

Appendix 2: Service Improvement Plans that did not meet target

Action	Lead Officer	Progress
08a - Implement Apprenticeship scheme 16-18 year olds by April 2012	Julie Stay	Housing Repairs - progress has been made in this area, had meetings with Leicester College, the Construction Industries Training Board. We have also contacted Loughborough College and the National Apprentices Service. Studio - Partnershp with HBBC and North Warks Met with Martin Rennison (Business Development manager,North Warks and Hinckley College). Currnently awaiting proposal from Martin around course content in order to detemine where HBBC could offer placements. 16-18 yrs fully funded, 18+ up to 50% funded, dependant upon course type. Nect meeting scheduled middle March 2012 We will be evaluating the courses on offer, how they are delivered the method of release, the relevance of the available courses to our present and future requirements and the costs both in terms of financial commitment, facilities and management support. This exercise will provide recruiting managers with a range of options some of which may be the apprenticeship approach to filling vacancies. We will also be using exploring these training establishments ability to up skill single trade employees to multi-trade operative. Hallam Construction are offering apprenticeship schemes and we are supporting that process.
Complete pilot for Goods Receipting by July 2011	Abhilash Gupta / Julie Kenny	This has not been achieved on time due to capacity issues in the team (down by 50%) Resource now identified and new timescale for pilot to be completed is end February 2012 Pilot now being carried out in ICT for three month period Roll out for Goods Receipting will be in 2012/13 SIP Now complete (May 2012)
Complete procurement of Internal Audit services by end January 2012	Julie Kenny	Tenders issued - contract will be awarded early March. Slippage is due to change in procurement strategy, i.e. OJEU vs Framework. Evaluation complete and contract to commence early April Contract commenced 08th May 2012 Now complete (May 2012)
Develop and populate CIPFA Asset Management Property Database (03/11 go live target date)	Robert Vaughan	Delayed due to Capital Accounting procedures requiring CIPFA update. Feasibility for additional support/training from CIPFA being investigated. Database released to Assets September 2011. Core Data input completed in readiness for Audit in October. Internal Audit now complete and awaiting feedback. Further programme of work to be produced to enable full roleout and embedded use of the system (November 2011) Audit complete with the database now functional. Working group implimented to progress development of the system and usability for other service areas. (April 2012) Project completed February 2012
E-Citizen Update to Release 10 (October 2011)	S A Coop	Moving to release 7 & 8 this Wednesday (12 October 2011), however it is not until we are on release 10 that I believe the web-site meets the required standard, which we now anticipate won't be into the test system until mid November 2011. I am advised that the releases are extremely complex and the functionality will require vigorous testing before it can be signed off.

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Implementation of IPF Asset Register	Ilyas Bham	Live system now available and substantially complete and up to date, training for Asset Management w/c 16 Jan 2012 Whilst system has been implemented and is now live, there remains some technical issues which are to be resolved by Nov 2012 Now complete (May 2012)
Improve standard of grounds maintenance at Waterside Park (once adopted) to an acceptable standard - due 6 months after adoption (March 2012)	Ian Pinfold	Discussion with the Developer are still on-going to conclude adoption therefore it will be impossible to improve this site by March 2012. Target date will be adjusted once adoption confirmed. Planning enforcement to consider action to improve standards
Promote use of Electronic Documents - E Billing & E-citizen reduce the use of paper and printing [April 2012]	Laura Smith	Now that HBBC have moved onto the same server as HDC and NWLDC Leigh Butler will be responsible for reviewing the 3 councils current stationery requirements with a view to employing an external company to pack and dispatch the majority of our external documents (virtual mailroom). The anticipated completion date of this project is August 2012 (It is in the 2012 onwards SIP) The e-Citizen upgrade is yet to be installed due to other I.T priorities, it is anticipated that this will be looked at again within the 2012 SIP
The Hardship and Discretionary Rate Relief Policy are updated for the partnership and available on line. [March 2012]	Laura Smith	It was originally planned that the BPR work for this would be done within the 2011/12 3rd/ 4th quarter, however due to other priorities such as increased workloads and changes in legislation (Deferral Scheme being re-introduced and SBRR being extended again) and time taken to support NWLDC and HDC it has been delayed. Work will hopefully begin during the 2012/13 2nd quarter. It is still the case that Discretionary Policies can only be aligned with members agreement from all 3 councils, which could prove difficult to reach a general consensus due to budgeting and individual councils priorities. It may be less difficult to align the qualifying criteria for the mandatory reliefs. Individual current policies are available on all 3 websites.
Undertake procurement of Virtual Mail Room Services for Shared Revs and Bens Service by November 2011	Julie Kenny	Now been led by ARP