

CPA Actions Report: January 2006
Jeremy Beach

Appendix 1e

RESPONSIBLE OFFICER	WEAKNESSES IDENTIFIED	ACTION FOR IMPROVEMENT	MILESTONES	TIME- SCALE	PROGRESS AS AT QUARTER 3
Jeremy Beach	<p>BVPI 157 score is a) is in middle quartile (national rankings) at 78.8%</p> <p>Specific weaknesses:</p> <ul style="list-style-type: none"> • No e-procurement • Limited online application forms • Limited card payments via telephone / face to face • No online payments 	<p>Council to agree customer contact strategy.</p> <p>Council to implement online forms and payments technology.</p> <p>Council to decide which services to roll out next (beyond EH).</p> <p>Council to address late implementation of online forms for EH Licensing, achievement of which would increase score by several percent.</p>	IEG6 Report, due for submission April 2006	<p>Projects to address the technological side of all these issues are in place Feb – April 2006</p> <p>However, strategic decisions are still required.</p>	BVPI 157 = 78.78%
Jeremy Beach	<p>ODPM IEG Priority Outcomes.</p> <p>The following Outcomes that are entirely within the control of VWHDC and have not had an explicit decision not to proceed are currently AMBER (in other words under way but not complete)</p> <p>R9 E-Procurement R10 Online payments G13 Parking online forms R23 Access to services outside normal hours via internet or call centre</p>	<p>R9 – project underway, will deliver late but otherwise OK R10 – project underway for selected services, will deliver late G13 – part of online services project, will deliver late R23 – will be delivered by online services project for selected services. Others may be very late or not at all. G20 – website revamp delayed by funding uncertainty, but now back</p>		<p>'R' outcomes <u>should</u> have been completed by 31/12/05 and 'G' outcomes by 31/03/06.</p> <p>Most of these 'amber' projects are now expected to be implemented from March through to August 2006.</p>	<p>See IEG5 Statement on our web site at http://valeweb/Images/IEGStatement13Jan05_tcm4-9278.pdf</p> <p>Honesty is the best policy in IEG statements, particularly as we have a 'fundamental' approach to process re-engineering.</p>

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	<p>G20 Website conformance with AA accessibility rating R28 Automated email responses and unique reference numbers R29 Responses to emails within one working day G25 Single notification of change of address</p>	<p>on track and due summer R28 – very tricky for whole organization: needs a proper approach R29 – ditto G25 – can create online form but most work to be done behind scenes, will be late</p>			
Jeremy Beach	<p>The following ODPM Priority Outcomes are reliant in part on the conclusion of the Revs & Bens review. They are accordingly marked as RED (no plans in place).</p> <p>R11 G10 G15 R16 (related to CT and Housing Benefit)</p>	<p>Come to conclusion on review of Revenues and Benefits service provision. Identify project sponsor and create project activity plan. Assign resources. Follow activity plan.</p>	<p>Finalised activity plans</p> <p>Achievement of relevant outcomes</p>	2006	<p>Any successful bid for these services must include e-enabled service delivery via the access channels promoted by the Council as part of its customer contact strategy.</p>