Corporate Services

Mid Year Service Performance Report 2009-10

Corporate Services

Angus Council

Contents

1   Corporate Services Department Service Plan

The Corporate Services Department 09/10 Service Plan Mid –Year Excelsis Report is attached at **Appendix 1** for information. The following commentary provides additional information on the actions contained within this report.

1.1   Statistical Analysis

Table 1.1 provides a statistical analysis of the status of Corporate Services Department Service Plan actions by Division:-

Table 1.1   Status of Actions by Division

Division	Total Actions	Actions On Target	Actions Completed	Actions Overdue
Finance	30	22 (73%)	7 (23%)	1 (3%)
Information Technology	19	14 (74%)	2 (10%)	3 (16%)
Law & Administration	15	11 (73%)	4 (27%)	0 (0%)
Property	10	8 (80%)	2 (20%)	0 (0%)

1.2   Actions for noting

Finance

Completion of the action "to conclude arrangements for exchange of employee information with other Councils to assist arrears recovery" is proving to be problematic due to the data protection issues involved. Both internal and external legal advice indicates that the current legislation does not permit data sharing for the purposes of Council Tax collection, although a number of authorities have apparently proceeded with data sharing, either in ignorance of the legislative provisions or on the basis that it is a justifiable course of action. Due to these difficulties, it is not considered likely that completion of this action will meet the original 31 December 2009 deadline.

In respect of the action "Tender for Sheriff Officer Services", it may be necessary to extend the existing contract by a few months to allow time for this tendering exercise to be completed. This action may therefore slip by a few months into 2010/11.

Work on the action "considering Electronic Housing Benefit (HB) and Council Tax Benefit (CTB) claims and change of circumstances" is well advanced. However, it looks as though the high cost involved may be prohibitive, in which case no action plan will be required.

The action "Support Tayside Joint Police Board in their Self Assessment and Review of the revised Local Code of Corporate Governance" is reliant on the self assessment review being undertaken by Tayside Police. The timing of provision of the required support is therefore outwith the direct control of Finance Staff.

Information Technology

It has been agreed that there will be no IT R & R Funds made available for the Delivery of the Desktop Replacement Programme as there is a need to gain the maximum financial advantage from the significant investment already made in the current desktop technology. This action will now be deleted from the Service Plan.

In addition, the Unix Systems and Backup & Recovery are now to be included in the corporate backup strategy to improve resilience and to remove the onus of "live" system backup from operational staff. There is no change to the deadline for completion.

Law & Administration

A review of the Scheme of Establishment of Community Councils is currently underway. The Division's Service Plan actions include an action to contribute to this review and to hold the Community Council elections in respect of the revised Community Council areas. On 17 September 2009 the Council agreed to the postponement of the Community Council elections until October 2010 and it should be noted that the target completion date of this action will be amended to reflect this decision.

Property

The action to "Introduce Fire Safety Guides for Building Managers to assist them to discharge their fire safety responsibilities" is now complete. Building Managers have been supplied with Fire Safety Guides and management arrangements are to be established to ensure that these are kept up to date following completion of works on individual buildings.

1.3   Overdue Actions

Finance

The following action is currently reported as overdue:-

- **Undertake a review of corporate income management and develop an action plan to develop future service provision**

  A revision of the action deadline had been discussed and agreed but unfortunately was not actioned before 30 September. The deadline has now been revised to 31 May 2010 and further details regarding the revision of this action are included in Table 1.2 on page 5.

Information Technology

The following actions are currently reported as overdue:-

- **Operational Projects for other departments – CareFirst – Social Work Mandatory Upgrade to CF 6.0**

  Child Protection Messaging (CPM) was added to the project by the Project Board. Delays have occurred due to inconsistencies in the national architecture. The Project Board have been advised of these delays and continue to monitor progress against the project plan. The expected completion date is now March 2010 and the target completion date will be revised to reflect this.

- **AngusNet Replacement**

  Initial delays have arisen due to a delay in the provision of core inter-burgh telecommunications circuits by British Telecom (BT).

  However, a number of substantial actions have now been completed in relation to the delivery of this project including:-

- All secondary schools and Phase 1 primary schools with the exception of Letham Primary School are now connected to the new network. BT has indicated that the expected delivery date for Letham Primary School's fibre optic cable is mid December. Once this link is in place it is anticipated that the transfer to the new network will be completed by the end of January 2010.
- The upgrade of the Internet connection was completed on Monday 26 October 2009. This now provides 100 megabits of traffic compared to the existing limit of approximately 32 megabits;
- The transfer of corporate sites has now commenced in Kirriemuir and Monifieth with Brechin and Carnoustie following on from these. BT is currently finishing the preparatory work required to allow for the transfer of the other burghs in Angus;
- Removal of equipment from Kirriemuir Police Station has now commenced.

It anticipated that all actions required to complete Phase 1 of this project will be completed by 31 March 2010 and the target date for completion will be amended to reflect this.

▪ **Remote Sites Integration**

A new link was due to be installed in Castle Street which would have improved access to information for staff located there. However, this has been delayed by the requirement to dig a new duct in Forfar High Street. It is now anticipated that this will be completed by the end of December.

