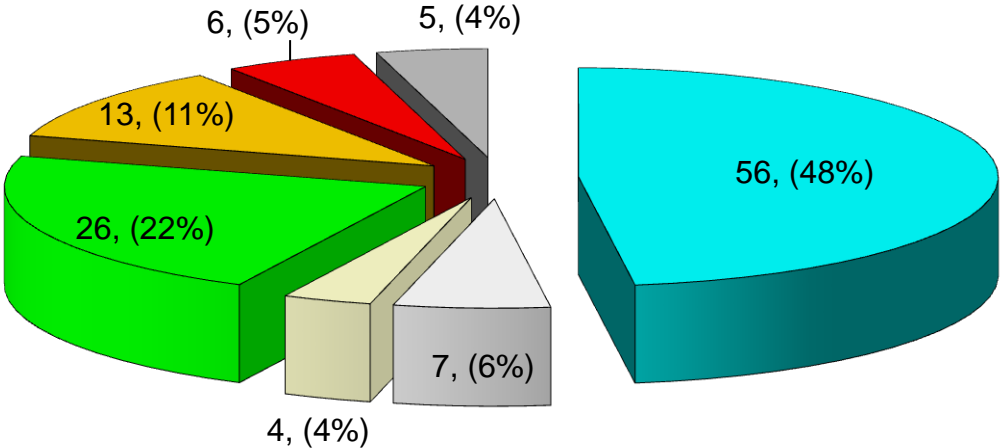


SUMMARY OF THE STATUS OF TRANSFORMATION RECOMMENDATIONS



- Complete
- Withdrawn
- On Going
- Green
- Amber
- Red
- Planned to start later

APPENDIX A

TRANSFORMATION SERVICE REVIEW RECOMMENDATIONS

LAST UPDATED 12/02/2013

Recommendation	Priority	Accountable	Responsible	Quick Win	Latest Status	Predicted start date	Predicted end date	Council Decision
01. Charnwood. Management of our telephone and CRM (COMPLETE)	1 High	AG	PW		Complete	Tue-1-May-12	Mon-3-Dec-12	Executive
03. Adoption of an Access to Services Model to ensure a consistent level of service.(COMPLETE)	2 Med	AG	RA		Complete	Mon-2-Jul-12	(not specified)	Officer
05. Ceasation of cash payments in Market Harborough Customer Services (COMPLETE)	1 High	AG	JS	Quick Win	Complete	Tue-1-May-12	Mon-29-Oct-12	Executive
07. Revised Org. Structure & JD update following Charnwood telephone and CRM change (COMPLETE)	1 High	AG	RA		Complete	Tue-1-May-12	Sun-30-Sep-12	Officer
09. Contract variations with FCC regarding waste collection. (COMPLETE)	1 High	NP	MB		Complete	Tue-1-May-12	Wed-31-Oct-12	Full Council
12. Develop policy for Bin provision. (COMPLETE)	1 High	NP	MB		Complete	Tue-1-May-12	Mon-31-Dec-12	Executive
13. Responsibility for passing Waste and Street Cleaning Service Requests to FCC be transferred to Customer Services new telephony service rather than Waste Team (COMPLETE)	2 Med	NP	MB		Complete	Mon-2-Jul-12	Mon-3-Dec-12	Officer
15. Waste Manager post deletion (COMPLETE)	1 High	NP	MB	Quick Win	Complete	Tue-1-May-12	Thu-31-May-12	Officer
16. Retain Regulatory Service Team structures (COMPLETE)	1 High	NP	EB		Complete	Tue-1-May-12	Fri-29-Jun-12	Officer
17. Transfer of contract responsibility for Pest Control / Dogs to Contracted Services Manager (COMPLETE)	1 High	NP	MB	Quick Win	Complete	Tue-1-May-12	Fri-29-Jun-12	Officer
18. Transfer advice and Licence processing work to Customer Services (COMPLETE)	2 Med	NP	RA		Complete	Mon-2-Jul-12	Thu-31-Jan-13	Officer
20. ImplementTaxi Licensing process improvements (COMPLETE)	2 Med	NP	EB	Quick Win	Complete	Mon-2-Jul-12	Sun-30-Sep-12	Officer
21. To review printing options to ensure they are sufficient to allow the extension and improvements of flexible working (COMPLETE)	1 High	BJ	BI		Complete	Mon-2-Jul-12	Thu-31-Jan-13	Officer
22. Extend Uniform System functionality to include an enforcement module (COMPLETE)	2 Med	BJ	EB		Complete	Mon-2-Jul-12	Fri-28-Sep-12	Officer
24. Move fly - tipping responsibility to Contracted services (COMPLETE)	2 Med	NP	MB	Quick Win	Complete	Mon-2-Jul-12	Fri-28-Sep-12	Officer
29. Ensure that HDC priorities allow a detailed and shared understanding of what the council is trying to achieve (COMPLETE)	1 High	AMH	AMH		Complete	Tue-1-May-12	Thu-31-Jan-13	Executive
32. New posts for Business & Parish Liaison (COMPLETE)	1 High	AMH	TD		Complete	Tue-1-May-12	Fri-30-Nov-12	Officer
35. Recruit to the new post for Neighbourhood and green Spaces Officer (COMPLETE)	1 High	NP	SP		Complete	Tue-1-May-12	Fri-28-Sep-12	Officer
37a Increase number of electronic planning applications (COMPLETE)	2 Med	NP	AE		Complete	Mon-2-Jul-12	Fri-29-Mar-13	Officer
