JANUARY 2009

PMB

IMPROVEMENT PLAN EXCEPTION REPORT [NOVEMBER 2008]

| | |
|------------------------------|--|
| Responsible Portfolio Holder | Councillor Mike Webb Portfolio Holder for Customer Care and Service |
| Responsible Officer | Hugh Bennett Assistant Chief Executive |

1. SUMMARY

- 1.1 To ask PMB to consider the Improvement Plan Exception Report for November 2008 (Appendix 1).

2. RECOMMENDATION

- 2.1 That PMB considers and approves the revisions to the Improvement Plan Exception Report attached as Appendix 1, and the corrective action being taken.
- 2.2 That PMB notes that for the 138 actions highlighted for November within the plan 78.3 percent of the Improvement Plan is on target [green], 3.6 percent is one month behind [amber] and 9.4 percent is over one month behind [red]. 8.7 percent of actions have been reprogrammed with approval. [NB reprogrammed actions are those that have been suspended completely and those that have been moved to a later point in the year. Extended actions are listed separately are actions that are anticipated to take longer than had originally been programmed].
- 2.3 This month's performance is shown on the first page of Appendix 1.

3 BACKGROUND

- 3.1 July 2008 Cabinet approved the Improvement Plan 2008/09. The Improvement Plan is directly linked to the five corporate priorities and thirteen enablers identified in the Council Plan 2008/2011.
- 3.2 The Improvement Plan is designed to push the Council through to a rating of Fair during 2008.

4. FINANCIAL IMPLICATIONS

- 4.1 No financial implications.

5. LEGAL IMPLICATIONS

5.1 No legal implications.

6. COUNCIL OBJECTIVES

6.1 The Improvement Plan relates to all of the Council's four objectives and five priorities as per the 2008/2011 Council Plan.

7. RISK MANAGEMENT

7.1.1 The risks associated with the Improvement Plan are covered in the CCPP departmental risk register. Specific corporate risks are related to the Improvement Plan in the following ways:

| Corporate Risk Title | Improvement Plan Reference |
|--|---|
| KO1: Effective Financial Management and Internal Control | FP2 – Financial Management FP3 – Financial Strategy |
| KO2: Effective corporate leadership | FP1 – Value for Money FP2 – Financial Management FP3 – Financial Strategy FP4 – Financial and Performance Reporting PR2 – Improved Governance |
| KO3: Effective Member / Officer relations | PR2 – Improved Governance HROD1 – Learning and Development |
| KO4: Effective Member / Member relations | PR2 – Improved Governance HROD1 – Learning and Development |
| KO5*: Full compliance with the Civil Contingencies Act and effective Business Continuity | PR1 – Customer Process |
| KO6: Maximising the benefits of investment in ICT equipment and training | PR3 – Spatial Business Project |
| KO7: Effective partnership working | PR4 – Improved Partnership Working |
| KO8: Effective communications (internal and external) | PR1 – Customer Process FP4 – Financial and Performance Reporting HROD 4– Performance Culture |
| KO9: Equalities and diversity agenda embedded across the Authority | CP3 – Customer Service CP4 – Sense of Community |
| KO10: Appropriate investment in employee development and training | HROD1 – Learning and Development HROD2 – Modernisation HROD4 – Performance Culture |
| KO11: Effective employee recruitment and retention | HROD2 – Modernisation |
| KO12: Full compliance with all Health and Safety legislation | FP3 – Financial Strategy PR1 – Customer Process |

| | |
|---|--|
| | HROD2 – Modernisation |
| KO13: Effective two tier working and Community Engagement | CP4 – Sense of Community PR4 – Improved Partnership Working |
| KO14: Successful implementation of Job Evaluation | HROD2 - Modernisation |
| KO15: All Council data is accurate and of high quality | FP2 – Financial Management FP4 – Financial and Performance Reporting PR3 – Spatial Business Project HROD4 – Performance culture |
| KO16: The Council no longer in recovery | FP1 – Value for Money FP4 – Financial and Performance Reporting |
| KO17: Effective Projects Management | FP1 – Value for Money PR3 – Spatial Business Project |
| KO19: Effective Business and Performance Management | FP4 – Financial and Performance Reporting |
| KO20: Effective Customer Focused Authority | CP3 – Customer Service CP4 – Sense of Community PR1 – Customer Process |