Other sites are being added based on the specific requirements of operational services. In addition, a number of delays beyond the Council's control have been encountered in the procurement of broadband routers from the manufacturers.

It is anticipated that this project will be completed by 31 March 2010 and the target date for completion will be amended to reflect this.

Law & Administration

There are no overdue actions to report.

Property

There are no overdue actions to report.

1.4 Amendments to original 2009/10 Service Plan actions as at 30 September 2009

Table 1.2 lists all of the actions contained in the Corporate Services Department 2009/10 Service Plan which have had their original target dates for completion amended and notes the reasons for these revisions.

There have been no other amendments to the actions contained within the Corporate Services Department 2009/10 Service Plan.

Table 1.2   Amended Actions by Division

2009/10 Service Plan Action:	Appendix Page Ref	Original Target Date for Completion	Revised Target Date for Completion	Reason for Revision
Finance:				
Undertake a review of corporate income management and develop an action plan to develop future service provision	1	30 September 2009	31 May 2010	The first phase of the income management review is the replacement of the Council's cash receipting system. This became the priority action of the review in light of changes arising in the payment card industry. This replacement is now underway and is being progressed by a project team with an anticipated go live date of mid January 2010. Determination of an action plan beyond cash receipting still requires to be determined once resources are freed from project team and the target completion date has been amended to reflect this.
Introduce paperless direct debit	2	1 October 2009	31 December 2009	The previous deadline of 1 October 2009 has been revised to 31 December 2009 to reflect the additional time necessary to fully test and implement the software and new hardware required. This revised deadline also takes into account the optimum go live date which will minimise any disruption to existing direct debit payers in the transition to paperless Direct Debit.
Conclude on arrangements for exchange of employee information with other Councils to assist arrears recovery	2	30 June 2009	31 December 2009	The previous deadline of 30 June 2009 has been revised to 31 December 2009 to allow for updated legal advice to be obtained in this complex area. Specific issues over data protection need to be resolved.
Implement the necessary amendments to the Council's Treasury Management arrangements arising from the new Investment Regulations due to be introduced by the Scottish Government	3	31 August 2009	1 April 2010	Deadline revised due to delayed publication of the new Investment Regulations by the Scottish Government. New regulations are expected to be published soon.

2009/10 Service Plan Action:	Appendix Page Ref	Original Target Date for Completion	Revised Target Date for Completion	Reason for Revision
Undertake a review of payroll system functionality and develop an action plan to develop future service provision	3	30 September 2009	31 March 2010	This deadline has been revised as development of the ResourceLink system is dependant upon completion of a point to point reporting hierarchy within the system. Progression of this work with Human Resources colleagues and departments has been slower than anticipated. Investigation of development opportunities cannot proceed until officer time is released from this initial task.
Undertake staff briefing sessions on Finance customer service ethos/standards	3	30 September 2009	31 March 2010	Deadline revised to allow the outcomes from the IiP self assessment exercise and Employee Attitude Survey to be taken into account. Service standards are being developed in line with recently issued corporate guidance.
Achieve Direct Debit input/transfer between Angus Council and Dundee City Council for pension details	4	30 September 2009	31 January 2010	This deadline has been revised as data transfer procedures are still subject of internal testing within Dundee City Council. The facility will not be provided to external parties (including Angus) until this testing is concluded.
Transfer of Revenues Computer Systems to Northgate Version 6	4	31 July 2009	30 November 2009	The previous deadline of 31 July 2009 has been revised to 30 November 2009 to allow final checking of access permissions for the new software and also for testing of recent software patches.
Review Council Tax Discounts and Exemptions	4	30 September 2009	30 November 2009	The previous deadline of 30 September 2009 has been revised to 30 November 2009 to allow finalisation of cases highlighted by data matching single person discounts with the Electoral Register. This exercise is substantially progressed.

2009/10 Service Plan Action:	Appendix Page Ref	Original Target Date for Completion	Revised Target Date for Completion	Reason for Revision
Review and update the audit manual	5	30 September 2009	31 March 2010	The deadline was revised because the section is currently looking at the possibility of introducing an electronic audit management system which could potentially impact on some procedures. Once a decision has been made on this, a timescale for revision/update of the audit manual will be set but it is likely that will slip into the next year.
Review document storage requirements within Finance Services and prepare a strategy for the introduction of document imaging if appropriate	6	30 September 2009	31 March 2010	Two areas for the use of document imaging have been identified within Finance Services (Payroll & Payments/Income). Investigations are ongoing, in the first instance, with the Council's financial ledger provider to determine the feasibility /costs of introducing a document imaging module for invoices and related documents. These investigations and system demonstration have taken longer than anticipated.
Information Technology:				
Make use of the opportunities offered by new technology to make services more accessible to our customers – Corporate E-mail Management	7	31 March 2009	31 March 2010	The target date for completion has been amended to reflect the integration of this action into larger project which is looking to increase effectiveness of data management and improve the resilience of data storage and back up. Report 761/09 refers.
Information System Security Enhancement	7	31 March 2009	31 March 2010	The target date for completion has been amended to 31 March 2010 to reflect that the technical specification work required to implement the new Microsoft Intelligent Application Gateway (IAG) system was undertaken in 2008/09. Implementation is underway and will be completed in 2009/10.