37c Change DC duty planning at Lutterworth to appointment system (COMPLETE)	1 High	NP	AE	Quick Win	Complete	Tue-1-May-12	Fri-29-Jun-12	Officer
37d Increase the use of self - service through promotion and assisted self - service through the F2F customer service provision (COMPLETE)	1 High	AG	AE		Complete	Tue-1-May-12	Fri-29-Mar-13	Officer
37f Review the operation of the DC duty officer role at Market Harborough (link to 37e) (COMPLETE)	2 Med	NP	AE		Complete	Mon-2-Jul-12	Fri-29-Mar-13	Officer
37g Extend and improve flexible working to Facilitate home/remote/mobile working to prevent excess travel and increase productivity. (COMPLETE)	2 Med	BJ	BI		Complete	Mon-2-Jul-12	Thu-31-Jan-13	Officer
37h Monitor and take steps to reduce the levels of avoidable contact. (COMPLETE)	2 Med	NP	RA		Complete	Mon-2-Jul-12	Thu-31-Jan-13	Officer
37k Scan planning application case files to ensure accuracy and completeness (COMPLETE)	2 Med	BJ	RE		Complete	Mon-2-Jul-12	Mon-31-Dec-12	Officer
37l Reduce reliance on paper files (COMPLETE)	2 Med	BJ	AE		Complete	Mon-2-Jul-12	Fri-29-Mar-13	Officer
38 DC & BC support Org. Structure Review (COMPLETE)	3 Low	BJ	AE		Complete	Mon-1-Oct-12	Mon-2-Jul-12	Officer
39 Develop the in house conservation area capability / capacity (COMPLETE)	1 High	NP	AE		Complete	Tue-1-May-12	Mon-31-Dec-12	Officer
41 Agree proposal for continuation of the On - Street Parking Service (COMPLETE)	1 High	NP	EB	Quick Win	Complete	Tue-1-May-12	Sun-30-Sep-12	Officer
43 Remove vacant posts from Parking Services and adjust service budget / myview (COMPLETE)	1 High	BJ	CM	Quick Win	Complete	Tue-1-May-12	(not specified)	Officer
44 Review and confirm interim Senior Parking Officer post (COMPLETE)	1 High	NP	EB	Quick Win	Complete	Tue-1-May-12	Sun-30-Sep-12	Officer
46 Transfer Parking administration work to Corp. Admin (COMPLETE)	1 High	BJ	RE	Quick Win	Complete	Tue-1-May-12	Mon-2-Jul-12	Officer
52 Shape and develop a Communications strategy for the Council (COMPLETE)	2 Med	AG	RA		Complete	Mon-2-Jul-12	Tue-31-Jan-12	Full Council
55 Reduce administration requirement through DMS etc (Phased)(COMPLETE)	1 High	BJ	RE		Complete	Tue-1-May-12	Sun-30-Sep-12	Officer
56 Improve CMT support through PA restructure (COMPLETE)	1 High	BJ	BJ		Complete	Tue-1-May-12	Wed-31-Oct-12	Officer
57 Implement range of measures to transform complaints process (COMPLETE)	1 High	BJ	BJ	Quick Win	Complete	Tue-1-May-12	Mon-16-Jul-12	Full Council
58f Rationalise Bank Accounts (COMPLETE)	1 High	JH	KC	Quick Win	Complete	Tue-1-May-12	Tue-31-Jul-12	Officer
58h Introduce laser cheque printing (COMPLETE)	2 Med	BJ	KC		Complete	Mon-2-Jul-12	Tue-31-Jul-12	Executive
63 Consider the Socitm ICT service review for conflicts (COMPLETE)	1 High	BJ	BJ	Quick Win	Complete	Tue-1-May-12	Sat-30-Jun-12	Officer
64 Resolve ICT issues to ensure appropriate shared post support (COMPLETE)	1 High	BJ	BI	Quick Win	Complete	Tue-1-May-12	(not specified)	Officer
65 Draft performance management framework (COMPLETE)	2 Med	AMH	AMH		Complete	Mon-2-Jul-12	Sun-31-Mar-13	Executive

