



# Business Plan: Workstream Delivery Plan – 2011/12 Q3 Update


Action Status
Cancelled
Overdue; Neglected
Unassigned; Check Progress
Not Started; In Progress; Assigned
Completed

## Description Priority Delivery Projects workstream

Service	Housing & Regeneration: Regeneration	Senior manager	Jayne Traverse		
Action	Description	Milestones	Due Date	Completed Date	Milestone Note
		Round 1 RGF bid submitted	21-Jan-2011	21-Jan-2011	£6.8M bid submitted by St Modwen supported by WLBC, LCC, HCA
		LEP in place	31-Mar-2011	13-Apr-2011	Government sign off of a Lancashire LEP was delayed due to the ongoing negotiations with all relevant partners. The Lancashire LEP was signed off by HM Government on 13.04.11.
		LIP in place (subject to LEP being in place)	31-May-2012		Original due date of 31.08.11 brought forward to 30.06.11. Ongoing negotiations with all LEP partners and the delay in LEP sign off by Government had a knock on effect on developing a LIP. Mid Lanc's partners are now working towards completing by August 2011.  06.09.11 - Previous due date of 31.08.11 changed to 31.12.11. LIP currently at draft stage  18.01.11 - LIP at draft stage. Discussions continue with Mid Lancashire local authorities and the Homes & Communities Agency regarding its development. Anticipated completion date now May 2012  March 2012 – Draft LIP being considered by Mid Lancashire Leaders.
		Further RGF bids with Lancashire Authorities (future submission dates tbc by Government)	31-Mar-2014		June 2011: Private sector developer partner for Skelmersdale Town Centre confirmed it did not wish to pursue a Regional Growth Fund bid at the current time.

		Further RGF bids with Lancashire Authorities (future submission dates tbc by Government)	31-Mar-2014		June 2011: Private sector developer partner for Skelmersdale Town Centre confirmed it did not wish to pursue a Regional Growth Fund bid at the current time.
<b>Action status</b>		<b>Latest Note</b>			

<b>Service</b>	Corporate Services: Transformation	<b>Senior manager</b>	Peter Blakey		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
PDP_02	Changes to Revenues & Benefits System following Government White Paper <i>Universal Credit: Welfare that Works</i>	Review detail of Welfare Reform Bill	29-Apr-2011	29-Apr-2011	Initial report considered by Cabinet 19.01.11. Work on the implications of the Bill is ongoing. No further action required at this stage.
		Produce Action Plan to implement changes	30-Dec-2011		As of 3 October 2011, responsibility for this area of work transferred to OCL
		Report update as Members Update article	31-Dec-2012		As of 3 October 2011, responsibility for this area of work transferred to OCL
<b>Action status</b>		<b>Latest Note</b>	As of 3 October 2011, responsibility for this area of work transferred to OCL - who will be bringing forward further reports to DSH and Members accordingly. Future progress will be monitored through Quality of Service meetings and reports to Cabinet as appropriate. The action is therefore "cancelled" for WLBC workload although the area of work remains current through OCL.		

<b>Service</b>	Corporate	<b>Senior manager</b>	John Ryding		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
PDP_03	Skelmersdale Vision	Round 1 RGF bid submitted	21-Jan-2011	21-Jan-2011	£6.8M bid submitted by St Modwen supported by WLBC, LCC, HCA
		Employment / Skills Initiative commences			Original due date 29.04.11. Revised due date pending formal agreement to construct new offices and subsequent discussions.
<b>Action status</b>		<b>Latest Note</b>			

<b>Service</b>	Housing & Regeneration: Housing	<b>Senior manager</b>	Bob Livermore		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
PDP_04	Self-financing Business Plan	Assess financial impact	28-Feb-2011	28-Feb-2011	
		Establish monitoring group	29-Apr-2011	29-Apr-2011	