2009/10 Service Plan Action:	Appendix Page Ref	Original Target Date for Completion	Revised Target Date for Completion	Reason for Revision
Law & Administration:				
Undertake all elections administration required for UK Parliamentary election on behalf of the Returning Officer	9	31 May 2009	31 May 2010	The UK Parliamentary election did not take place in 2009. The amended date reflects the requirement for a UK Parliamentary election to be held by no later than 3 June 2010.
Implement the Licensing (Scotland) Act 2005	10	31 March 2009	31 December 2009	The target date for completion has been amended to reflect the changes made to the statutory timetable for implementation. This action is on target for completion by the amended deadline.
Property:				
Manage Angus Council's Response to Carbon Trading	10	30 September 2009	28 February 2010	The financial implications of implementing the Council's Carbon Reduction Commitment arrangements are to be considered during the 2010/11 budget setting process and the target date has been amended to reflect this. In addition, the management arrangements for implementing the Council's Carbon Reduction Commitment obligation have yet to be finalised.
Review of Energy Procurement in partnership with TPC	11	31 March 2009	31 March 2010	Discussions have taken place between Scottish Energy Officer Network (SEON), Tayside Procurement Consortium, Scotland Excel and the Scottish Government regarding the type of contractual arrangement required. New electricity contracts have been established by Procurement Scotland which apply to Angus from April 2010 but we are still awaiting decentralised contract arrangements and contract rates. In addition, action has been taken to negotiate a 12 month extension to the gas contract up to 31 March 2011 when the transfer to the Procurement Scotland contract will take place. The deadline date has been amended accordingly.

2009/10 Service Plan Action:	Appendix Page Ref	Original Target Date for Completion	Revised Target Date for Completion	Reason for Revision
Set service targets in partnership with clients (Best Value)	11	30 June 2009	28 February 2010	A Service Level Agreement (SLA) is currently being progressed with the Housing Division of Neighbourhood Services which will be used as a model for the development of SLA's with other client departments. The Division is currently awaiting feedback from Housing Division before work can progress and the deadline date has been amended to reflect this.

2   STATUTORY PERFORMANCE INDICATORS

Corporate Services Department is responsible for the indicators highlighted in the Tables 1.3 and 1.4 below.

Table 1.3   Service Performance – Benefits Administration

	2008/09	2009/10 Half Year to 30/9/09
Administration Costs:		
The gross administration cost per case.	£60.49	Not suitable for 6 monthly reporting
Commentary: This is a cost based indicator and it cannot be calculated until the caseload and costs data is known for the whole financial year.		
Right Benefit Indicator (the number of changes in HB/CTB entitlement per 1000 caseload)	Reliable information not available for 2008/09	759.10
Commentary: The Department of Work and Pensions were to provide the source information from 2008/09. However, this was not achieved in 2008/09 but is now available in 2009/10. Other local authorities were similarly affected. A high number of changes are a positive sign that changes in circumstances etc are being notified by claimants or are being identified through intervention by Council staff.		
Right Time Indicator (average days to process new HB/CTB claims and change events)	Reliable information not available for 2008/09	16 days
Commentary: Data field extraction specification changes together with difficulties resulting from frequent software reporting tool analysis amendments produced ongoing problems which rendered the 2008/09 information unreliable. Many other local authorities were similarly affected. Problems are still being experienced with the software reporting tool. The 2009/10 figure is therefore a best estimate of performance based on the reports which it has been possible to run.		

Table 1.4   Corporate Management

	2008/09	2009/10 Half Year to 30/9/09
Public Access:		
The number of council buildings from which the Council delivers services to the public and % of these in which all public areas are suitable for and accessible to disabled people: Number of buildings % of which are suitable for and accessible to disabled people	 101 87.1%	 101 87.1%
Commentary: Accessibility questionnaires for new and adapted buildings are recorded following project completion. There has been no change to the number of council buildings from which the Council delivers services to members of the public or to the % those which are suitable for and accessible to disabled people since the last reporting date.		
Council Tax Collection:		
Collection Costs: the cost of collecting Council Tax per dwelling.	£13.25	Not suitable for 6 monthly reporting
Commentary: This is cast based indicator and it cannot be calculated until the council tax property base and costs is known for the whole financial year.		
Current Year Income:		
a) The income due from Council Tax for the year, net of reliefs and rebates. b) The % of a) that was received during the year.	£40,144,981 96.5%	£40,401,555 57.9% (6 months)
Commentary: At 30 September 2009 some 57.9% of Council Tax due for the year had been collected. This is exactly in line with the same period for 2008/09 and indicates that collection levels are being maintained despite the recession.		
Non Domestic Rates Collection:		
Collection Costs; the cost of collecting Non Domestic Rates per chargeable property	Not an SPI for 2008/09	Not suitable for 6 monthly reporting
Commentary: This is a cost based indicator and it cannot be calculated until the non-domestic rates base and costs data is known for the whole financial year		

Table 1.4   Corporate Management (continued)