* KO5 and KO18 have been merged

8. CUSTOMER IMPLICATIONS

8.1 The Improvement Plan is concerned with the strategic and operational issues that will affect the customer.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 Please see sections CP3 and CP4 of the Improvement Plan

10. VALUE FOR MONEY IMPLICATIONS

10.1 See section FP1 of the Improvement Plan

11. OTHER IMPLICATIONS

| |
|---|
| Procurement Issues: See Section FP1 of the Improvement Plan. |
| Personnel Implications: See Sections HROD1-HROD4 of the Improvement Plan. |
| Governance/Performance Management: See Sections FP4 and PR2 of the Improvement Plan. |
| Community Safety including Section 17 of Crime and Disorder Act 1998: See section CP4 of the Improvement Plan |
| Policy: All sections of the Improvement Plan relate to this. |
| Environmental: See sections CP1 and PR5 of the Improvement Plan. |

12. OTHERS CONSULTED ON THE REPORT

| | |
|--|------------|
| Portfolio Holder | Yes |
| Chief Executive | Yes |
| Executive Director (Partnerships and Projects) | Yes |
| Executive Director (Services) | Yes |
| Assistant Chief Executive | Yes |
| Head of Service | Yes |
| Head of Financial Services | Yes |
| Head of Legal & Democratic Services | Yes |
| Head of Organisational Development & HR | Yes |
| Corporate Procurement Team | No |

13. WARDS AFFECTED

13.1 All wards

14. APPENDICES

14.1 Appendix 1 Improvement Plan Exception Report November 2008

15. BACKGROUND PAPERS:

15.1 The full Improvement Plan for November can be found at www.bromsgrove.gov.uk under meetings Minutes and Agendas. A hard copy is also left in the Members' Room each month.

CONTACT OFFICER

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Exception Report for November 2008 Improvement Plan

Appendix 1

PROGRESS IN 2008

Overall performance as at the end of November 2008, in comparison with the previous year, is as follows: -

| July 2007 | | | August 2007 | | | September 2007 | | | October 2007 | | | November 2007 | | | December 2007 | | |
|-----------|-----|-------|-------------|-----|-------|----------------|-----|-------|--------------|-----|-------|---------------|-----|-------|---------------|-----|-------|
| RED | 1 | 0.6% | RED | 1 | 0.7% | RED | 4 | 2.4% | RED | 3 | 1.8% | RED | 5 | 3.1% | RED | 3 | 2.0% |
| AMBER | 5 | 3.2% | AMBER | 13 | 9.2% | AMBER | 11 | 6.6% | AMBER | 16 | 9.6% | AMBER | 11 | 7.0% | AMBER | 17 | 11.6% |
| GREEN | 152 | 95.6% | GREEN | 126 | 88.7% | GREEN | 149 | 89.2% | GREEN | 142 | 85.0% | GREEN | 138 | 86.9% | GREEN | 121 | 82.3% |
| REPRO | 1 | 0.6% | REPRO | 2 | 1.4% | REPRO | 3 | 1.8% | REPRO | 6 | 3.6% | REPRO | 5 | 3.1% | REPRO | 6 | 4.1% |

| January 2008 | | | February 2008 | | | March 2008 | | | April 2008 | | | May 2008 | | | June 2008 | | |
|--------------|-----|-------|---------------|-----|-------|------------|-----|-------|------------|----|-------|----------|----|-------|-----------|----|-------|
| RED | 2 | 1.4% | RED | 2 | 1.4% | RED | 2 | 1.5% | RED | 3 | 2.7% | RED | 8 | 7.55% | RED | 6 | 6.3% |
| AMBER | 16 | 11.4% | AMBER | 10 | 7.3% | AMBER | 10 | 7.4% | AMBER | 11 | 9.9% | AMBER | 4 | 3.8% | AMBER | 4 | 4.2% |
| GREEN | 118 | 84.3% | GREEN | 122 | 88.4% | GREEN | 117 | 86.7% | GREEN | 92 | 82.9% | GREEN | 86 | 81.1% | GREEN | 74 | 77.0% |
| REPRO | 4 | 2.9% | REPRO | 4 | 2.9% | REPRO | 6 | 4.4% | REPRO | 5 | 4.5% | REPRO | 8 | 7.55% | REPRO | 12 | 12.5% |