67 Complete the contracts register with procurement information (COMPLETE)	2 Med	BJ	JWL		Complete	Mon-2-Jul-12	Thu-31-Jan-13	Officer
68 Review current Welland tenders in progress (COMPLETE)	2 Med	BJ	JWL		Complete	Mon-2-Jul-12	Mon-31-Dec-12	Officer
69 Establish the legal position on access to Welland Partnership savings (COMPLETE)	2 Med	VW	VW		Complete	Mon-2-Jul-12	(not specified)	Officer
71 Confirm CSM takes responsibility for Public Spaces except Open Spaces Policy (COMPLETE)	1 High	NP	NP	Quick Win	Complete	Tue-1-May-12	Thu-31-May-12	Officer
79 Consolidate all legal budgets under the control of the Head of Profession (COMPLETE)	1 High	VW	KC	Quick Win	Complete	Tue-1-May-12	Fri-18-May-12	Officer
80 Provide additional support to the Chairman and Democratic Services (COMPLETE)	1 High	VW	VW		Complete	Tue-1-May-12	Sat-1-Sep-12	Officer
81 Review scrutiny panels arrangements as part of Democratic workstream (COMPLETE)	2 Med	VW	VW		Complete	Mon-2-Jul-12	(not specified)	Full Council
82 Introduce proactive approach to planning enforcement (COMPLETE)	1 High	NP	EB		Complete	Tue-1-May-12	Mon-31-Dec-12	Officer
83. Develop options for Trade Waste Service.(COMPLETE)	1 High	NP	MB		Complete	Tue-1-May-12	Wed-31-Oct-12	Executive
DR 02 Executive sub-groups (COMPLETE)		VW	BM		Complete	Wed-1-Aug-12	(not specified)	Executive
DR 05 Overhaul of Scrutiny function (COMPLETE)		VW	VW		Complete	Mon-2-Jul-12	Mon-31-Dec-12	Full Council
DR 07 Licencing Committee meetings (COMPLETE)		NP	EB		Complete	Mon-2-Jul-12	Fri-30-Nov-12	Full Council
DR 09 Scrutiny support (COMPLETE)		VW	BM		Complete	Mon-2-Jul-12	Mon-31-Dec-12	Full Council
DR 11 Length and location of meetings (COMPLETE)		AG	VW		Complete	Mon-2-Jul-12	Fri-28-Sep-12	Full Council
DR 12 Member development budget (COMPLETE)		VW	VW		Complete	Mon-2-Jul-12	Wed-31-Oct-12	Full Council
02. Implementation of Channel Shift Strategy to ensure a consistent high quality of service.	1 High	AG	PW		Withdrawn	Tue-1-May-12	(not specified)	Officer
36. Develop business case for consultation software and seek decision. (WITHDRAWN)	1 High	NP	SP		Withdrawn	Tue-1-May-12	Fri-28-Sep-12	Officer
47 Dodderidge Road review (Dependant on Property Review)	1 High	NP	NP	Quick Win	Withdrawn	Tue-1-May-12	Tue-1-Jul-14	Executive
74 Include online bookings on the website as part of channel shift	1 High	AG	PW		Withdrawn	Tue-1-May-12	(not specified)	Executive
84 Manage the Lifeline Transfer (WITHDRAWN)	1 High	NP	MB		Withdrawn	Tue-1-May-12	(not specified)	Executive
85 Tender for Out of Hours and Lone Worker Reporting Services	1 High	NP	MB		Withdrawn	Tue-1-May-12	(not specified)	Executive
DR 03 Managing performance		VW	VW		Withdrawn	Mon-2-Jul-12	Wed-31-Oct-12	