	2008/09	2009/10 Half Year to 30/9/09
Current Year Income:		
a) The income due from Non Domestic Rates for the year, excluding relief's. b) The % of a) that was received during the year.	Not an SPI for 2008/09	£23,521,888 54.7% (6 months)
Commentary: 2009/10 collection is ahead of the position for the same period in 2008/09 (50.6%) possibly due to the extension of the small business bonus scheme.		
Payment of Invoices:		
The number of invoices paid within 30 calendar days of receipt as a % of all invoices paid.	76.3%	86.0%
Commentary: Each Council department is responsible for processing their own invoices in a timely manner so that the Finance Division can arrange payment. This indicator therefore reflects the performance of all Council departments in authorising invoices for payment within 30 days of invoice receipt. This indicator can be negatively skewed if suppliers attempt to force shorter payment terms on the Council and this is not challenged by Council staff when entering the invoice on the purchase ledger system for payment. Guidance in this regard will be issued to all departments in the near future so that actual payment performance can be more accurately captured.		
Asset Management:		
a) The proportion of operational accommodation that is in a satisfactory condition. b) The proportion of operational accommodation that is suitable for its current use.	86.2% 84.6%	Not suitable for 6 monthly reporting
Commentary: The statistics are gathered following processing the returns from a programme of asset management surveys. These are undertaken throughout each financial year with gaps left for undertaking other duties. The results are assessed in the start of the new calendar year and the database/spreadsheets updated and used to produce the statistics.		

3   EXTERNAL PERFORMANCE AUDITS/INSPECTIONS

Finance

The Finance Division was not subject to any external performance audits or inspections during the reporting period.

Information Technology

The IT Division were subject to an International Organisation for Standardisation (ISO) surveillance visit in September. The Division is committed to maintaining the external international standard and would report that further to this inspection, the Division retained its ISO accreditation.

Law & Administration

The Law & Administration Division was not subject to any external performance audits or inspections during the reporting period. However, it should be noted that the Head of Law & Administration contributed to a review of Child Protection Services in Angus in light of the Ofsted Report into Haringey Children & Young People's Services.

Property

Audit Scotland carried out a study into "Asset Management in Local Government" with the aim of evaluating the extent to which Councils manage their assets to ensure effective service provision and achieve value for money. The study was focussed on property assets because they make up a significant percentage of Councils' asset value.

Property Division provided information to Audit Scotland in 2008 and the final report was published in May 2009. It should be noted that Angus Council was amongst the top performing councils. A copy of the full reported can be downloaded using the following link:-

http://www.audit-scotland.gov.uk/docs/local/2009/nr_090507_asset_management_councils.pdf

Angus Council Excelsis Performance Report	**Corporate Services Service Plan 0910** **Mid-Year Report**	Considered By: Committee Date run: 02/10/2009

<u>Deadline</u>

Overdue

Undertake a review of corporate income management and develop an action plan to develop future service provision.

SuccessCriteria
Action plan in place.

30-Sep-2009

- -
<u>Progress Update</u>   <u>Date Entered</u>

ⓘ System Administrator - status changed to overdue as deadline has passed   01-Oct-2009

Operational Projects for other Departments - Carefirst - Social Work Mandatory upgrade to CF 6.0

SuccessCriteria
New system on-line and functional. Project start up April 07.

30-Sep-2009

- -
<u>Progress Update</u>   <u>Date Entered</u>

ⓘ System Administrator - status changed to overdue as deadline has passed   01-Oct-2009

AngusNet Replacement

SuccessCriteria
Implementation of replacement AngusNet infrastructure including 8 Secondaries and 30 Primaries connectivity to GLOW. Decommissioning of previous infrastructure.

31-Jul-2009

- -
<u>Progress Update</u>   <u>Date Entered</u>

ⓘ System Administrator - Status changed to overdue as deadline has passed   01-Oct-2009

Remote Sites Integration

SuccessCriteria
Improved access to information for staff at remote locations

30-Sep-2009

- -
<u>Progress Update</u>   <u>Date Entered</u>

ⓘ System Administrator - status changed to overdue as deadline has passed   01-Oct-2009

On Target

Deadline

On Target

Introduce paperless direct debit.   **31-Dec-2009**

SuccessCriteria
Maximisation of collections.
Compliance with good
practice.

- -
Progress Update   Date Entered

ⓘ Project progressing, relevant documentation has now been approved by Bank/BACS, testing of   22-Sep-2009
software and file transfers has commenced.

Conclude on arrangements for   **31-Dec-2009**
exchange of employee information
with other Councils to assist arrears
recovery

SuccessCriteria
Arrangements agreed and
data exchange begun. Data
protection position to be
confirmed by January 2007.

- -
Progress Update   Date Entered

ⓘ No further progress made, discussions on-going   25-Sep-2009

Tender for Sheriff Officer Services   **31-Mar-2010**

SuccessCriteria
Award of Contract

- -
Progress Update   Date Entered

ⓘ Discussions taking place with Corporate Procurement and tender documents currently being   25-Sep-2009
prepared.