| July 2008 | | | August 2008 | | | September 2008 | | | October 2008 | | | November 2008 | | | December 2008 | | |
|-----------|-----|-------|-------------|----|-------|----------------|----|-------|--------------|-----|-------|---------------|-----|-------|---------------|--|--|
| RED | 11 | 8.6% | RED | 17 | 14.4% | RED | 16 | 11.9% | RED | 15 | 10.6% | RED | 13 | 9.4% | RED | | |
| AMBER | 3 | 2.3% | AMBER | 4 | 3.4% | AMBER | 8 | 6.0% | AMBER | 7 | 5.0% | AMBER | 5 | 3.6% | AMBER | | |
| GREEN | 114 | 89.1% | GREEN | 96 | 81.4% | GREEN | 99 | 73.9% | GREEN | 104 | 73.8% | GREEN | 108 | 78.3% | GREEN | | |
| REPRO | 0 | 0% | REPRO | 1 | 0.8% | REPRO* | 11 | 8.2% | REPRO | 15 | 10.6% | REPRO | 12 | 8.7% | REPRO | | |

| January 2009 | | | February 2009 | | | March 2009 | | | April 2009 | | | May 2009 | | | June 2009 | | |
|--------------|--|--|---------------|--|--|------------|--|--|------------|--|--|----------|--|--|-----------|--|--|
| RED | | | RED | | | RED | | | RED | | | RED | | | RED | | |
| AMBER | | | AMBER | | | AMBER | | | AMBER | | | AMBER | | | AMBER | | |
| GREEN | | | GREEN | | | GREEN | | | GREEN | | | GREEN | | | GREEN | | |
| REPRO | | | REPRO | | | REPRO | | | REPRO | | | REPRO | | | REPRO | | |

Exception Report for November 2008 Improvement Plan

Appendix 1

Where: -

| | On Target or completed | | One month behind target or less | | Over one month behind target | | Original date of planned action | | Re-programmed date.* |
|--|------------------------|--|---------------------------------|--|------------------------------|--|---------------------------------|--|----------------------|
|--|------------------------|--|---------------------------------|--|------------------------------|--|---------------------------------|--|----------------------|

* NB. Reprogrammed actions are both those that have been suspended completely and those that have been moved to a later point in the year. They are not actions that have been extended and they do not appear on the exception report.

Out of the total of 138 actions for November 2008, 5 actions have been extended with approval. This amounts to 3.6 percent of the original actions scheduled for this month. Extended actions are shown with hatched marking and extend the timescale of a current or ongoing action on the Improvement Plan. The actions that have been extended this month are: High Street enhancement and improved High Street events (1.6); Popularity of events programme x 2 (4.3); and Speed of processing customer enquiries x 2 (12.2).

An Exception Report detailing corrective actions follows:

Exception Report for November 2008 Improvement Plan

Appendix 1

| CP1: Town Centre | | | | | | | | | | | | | | | | | | |
|-------------------------|---------------------------------|------|--------|--|------|------|------|------|------|------|------|------|-----|------|-------------------|---|---------------|--------------|
| Ref | November 2008 Action | | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
| 1.2.2 | Identify commercial support | | | Issues and options consultation ended in September. Advice sought on OJEU process from commercial advisors regarding market hall site. There are no plans now to appoint a preferred developer for wider developments. Report went to Cabinet in November. | | | | | | | | | | | | PS | Jul-08 | Nov-08 |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | | |
| 1.2. | Work Commenced (see 1.4) | | | | | | | | | | | | | | | | | |
| 1.2.2 | Identify commercial support | PS | | | | | | | | | | | | | | Sale of site to retailer no longer to be pursued, the site will now go out to OJEU procurement in early 2009. As circumstances have altered a new timescale is likely to be introduced. | | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| CP1: Town Centre | | | | | | | | | | | | | | | | | |
|-------------------------|---|------|--------|------|---|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref | November 2008 Action | | Colour | | Corrective Action | | | | | | | | | | Who | Original Date | Revised Date |
| 1.3.1 | Consultation on Parkside | | | | Application made by Bromsgrove Society to English Heritage to list the building. Listed status now granted which now precludes buying police and fire stations on the site. | | | | | | | | | | PS | Aug-08 | Dec-08 |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 1.3 | Agree sites for relocation of public sector partners | | | | | | | | | | | | | | | | |
| 1.3.1 | Consultation on Parkside | PS | | | | | | | | | | | | | | Discussions to take place with English Heritage regarding listed building consent to allow access to proposed medical centre and to explore potential uses for building. | |