28. Monitor and evaluate outcomes of Better Business for All	3 Low	NP	EB		On Going	Mon-3-Sep-12	(not specified)	Officer
31. Design and implement knowledge network	2 Med	AMH	TD		On Going	Mon-2-Jul-12	Fri-28-Jun-13	Officer
37j Maximise the Uniform system functionality through training and awareness sessions	2 Med	BJ	RE		On Going	Mon-2-Jul-12	Thu-28-Mar-13	Officer
66 Review and revise all current performance measures / indicators	2 Med	AMH	AMH		On Going	Mon-2-Jul-12	Fri-28-Jun-13	Officer
04. Reduction or elimination of F2F service provision at Lutterworth.	1 High	AG	RA	Quick Win	Green	Tue-1-May-12	Thu-28-Mar-13	Executive
06. Refurbishment to improve F2F area of Customer Services at HDC Offices	2 Med	AG	CC		Green	Mon-2-Jul-12	Fri-31-Jan-14	Executive
08. Introduce a Customer Service Learning & Development Framework	2 Med	AG	RA		Green	Mon-2-Jul-12	Sun-31-Mar-13	Executive
19. Ensure maximum Uniform System usage for the licencing module	2 Med	BJ	EB		Green	Mon-2-Jul-12	Sun-31-Mar-13	Officer
27. Investigate Shared Service provision for Regulatory services	1 High	NP	JWL		Green	Tue-1-May-12	Fri-28-Jun-13	Full Council
30. Continue to refine the Partnership Register	2 Med	AMH	TD	Quick Win	Green	Mon-1-Oct-12	Tue-30-Apr-13	Officer
33. Review Grant and Partnership funding	2 Med	AMH	TD		Green	Mon-2-Jul-12	Mon-1-Apr-13	Executive
34. Develop process for efficiently dealing with 106 applications and monitoring delivery.	2 Med	NP	SP		Green	Mon-2-Jul-12	Fri-29-Mar-13	Executive
37i Review the Planning Committee arrangements	2 Med	VW	AE		Green	Mon-2-Jul-12	Fri-28-Jun-13	Full Council
40 Review the options for the delivery of the building control service	1 High	NP	NP		Green	Tue-1-May-12	Thu-28-Mar-13	Executive
49 Identify potential for forming county wide parking shared service.	2 Med	NP	NP		Green	Mon-2-Jul-12	Fri-29-Mar-13	Executive
53 Share the agreed comms strategy with members and staff	2 Med	AG	RA		Green	Mon-1-Oct-12	Thu-28-Feb-13	Officer
58a Review finance structure / capacity after Lifeline transfer	3 Low	BJ	KC		Green	Mon-1-Oct-12	Fri-29-Mar-13	Officer
58b Review finance structure/process after Trade Waste decision	2 Med	BJ	KC		Green	Mon-1-Oct-12	Fri-29-Mar-13	Officer
58d Review finance capacity after introduction of e-procurement	2 Med	BJ	KC		Green	Mon-1-Oct-12	Fri-29-Mar-13	Officer
58e Promote Direct Debit over cash and cheque payment	1 High	BJ	KC		Green	Tue-1-May-12	Sun-31-Mar-13	Officer
58i Review recharges and trading accounts for HDC traded services	2 Med	BJ	KC		Green	Mon-1-Oct-12	Fri-29-Mar-13	Executive
59 Compare Blaby and Harborough Finance functions / structures	1 High	JH	JH	Quick Win	Green	Tue-1-May-12	(not specified)	Officer
61 Develop HR and Workforce strategies for adoption	2 Med	BJ	CM		Green	Mon-2-Jul-12	Thu-28-Feb-13	Executive