Prepare for 2010 Non Domestic   **31-Mar-2010**
Rates Revaluation

SuccessCriteria
Annual Bills for the Financial
Year 2010/11 calculated in
accordance with amended
Rateable Values

- -
Progress Update   Date Entered

ⓘ Unable to progress until details of Revaluation/Transitional arrangements are available.   18-Sep-2009

Develop standard quarterly inter   **31-Mar-2010**
authority counter benefit fraud
performance reports for bench
marking

SuccessCriteria
Production of database
containing source
information

- -
Progress Update   Date Entered

ⓘ It may not be possible to complete this action as the DWP have encountered some difficulty in   23-Sep-2009
obtainimng and publishing the required data for all councils. As such comparative figures are not
currently available and there is some doubt if and when they will become available. A Mangement
report utilising year to date figures is being developed.

Deadline

On Target ▮

Identify the specific accounting adjustments for 2009/10 required for PPP/PFI transactions arising from the introduction of International Financial Reporting Standards

SuccessCriteria
Support of appropriate staff at key IFRS seminars and have a proposal paper of adjustments available for external audit review

26-Feb-2010

Implement the necessary amendments to the Council's Treasury Management arrangements arising from the new Investment Regulations due to be introduced by the Scottish Government

SuccessCriteria
Revision of the Council's Treasury Management Strategy/Policies as appropriate and approval by the Corporate Services Committee

01-Apr-2010

Undertake a review of payroll system functionality and develop an action plan to develop future service provision.

SuccessCriteria
Action plan in place.

31-Mar-2010

- -

Progress Update | Date Entered

ⓘ An informal working group has been established between Finance / Personnel to address development of the Resourcelink payroll system. A number of system developments have been identified of both a mandatory and desirable nature. Work has commenced by Personnel in developing the point to point reporting structure within Resourcelink which is necessary to be in place to facilitate future development actions.

13-Jan-2009

Implementation of the Corporate Income Management Action Plan - Phase 1

SuccessCriteria
Action Plan milestone dates achieved

31-Mar-2010

- -

Next Steps/Outcomes

Completion of the installation of the new system is timetabled for early January 2010.

Progress Update | Date Entered

ⓘ The first phase of income management development involves the migration from Capita's superceded cash receipting system to the upgraded managed APACS service. As of the end of September the necessary IT hardware has been installed by the council to host the system and a specification document has been sent to Capita with the council's requirements to permit buiding of the system software.

16-Sep-2009

Undertake staff briefing sessions on Finance customer service ethos/standards

SuccessCriteria
Briefing sessions held covering all staff. Review progress – April 2008.

31-Mar-2010

Deadline

On Target

Achieve Direct Data Input/transfer between Angus Council and Dundee City Council for pension details	**SuccessCriteria** New Direct Data input/transfer arrangements implemented and working well.	**31-Jan-2010**

Transfer of Revenues Computer Systems to Northgate Version 6	**SuccessCriteria** Fully Operational on Version 6	**30-Nov-2009**

Next Steps/Outcomes

User security permissions are being checked

Progress Update   Date Entered

ⓘAll on-line & batch processes are now live.   14-Sep-2009

Review Council Tax Discounts and Exemptions	**SuccessCriteria** Full review completed, necessary changes implemented.	**30-Nov-2009**

Next Steps/Outcomes

Review forms now being issued to remainder of cases, once returned discount can be continued or amended as appropriate

Progress Update   Date Entered

ⓘSample review of Council Tax discount has now taken place with appropriate amendments to
entitlement having been made.   14-Sep-2009

Consider Electronic HB/CTB claims and change of circumstances and if feasible develop and action plan for implementation	**SuccessCriteria** Review options and decide whether to implement E Claiming. Action plan developed if this is to be taken forward	**31-Dec-2009**

Next Steps/Outcomes

Once all relevant information gathered a decision to be made on whether to proceed.

Progress Update   Date Entered

ⓘCurrently gathering information on software suppliers and costs.   29-Jun-2009

Deadline

On Target	

Carry out consultation with HB/CTB customers and other stakeholders on the level and type of benefit service they need	**SuccessCriteria** Identify and deliver service improvements	**31-Dec-2009**

Next Steps/Outcomes

The next stage is to anlayse the results & draft an action plan. Further survey now being drafted for issue to landlords & expect to issue in next few weeks.

Progress Update	Date Entered
Consultation with claimants now issued and returned. Results have now been input.	14-Sep-2009

Review audit of Corporate Governance in light of revised Local Code and Risk Management Strategy	**SuccessCriteria** Provision of Governance and Risk Assurances	**31-Mar-2010**

Support Tayside Joint Police Board in their Self Assessment and Review of the revised Local Code of Corporate Governance	**SuccessCriteria** Provision of Governance and Risk Assurances	**31-Dec-2009**

Next Steps/Outcomes

Discuss revised code with representatives of TJPB.