| CP1: Town Centre | | | | | | | | | | | | | | | | | |
|-------------------------|--|------|--------|------|---|------|------|------|------|------|------|------|-----|------|-------------------|------------------------------|--------------|
| Ref | November 2008 Action | | Colour | | Corrective Action | | | | | | | | | | Who | Original Date | Revised Date |
| 1.6.2 | Meet with AWM | | | | Meeting arranged with AWM and will take place on 20 th January | | | | | | | | | | PS | Sept-08 | Jan-09 |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 1.6 | High street enhancement and improved high street events | | | | | | | | | | | | | | | | |
| 1.6.2 | Meet with AWM | PS | | | | | | | | | | | | | | Extended further, to January | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| CP1: Town Centre | | | | | | | | | | | | | | | | | |
|-------------------------|---|------|--------|------|---|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref | November 2008 Action | | Colour | | Corrective Action | | | | | | | | | | Who | Original Date | Revised Date |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 1.7.1 | Network Rail to agree business case and funding for station. | | | | Network Rail still working on business case and multiple funding of station project. There is not much the District Council can do here, but wait for the funding package to be agreed. The funding gap remains at £6.2m. | | | | | | | | | | HB | Jul-08 | Nov-08 |
| 1.7 | Agree funding and planning permission for train station redevelopment, with transport links to town centre | | | | | | | | | | | | | | | | |
| 1.7.1 | Network Rail to agree business case and funding for station. | HB | | | | | | | | | | | | | | Discussions with Network Rail and funders on-going. As circumstances have altered a new timescale is likely to be introduced | |

| CP1: Town Centre | | | | | | | | | | | | | | | | | |
|-------------------------|---|------|--------|------|---|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref | November 2008 Action | | Colour | | Corrective Action | | | | | | | | | | Who | Original Date | Revised Date |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 1.7.2 | Agree historic dimension to new build. | | | | There have been discussions with Network Rail and BRUG, but until the station funding package is agreed this cannot be finalised. | | | | | | | | | | HB | Jul-08 | Nov-08 |
| 1.7 | Agree funding and planning permission for train station redevelopment, with transport links to town centre | | | | | | | | | | | | | | | | |
| 1.7.2 | Agree historic dimension to new build. | HB | | | | | | | | | | | | | | On hold pending funding resolution. As circumstances have altered a new timescale is likely to be introduced | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| CP1: Town Centre | | | | | | | | | | | | | | | | | |
|-------------------------|---|--------|---|------|------|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
| 1.7.3 | Obtain planning permission. | | The planning application process cannot commence until funding is approved. | | | | | | | | | | | | HB | Jul-08 | Dec-08 |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 1.7 | Agree funding and planning permission for train station redevelopment, with transport links to town centre | | | | | | | | | | | | | | | | |
| 1.7.3 | Obtain planning permission. | HB | | | | | | | | | | | | | | On hold pending funding resolution. As circumstances have altered a new timescale is likely to be introduced | |