		Prepare detailed implementation timetable	31-May-2011	31-May-2011	
		Complete implementation	30-Apr-2012		Implementation on track with timetable as at October 2011
<b>Action status</b>		<b>Latest Note</b>	Budget set on 29th Feb 2012. The treasury management strategy will allow investment in Findon and Firbeck and should, with careful management, allow all the work identified by Savills to be rectified by 2018 subject to a full asset management review		

<b>Service</b>	Planning Services	<b>Senior manager</b>	John Harrison		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
PDP_05	Local Development Framework	End of consultation on Core Strategy Preferred Options	30-Jun-2011	24-Jun-2011	Consultation period 12 May - 24 June 2011
		End of consultation on Local Plan Preferred Options	17-Feb-2012	17 Feb 2012	Report to Cabinet on 15 November 2011 and O&S on 24 November, regarding move to Local Plan and subsequent revised timetable/milestones. Previously "End of consultation on DM Policies DPD by 31 Oct 2011."
		End of consultation on Local Plan Publication	31-Aug-2012		Report to Cabinet on 15 November 2011 and O&S on 24 November, regarding move to Local Plan and subsequent revised timetable/milestones. Previously "publication of core strategy by 23.12.11"
		Submission of Local Plan	31-Oct-2012		Report to Cabinet on 15 November 2011 and O&S on 24 November, regarding move to Local Plan and subsequent revised timetable/milestones. Previously "submission of Core Strategy by 30.03.12"
<b>Action status</b>		<b>Latest Note</b>			

<b>Service</b>	Housing & Regeneration: Housing	<b>Senior manager</b>	Bob Livermore		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
PDP_06	Housing Service Improvement Plan	Housing Service Improvement Plan agreed by Council	19-Jan-2011	19-Jan-2011	
		Plan monitored by Overview & Scrutiny (and future meetings tbc)	26-Apr-2011	23-Jun-2011	Report to Cabinet on 14.06 and then Overview & Scrutiny Committee 23.06.11
		Update to be sent to TSA	08-Jun-2011	08-Jun-2011	Awaiting comments from TSA
		Progress considered by Cabinet	14-Jun-2011	14-Jun-2011	No adverse comments

		Plan monitored by Tenants & Residents Forum (and future meetings tbc)	23-Jun-2011		Report to Cabinet will be monitored by the Landlord Services Committee W/C 06.06.11 and then reported to the Tenant and Resident Forum.
		Progress considered by Corporate Overview & Scrutiny Committee	23-Jun-2011	23-Jun-2011	No adverse comments
		Progress considered by Landlord Services Committee/Cabinet and Overview & Scrutiny Committee	30-Sep-2011	30-Sep-2011	No adverse comments
		Progress reported to TSA	31-Oct-2011	31-Oct-2011	TSA have confirmed that voluntary undertaking has been met.
<b>Action status</b>		<b>Latest Note</b>	It has been agreed not to report on this further		


**Description** Resource Management workstream; Balancing the budget & best possible services within resources


Service	Housing & Regeneration: Regeneration	Senior manager	Paula Huber; Rachel Kneale		
Action	Description	Milestones	Due Date	Completed Date	Milestone Note
RM_01	Strategic Asset Management	Annual Business plan in place	31-Mar-2011	07-Apr-2011	Annual Business Plan not now appropriate due to the need to have a medium/long-term strategy to address future housing priorities, maximise use of assets and appropriate disposals and to allow external funders 'ring-fenced' income to be committed for the next 10 years, e.g. Langtree. Revised due date for 10year Draft Business Plan of December 2011
		Burscough West ward pilot project completed	31-Mar-2011	07-Apr-2011	
		Full project commences (subject to March Cabinet approval)	29-Apr-2011	13-Apr-2011	Approved by Cabinet 15.03.11 and Council 13.04.11
		Knowsley Ward completed	30-Sep-2011	03-Oct-2011	Approved by Cabinet 13.09.11 and Executive O&S Committee 29.09.11
		Subsequent Ward identified	30-Sep-2011	03-Oct-2011	Wrightington and Birch Green wards identified to proceed with.
		Collect economic data associated with commercial property portfolio every two years. Commencing September 2011.	31-Mar-2012		Original due date of 31.12.11 delayed. Action target delayed due to a vacant post within the Economic Regeneration team. Commence March 2012. Action target delayed due to a vacant post within the Economic Regeneration team. Post expected to be filled April / May, activity to commence June 2012.