Progress Update	Date Entered
Review of existing local code of corporate governance.	28-Sep-2009

Review and update the audit manual.	**SuccessCriteria** Updated manual published on section intranet.	**31-Mar-2010**

Progress Update	Date Entered
To be incorporated into revised audit intranet site on Corporate Services Portal	28-Sep-2009

Develop an internal audit site within the Corporate Services portal to replace the current Audit Section intranet	**SuccessCriteria** Portal for Audit and Risk staff use fully in place	**31-Mar-2010**

Next Steps/Outcomes

Review of current information on the existing audit intranet site to ensure that it is accurate and up to date

Progress Update	Date Entered
The update of the audit manual is to be considered in conjunction with the update of the audit intranet site	28-Sep-2009

Deadline

On Target

Consider the impact of International Financial Report Standards (IFRS) on the Council's Annual Accounts and develop an action plan to ensure compliance.	**SuccessCriteria** Support of appropriate staff at key IFRS seminars. Action plan identified by October 2009 for implementation thereafter.	**31-Mar-2010**
Review document storage requirements within Finance Services and prepare a strategy for the introduction of document imaging if appropriate	**SuccessCriteria** Document storage/imaging strategy in place	**31-Mar-2010**
Implementation of the Resourcelink System Development Action Plan - Phase 1 (in conjunction with Human Resources)	**SuccessCriteria** Action Plan milestones achieved	**31-Mar-2010**
Delivery of Telecoms Renewal Programme	**SuccessCriteria** Telecoms Renewal Programme delivered	**31-Mar-2010**
Make use of opportunities offered by new technology to make services more accessible to our customers - Corporate Income Management	**SuccessCriteria** New income management and corporate cash receipting system installed and operational. Project start up April 07.	**31-Mar-2010**

Next Steps/Outcomes

Progress project via PRINCE2

Progress Update — Date Entered

ⓘ Project commenced to upgrade current cash receipting system. Project cost £20k allocated from income management budget. — 26-Jun-2009

Make use of opportunities offered by new technology to make services more accessible to our customers - Corporate Information Portal	**SuccessCriteria** Added functionality, content and accessibility.	**31-Mar-2011**

Next Steps/Outcomes

Evaluate proposal and confirm budget availability.

Progress Update — Date Entered

ⓘ Revised programme governance arrangements established. Technical proposal scoped and costed. — 26-Jun-2009

Deadline

On Target

| **Operational Projects for other Departments - SSDN content delivery (GLOW)** | **SuccessCriteria** SSDN content delivery infrastructure available | **30-Jun-2010** |

Next Steps/Outcomes

Review plan

Progress Update | Date Entered

No current IT actions outstanding | 26-Jun-2009

| **Make use of opportunities offered by new technology to make services more accessible to our customers - Corporate E-mail Management** | **SuccessCriteria** System installed and operational | **31-Mar-2010** |

Next Steps/Outcomes

Progress project to PRINCE2

Progress Update | Date Entered

Implementation of version 8 scoped and costed. | 26-Jun-2009

| **Information Systems Security Enhancement** | **SuccessCriteria** Protection for the council's Information Systems infrastructure from external threats. | **31-Mar-2010** |

Next Steps/Outcomes

Sign off live readiness and deploy.

Progress Update | Date Entered

Staff training completed. Implementation progressing to plan. | 26-Jun-2009

| **Provision of Consolidated Storage Infrastructure** | **SuccessCriteria** First stage of updated storage infrastructure to support information consolidation provided | **31-Mar-2010** |

| **Delivery of Desktop Replacement Programme** | **SuccessCriteria** Desktop Replacement Programme delivered | **31-Mar-2010** |

Deadline

On Target

Corporate Infrastructure Renewal -	**SuccessCriteria**	**31-Mar-2010**
a) Delivery of Server Renewal	Server Renewal Programme	
Programme	delivered	

UNIX Server Replacement	**SuccessCriteria**	**31-Mar-2010**
	A more operationally	
	resilient solution	

- -

Next Steps/Outcomes

Technical proposal to be developed.

Progress Update   Date Entered

ⓘ Project intitiation to scope infrastructure for enhanced Unix environment.   26-Jun-2009

Unix Systems Backup & Recovery	**SuccessCriteria**	**31-Mar-2010**
	A more resilient and assured	
	backup and recovery	
	mechanism for critical	
	council information assets.	

- -

Next Steps/Outcomes

Progress project to PRINCE2

Progress Update   Date Entered

ⓘ Project scoping and costing completed   26-Jun-2009

Provision of Unified	**SuccessCriteria**	**31-Mar-2010**
Communications	Unified communications to	
	support interactive	
	document sharing and	
	co-operative working	
	provided	

Provision of technology to support	**SuccessCriteria**	**31-Mar-2010**
Flexible/Home Working	Technology to support	
	flexible/mobile/home	
	working provided	

Corporate Infrastructure Renewal -	**SuccessCriteria**	**31-Mar-2010**
b) Delivery of Network Renewal	Network Renewal	
Programme	Programme delivered	

<u>Deadline</u>

On Target

Contribute to the review of the Scheme for Establishment of Community Councils and ensure that elections are held in respect of the revised Community Council areas.

SuccessCriteria
New scheme approved by committee by September 2008.
Elections held and new Community Councillors in place by December 2009.

31-Dec-2009

Complete the annual customer consultation process for all customer facing services

SuccessCriteria
Consultation Surveys completed for all customer facing services

31-Dec-2009

Undertake all elections administration required for UK Parliamentary Election on behalf of the Returning Officer

SuccessCriteria
Successfully completed election

31-May-2010

- -

<u>Progress Update</u>   <u>Date Entered</u>

ⓘ System Administrator - Marked overdue as deadline has passed   01-Jul-2009

Support the Boundary Commission for Scotland review of Scottish Parliament constituencies and regions within the terms of the Scottish Parliament (Constituencies) Act 2004.