| CP4: Sense of Community | | | | | | | | | | | | | | | | | |
|--------------------------------|---|------|--------|------|--|------|------|------|------|------|------|------|-----|------|---|---------------|--------------|
| Ref | November 2008 Action | | Colour | | Corrective Action | | | | | | | | | | Who | Original Date | Revised Date |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 4.3.1 3 | Establish monitoring & meeting arrangements set out in the SLA with the Artrix. | | | | Work in this area is ongoing due to concern raised by the Operating Trust of the Artrix over some of the phrasing in the agreement document. Extended to December. | | | | | | | | | | JG | Jul-08 | Feb-09 |
| 4.3 | Popularity of events programme | | | | | | | | | | | | | | | | |
| 4.3.13 | Establish monitoring & meeting arrangements set out in the SLA with the Artrix. | JG | | | | | | | | | | | | | A meeting was held on the 17 th Dec and it is envisaged that the formal document will be signed and agreement reached by both parties in Feb 09. | | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| CP4: Sense of Community | | | | | | | | | | | | | | | | | |
|--------------------------------|--|--------|--|------|------|------|------|------|------|------|------|------|-----|------|-------------------|---|--------------|
| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 4.3.1 4 | Agree service improvement plan and targets based on SLA, previous years performance and BDC user feedback out turns. | | Work in this area is ongoing due to concern raised by the Operating Trust of the Artrix over some of the phrasing in the agreement document. Extended to December. | | | | | | | | | | | | JG | Jul-08 | Feb-09 |
| 4.3 | Popularity of events programme | | | | | | | | | | | | | | | | |
| 4.3.14 | Agree service improvement plan and targets based on SLA, previous years performance and BDC user feedback out turns. | JG | | | | | | | | | | | | | | A meeting was held on the 17 th Dec and it is envisaged that the formal document will be signed and agreement reached by both parties in Feb 09. | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| CP4: Sense of Community | | | | | | | | | | | | | | | | | |
|--------------------------------|--|--------|---|------|------|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 4.3.1 5 | Agree service improvement plan and targets based on SLA, previous years performance and BDC user feedback out turns. | | Due to delays in the acceptance of the SLA work in this area has not yet been progressed. Sign off is anticipated for February 2009 | | | | | | | | | | | | JG | Sep-08 | Feb-09 |
| 4.3 | Popularity of events programme | | | | | | | | | | | | | | | | |
| 4.3.15 | Agree service improvement plan and targets based on SLA, previous years performance and BDC user feedback out turns. | JG | | | | | | | | | | | | | | Officers have forwarded the revised SLA to the Operating Trust and are awaiting feedback before commencing formal discussions. | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| FP1: Value For Money | | | | | | | | | | | | | | | | | |
|-----------------------------|---|--------|--|------|------|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 6.2.3 | Transfer Dolphin Centre to Leisure Trust (This action to become 'Service Review and Fitness Suite' from Dec 08) | | Report went to Cabinet on 4 th December and review proposals and new business plan were accepted. | | | | | | | | | | | | PS | Jul-08 | Mar-08 |
| 6.2 | Alternative methods of service delivery, to include revisiting the shared services/ joint working agenda | | | | | | | | | | | | | | | | |
| 6.2.3 | Transfer Dolphin Centre to Leisure Trust (This action to become 'Service Review and Fitness Suite' from Dec 08) | PS | | | | | | | | | | | | | | Review to be implemented from 1 st February 2009. New fitness suite to be equipped and operate from March 2009. | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| FP1: Value For Money | | | | | | | | | | | | | | | | | |
|-----------------------------|---|--------|---|------|------|------|------|------|------|------|------|------|-----|------|-------------------|------------------------------|--------------|
| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
| 6.5.5 | Comparable costing information for benchmarking to be analysed using other councils information | | Awaiting information from other Councils re benchmarking. HOFS to address at Treasurers meeting in December | | | | | | | | | | | | JLP | Oct-08 | Dec-08 |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 6.5 | VFM ratings | | | | | | | | | | | | | | | | |
| 6.5.5 | Comparable costing information for benchmarking to be analysed using other councils information | JLP | | | | | | | | | | | | | | To be undertaken in December | |

| FP4: Financial and Performance Reporting | | | | | | | | | | | | | | | | | |
|---|--------------------------------|--------|--|------|------|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
| 9.1.3 | Internet consultation campaign | | Slightly delayed due to IT technical issues. | | | | | | | | | | | | HB | Nov-08 | Dec-08 |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 9.1 | Budget consultation | | | | | | | | | | | | | | | | |
| 9.1.3 | Internet consultation campaign | HB | | | | | | | | | | | | | | The online consultation went live in December. | |

Exception Report for November 2008 Improvement Plan

Appendix 1

FP4: Financial and Performance Reporting

| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
|------------|---|--------|---|------|------|------|------|------|------|------|------|------|-----|------|-------------------|---|--------------|
| 9.3.1 | Monthly reporting to Portfolio Holders | | Running but need to check on how these are working. Need to re-activate this. | | | | | | | | | | | | HB | Oct-08 | Dec-08 |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 9.3 | Performance and Project Management | | | | | | | | | | | | | | | | |
| 9.3.1 | Monthly reporting to Portfolio Holders | HB | | | | | | | | | | | | | | Running but need to check on how these are working. Need to re-activate this. | |