62 Shared HR Service Provision talks	1 High	BJ	JWL		Green	Mon-1-Oct-12	Fri-28-Jun-13	Full Council
70 Investigate potential for Joint Procurement for waste service with Neighbouring Councils	2 Med	NP	NP		Green	Mon-2-Jul-12	Sun-29-Mar-15	Executive
72 Conduct an options appraisal of the work of the Quick Response team	2 Med	NP	MB		Green	Tue-1-Jan-13	Fri-29-Mar-13	Officer
73 Transfer Parish Service Requests to Customer Services	2 Med	NP	MB		Green	Mon-2-Jul-12	Fri-29-Mar-13	Officer
75 Investigate outsourcing options for Facilities Management	1 High	AG	NP	Quick Win	Green	Tue-1-May-12	Fri-30-Aug-13	Executive
76 Consider marketing arrangements for HQ, shops and markets	1 High	AG	CC		Green	Tue-1-May-12	Fri-29-Mar-13	Full Council
DR 06 Stronger locality focus		AMH	TD		Green	Mon-1-Oct-12	Fri-29-Mar-13	Officer
14. Review of in - house activities within the waste management team	1 High	NP	MB	Quick Win	Amber	Tue-1-May-12	Sun-31-Mar-13	Officer
23. Transfer Environmental Protection complaint handling to Customer Services	2 Med	NP	RA		Amber	Mon-2-Jul-12	Sun-31-Mar-13	Officer
26. Review all processes and procedures for Regulatory services	1 High	NP	EB	Quick Win	Amber	Mon-2-Jul-12	Fri-29-Mar-13	Officer
37b Integrate pay online with the National Planning Portal	2 Med	BJ	CJ		Amber	Mon-2-Jul-12	Fri-29-Mar-13	Officer
42 Arrange refresher training for EOs on enviro crime	1 High	NP	EB	Quick Win	Amber	Tue-1-May-12	Fri-29-Mar-13	Officer
45 Review parking supervisor / EO ratio	1 High	NP	EB	Quick Win	Amber	Tue-1-May-12	Fri-29-Mar-13	Officer
58g Improve budget establishment and monitoring	2 Med	BJ	KC		Amber	Mon-2-Jul-12	Wed-31-Oct-12	Officer
77 Recruit an additional solicitor preferably as a shared post with Melton	1 High	VW	VW		Amber	Tue-1-May-12	Fri-30-Nov-12	Officer
DR 01 Committee options		VW	VW		Amber	Mon-1-Oct-12	Wed-31-Oct-12	Full Council
DR 04 Protocols on delegation to Officers. (linked to DR8)		VW	VW		Amber	Mon-2-Jul-12	Wed-31-Oct-12	
DR 08 Member and Officer protocols		VW	VW		Amber	Mon-2-Jul-12	Wed-31-Oct-12	Full Council
DR 10 Councillor ICT		BJ	CJ		Amber	Mon-2-Jul-12	Thu-28-Feb-13	Officer
DR 13 Development engagement		VW	BM		Amber	Mon-2-Jul-12	Fri-30-Nov-12	
11. Street Cleansing review	1 High	NP	MB		Red	Tue-1-May-12	Fri-29-Mar-13	Full Council
25. Ensure Community protection complaints are captured by Customer Services	2 Med	NP	RA		Red	Mon-2-Jul-12	Mon-31-Dec-12	Officer
37e Transfer advice and planning application progress to Customer Services	2 Med	NP	RA		Red	Mon-2-Jul-12	Sun-31-Mar-13	Officer
48 Evaluate other payment methods for collecting car parking fees	3 Low	NP	EB		Red	Mon-1-Oct-12	Thu-28-Mar-13	Executive
60 Arrange finance workshops with internal customers	2 Med	JH	JH		Red	Mon-2-Jul-12	Mon-1-Apr-13	Officer
78 Establish Legal workshops and other training for Regulatory Services	2 Med	VW	EB		Red	Mon-2-Jul-12	Thu-28-Feb-13	Officer
10 Changing Approach on Waste Contract renewal deferred until 2014	3 Low	NP	MB		Planned to start later	Tue-1-Jan-13	(not specified)	Full Council
50 Develop a virtual business change team	2 Med	BJ	KF		Planned to start later	Mon-2-Jul-12	Wed-30-Apr-14	Officer
51 Formally adopt, communicate and implement best practice in areas such as project, Change and Risk management	3 Low	AMH	KF		Planned to start later	Mon-1-Oct-12	Wed-30-Apr-14	Officer
54 Support the strategy with a 12 month rolling action plan	2 Med	AG	RA		Planned to start later	Mon-1-Oct-12	Fri-28-Feb-14	Officer
58c Implement e - procurement	1 High	BJ	KC		Planned to start later	Mon-1-Oct-12	Fri-29-Mar-13	Officer

Amber	5
Complete	1
Green	4
Not Reported	10
On Going	3
Planned to start in Q2	7
Planned to start in Q3	8
Planned to start later	9
Red	6
Withdrawn	2

Adrian Eastwood	AE
Ann Marie Hawkins	AMH
Anna Graves	AG
Belle Imison	BI
Beth Murgatroyd	BM
Beverley Jolly	BJ
Chris Clarke	CC
Chris James	CJ
Chris Morris	CM
Elaine Bird	EB
Jenny Stephens	JS
Jim Holden	JH
Jonathan Ward-Langman	JWL
Kate Frow	KF
Kirsty Cowell	KC
Matt Bradford	MB
Norman Proudfoot	NP
Phil Whitaker	PW
Rachael Abbott	RA
Richard Ellis	RE
Sachdev Khosa	SK
Stephen Pointer	SP
Tom Day	TD
Verina Wenham	VW