SuccessCriteria
Provisional proposals published spring 2008.
Final proposals published summer 2009.
Final report submitted to Secretary of State for Scotland June 2010.
New boundaries implemented for Scottish Parliament Election May 2011.

30-Jun-2010

Contribute to the review of mailing services/courier services in conjunction with Tayside Procurement Consortium

SuccessCriteria
Savings identified and new contracts negotiated

30-Sep-2010

Provide legal advice and support to the Brechin Townscape Heritage Initiative

SuccessCriteria
Contracts drafted and in place with grantees

31-Mar-2010

Deadline

On Target	

Provide legal advice and acquisition of land and promotion of statutory orders for Brechin Flood Prevention Scheme	**SuccessCriteria** Land acquired and statutory orders in place	**31-Mar-2010**
Implement the statutory requirements contained in the Adoption and Children (Scotalnd) Act 2007	**SuccessCriteria** Implementation in line with statutory timetable	**31-Dec-2009**
Implement the statutory requirements of the Adults Support & Protection (Scotland) Act 2007	**SuccessCriteria** Implementation in line with stautory timetable	**31-Dec-2009**
Implement Licensing (Scotland) Act 2005.	**SuccessCriteria** Implementation in line with statutory timetable.	**31-Dec-2009**

Progress Update	Date Entered
ⓘ Licensing Team are currently in the process of issuing all premises licenses which have been granted.	15-Sep-2009

Review existing Bye-Laws for Prohibition of Drinking in Public Places	**SuccessCriteria** Bye-Laws reviewed and amended as necessary	**31-Mar-2010**
Refurbishment of Kirriemuir Town Hall	**SuccessCriteria** Project completed on time ready for the JM Barrie celebrations	**31-Mar-2010**
Development of Standard Specifications in partnership with Perth & Kinross and Dundee. (Shared Service)	**SuccessCriteria**	**31-Mar-2010**

Progress Update	Date Entered
ⓘ Ongoing discussions with neighbouring authorities.	14-Sep-2009

Manage Angus Council's response to Carbon Trading	**SuccessCriteria** Carbon management strategy implemented	**28-Feb-2009**

Progress Update	Date Entered
ⓘ Target date revision accepted.	02-Oct-2009

    Corporate Services Service Plan 0910

Deadline

On Target

| **Develop Phase 1 of a geographical based Asset Management Plan** | **SuccessCriteria** Phase 1 submitted to committee for approval | **31-Dec-2009** |

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Progress Update	Date Entered
ⓘ IES and Hevacomp being evaluated. P&K colleague visited August 09 to explain merits of IES. Discussion to be made prior to design of Montrose Swimming Pool.	14-Sep-2009
ⓘ Progressing.	14-Sep-2009

| **Property 0809 - Review of Energy Procurement in partnership with TPC** | **SuccessCriteria** Established procurement method for the current environment | **31-Mar-2010** |

- -

Progress Update	Date Entered
ⓘ New electricity contracts established. Awaiting detailed unit costs for each builiding to inform the budget setting process for 2010/2011 but these are not available and no progress can be made to achieve an accurate budget. Concerns regarding transfer from old to new contracts remain to be addressed.	14-Sep-2009

| **Develop Phase 2 of a geographical based Asset Management Plan** | **SuccessCriteria** Phase 2 submitted to committee for approval | **31-Dec-2010** |

- -

Progress Update	Date Entered
ⓘ Initial meeting of CAMG for Monifieth and Carnoustie has established the model to be applied for future geographical areas.	24-Jun-2009

| **Introduce Building Manager Guides for Building Managers to assist them to discharge their building operations responsibilities.** | **SuccessCriteria** All main buildings provided with Building Manager Guides. Pilot guide to be prepared and agreed by July 2006. | **30-Sep-2010** |

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Progress Update	Date Entered
ⓘ Scoping exercise underway through the development of a pilot builidng manager's guide for Bruce House to determine the scope of resources and programme required. Possible requirement to ring fence funding in 2009/2010 to support completion in 2010/2011.	14-Sep-2009

| **Set Service targets in partnership with clients (Best Value)** | **SuccessCriteria** | **28-Feb-2010** |

- -

Progress Update	Date Entered
ⓘ New service level agreement with Housing drafted and to be discussed and agreed with the PDMT. To be used as a model by the chief estates manager, in conjunction with SLAs for other departments, to develop service standards and performance measurement processes.	18-Sep-2009

Completed

Deadline

Completed ▬

Identification of ongoing cash efficiency savings arising from improved procurement practice.

SuccessCriteria
Cash efficiency savings identified in excess of those necessary to meet the ongoing costs of corporate procurement activity.

30-Sep-2009

Date Signed Off   07-Aug-2009

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Next Steps/Outcomes

2008/09 TPC Annual Report to Corporate services Committee 03/09/09. Roll forward refreshed target to 2009/10.