PR1: Customer Process

| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | Who | Original Date | Revised Date |
|-------------|--------------------------------|--------|--|------|------|------|------|------|------|------|------|------|-----|------|-------------------|-----------------------------|--------------|
| 10.3.2 | Ordered functions by tolerance | | Work progressing on business continuity plan. However, the preparation of the plan has take longer than anticipated and the plan will now not be completed before mid November. Report will go to Leaders Group in January 2009. | | | | | | | | | | | | PS | Aug-08 | Jan-09 |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 10.3 | Business Continuity | | | | | | | | | | | | | | | | |
| 10.3.2 | Ordered functions by tolerance | PS | | | | | | | | | | | | | | Will take place in January. | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| PR3: Spatial Business Project | | | | | | | | | | | | | | | | | |
|--------------------------------------|---|------|--------|------|--|------|------|------|------|------|------|------|-----|------|-------------------|---|--------------|
| Ref | November 2008 Action | | Colour | | Corrective Action | | | | | | | | | | Who | Original Date | Revised Date |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 12.2.3 | Review results and revise standards | | | | Focus groups held. Review will not take place until first draft of customer access strategy has been prepared. | | | | | | | | | | HB | Sept-08 | Feb-08 |
| 12.2 | Speed of processing customer queries | | | | | | | | | | | | | | | | |
| 12.2.3 | Review results and revise standards | HB | | | | | | | | | | | | | | Delayed, but draft will be completed by February. | |

| PR3: Spatial Business Project | | | | | | | | | | | | | | | | | |
|--------------------------------------|---|------|--------|------|---|------|------|------|------|------|------|------|-----|------|-------------------|---|--------------|
| Ref | November 2008 Action | | Colour | | Corrective Action | | | | | | | | | | Who | Original Date | Revised Date |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | |
| 12.2.4 | Agree with CMT, Leader's and Cabinet | | | | Review and agreement will not take place until first draft of customer access strategy has been prepared. | | | | | | | | | | HB | Nov-08 | Feb-08 |
| 12.2 | Speed of processing customer queries | | | | | | | | | | | | | | | | |
| 12.2.4 | Agree with CMT, Leader's and Cabinet | HB | | | | | | | | | | | | | | Delayed, but draft will be completed by February. | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| HR&OD2: Modernisation | | | | | | | | | | | | | | | | | | | | | |
|----------------------------------|----------------------|--------|-------------------|------|------|---|------|------|------|------|------|------|-----|------|-------------------|--|---------------|--------------|----|--------|--------|
| Ref | November 2008 Action | Colour | Corrective Action | | | | | | | | | | | | | Who | Original Date | Revised Date | | | |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | | | | | |
| 16.2.2 | Implementation | | | | | Delayed pending close of consultation period in Jan 09. | | | | | | | | | | | | | JP | Aug-08 | Nov-08 |
| 16.2 | Single Status | | | | | | | | | | | | | | | | | | | | |
| 16.2.2 | Implementation | JP | | | | | | | | | | | | | | Cabinet resolved to begin statutory 90 day period of consultation with the trade unions and Department for Business Enterprise and Regulatory Reform (formerly DTI) with a view to potentially moving to dismissal and re-engagement | | | | | |

Exception Report for November 2008 Improvement Plan

Appendix 1

| HR&OD2: Modernisation | | | | | | | | | | | | | | | | | | |
|----------------------------------|----------------------|------|--------|------|-------------------|------|------|------|------|------|------|------|-----|------|-------------------|---------------|--------------|--|
| Ref | November 2008 Action | | Colour | | Corrective Action | | | | | | | | | | Who | Original Date | Revised Date | |
| Ref. | Action | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action | | | |
| 16.2.3 | Appeals | | | | | | | | | | | | | | | JP | Oct-08 | Dec-08 |
| 16.2 | Single Status | | | | | | | | | | | | | | | | | |
| 16.2.3 | Appeals | JP | | | | | | | | | | | | | | | | Cabinet resolved to begin statutory 90 day period of consultation with the trade unions and Department for Business Enterprise and Regulatory Reform (formerly DTI) with a view to potentially moving to dismissal and re-engagement |