Progress Update   Date Entered

ⓘ 2008/09 Benefit / Efficiency gained for AC from TPC / CP Team work = £149k. 2008/09 Cost of   06-Aug-2009
Team + Excel membership = £303k, net cost to Council = £171k. However, note that £132k Scot
Gov grant not used for 08/09 and available to offer cost in future years. Also "business as usual"
state with full cost coverage not planned to be achieved until 2011/12. This target should therefore
be rolled forward for 2009/10.

Fully implement the new structure for Revenues & Benefits Services

SuccessCriteria
New structure in place and bedding in well

30-Jun-2009

Date Signed Off   02-Jul-2009
- -
Progress Update   Date Entered

ⓘ New management structure fully implemented.   02-Jul-2009

Implement Bankruptcy & Diligence etc (Scotland) Bill

SuccessCriteria
Implications of Bill determined and changes to procedures, implemented where necessary.

30-Jun-2009

Date Signed Off   29-Jun-2009
- -
Progress Update   Date Entered

ⓘ Details of the new Regulations have been received and implemented   26-Jun-2009

Carry out a review of the structure of professional support services

SuccessCriteria
New structure agreed and implementation commenced

30-Sep-2009

Date Signed Off   16-Sep-2009
- -
Progress Update   Date Entered

ⓘ The revised accoutancy team structure was introduced from August 2009 following consultation with   16-Sep-2009
staff and stakeholders. The revised arrangements have been communicated to the COMT and
departmental contacts.

Deadline

Completed	🟩

Update control self assessment pack for corporate governance to reflect the revised local code.

SuccessCriteria
Updated pack available for use in corporate governance audit.

31-Dec-2009

Date Signed Off   20-Jul-2009

- -

Progress Update   Date Entered

ⓘ This is duplicated in an 09-10 action   20-Jul-2009

Develop a system of control self assessment for leisure facilities.

SuccessCriteria
System piloted in facilities.

31-Dec-2009

Date Signed Off   28-Sep-2009

- -

Next Steps/Outcomes

To be used in a forthcoming Leisure facilities audit.

Progress Update   Date Entered

ⓘ Leisure Services Control Self Assessment Questionnaire completed. Discussed with Leisure Services section and to be implemented in future Leisure facilities audit   28-Sep-2009

Tender for Insurance Covers

SuccessCriteria
Continuing Insurance Covers

31-Mar-2010

Date Signed Off   20-May-2009

- -

Progress Update   Date Entered

ⓘ Requirement to tender superseded by he extension to the current LTA per committee report 379/09   20-May-2009

Telecoms Infrastructure Renewal

SuccessCriteria
Minimise disruption for service users caused by equipment failures.

29-May-2009

Date Signed Off   26-Jun-2009

- -

Next Steps/Outcomes

Call Pilot Upgrade and Telephone Manager Upgrade scheduled for completion of install by end April.

Progress Update   Date Entered

ⓘ Most work completed   08-Apr-2009

Deadline

Completed	████

Corporate Infrastructure Renewal   **30-Jun-2009**

SuccessCriteria
Minimise disruption for
service users caused by
equipment failures.

Date Signed Off   26-Jun-2009

- -

Next Steps/Outcomes

Continue existing planned roll out

Progress Update   Date Entered

ⓘ Programmes of acitivity on server and network improvements proceeding to plan   30-Dec-2008

**Undertake all Elections
administration for the European
Parliamentary Election on behalf of
the Returning Officer**   **30-Jun-2009**

SuccessCriteria
Successfully completed
election

Date Signed Off   14-Jul-2009

- -

Progress Update   Date Entered

ⓘ European Parliamentary Election successfully completed   06-Jul-2009

**Review current contract
arrangements for the supply of
volume photocopiers to the Council
as whole**   **30-Sep-2009**

SuccessCriteria
New contract negotiated

Date Signed Off   16-Sep-2009

- -

Progress Update   Date Entered

ⓘ The contract with the current suppliers has been extended for 18 months.   15-Sep-2009

**Implement the remmendations
contained in the Law and
Administration Best Value
Management Review of Customer
Care**   **30-Jun-2009**

SuccessCriteria
All recommendations
implemented as per the
report

Date Signed Off   27-Jul-2009

- -

Progress Update   Date Entered

ⓘ All actions completed   27-Jul-2009

**Review of service provision VFM in
partnership with Perth & Kinross,
Dundee and SCQS. (Shared Service)**   **30-Sep-2009**

SuccessCriteria
Established VFM targets for
services provided by
Property.

Date Signed Off   14-Sep-2009

- -

Progress Update   Date Entered

ⓘ No longer relevant - this action has been discontinued.   14-Sep-2009

Deadline

Completed	🟩

Introduce Fire Safety Guides for Building Managers to assist them to discharge their fire safety responsibilities.	**SuccessCriteria** All main buildings provided with Fire Safety Guides as part of their Building Manager guides. Pilot guide to be prepared and agreed by July 2006.	**30-Sep-2009**

	Date Signed Off	14-Sep-2009

Progress Update | Date Entered

ⓘ Programme completed subject to adjustment following feedback from Building Managers. Management arrangements to be established to keep these documents up to date following completion of works on individual buildings.

14-Sep-2009