		Develop a new Regeneration Strategy for the Borough	01-May-2012		To be informed by Housing Business Plan and consultants report due April 2012.
		Develop Asset Disposal Strategy for the Borough	01-May-2012		To be informed by Housing Business Plan and consultants report due April 2012.
		10 year draft business plan	30-Jun-2012		Original due date of 31.12.10. Business Plan development has been delayed, however it will be a wider encompassing document due to the merger with Housing Services. June 2012
		Increase commercial property income and reduce Empty Property Rates liabilities by £150,000	31-Mar-2015		
<b>Action status</b>		<b>Latest Note</b>			

<b>Service</b>	Housing & Regeneration: Housing	<b>Senior manager</b>	Phil Holland		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
RM_02	52 Derby Street Project	Planning approval granted	13-Jan-2011	13-Jan-2011	Refurbishment programme agreed Council 15 Dec 2010
		Quotations/prepare tenders & send out for phase 1	28-Feb-2011		Tenders to be returned 18 March
		Work starts on site	31-May-2011	31-May-2011	
		Work completed	18-Nov-2011		Overall project delayed from October until November by poor weather conditions. Work on registrars' office now underway and expected to be completed by January 2012. Single story extension work timetabled to be finalised by August 2012.
		Home Care Link / CCTV Suite (final stage of project) Complete	01-Jul-12		Expected to be completed Autumn 2012
<b>Action status</b>					


<b>Service</b>	Corporate Services: Transformation	<b>Senior manager</b>	Shaun Walsh		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>


RM_03	HR Partnership Development & Delivery	Develop partnership proposals/options for future delivery	15-Dec-2011		Recommendations regarding the preferred model for service delivery will be/have been reported to Cabinet on 13/3/12
		Revise/negotiate service schedule	15-Dec-2011		Draft specification shared with LCC. PQQ document prepared should tender exercise be required. Original DD 31.03.11 postponed due to work around corporate restructure and business plan.  Awaiting final schedule from LCC/OCL regarding 12 month extension to current arrangements via the JVC contract.
		Cabinet report to Members			Original DD 29.07.11
<b>Action status</b>		<b>Latest Note</b>			

<b>Service</b>	Corporate Services: Treasurer	<b>Senior manager</b>	Marc Taylor		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
RM_04	Income Generation, Fees & Charges Strategy	Review existing fees and charges and consider potential for new, extended or increased charges	01-Sep-2011	01-Nov-2011	A number of changes to fees and charges were agreed through the MSR process and all fees and charge have been reviewed as part of the budget setting process for 2012-13.
		Report detailed findings from project work to Council including proposals for change	19-Oct-2011	29-Feb-2012	A new fees and charges policy was approved by Cabinet in January 2012. Proposals for further changes to fees and charges were agreed by Council in February 2012.
		Implement fees and charges strategy with consultation where appropriate	01-Apr-2012		On course to be achieved.
<b>Action status</b>		<b>Latest Note</b>			

**Description Shared Services Programme workstream**


<b>Service</b>	Corporate Services: Transformation	<b>Senior manager</b>	Shaun Walsh		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
ShS_01	Shared Services with LCC/the LCC Strategic Partnership / JVC	Explore scope for partnership agreements in relation to ICT, Revenues and Benefits, Finance, Estates, Member Services.	30-Dec-2010	28-Feb-2011	Target of 10% plus saving on each arrangement

		Develop business case	23-Feb-2011	23-Feb-2011		
		Member decision on MoU (Council)	23-Feb-2011	23-Feb-2011		
		Final Member decision	13-Apr-2011	13-Apr-2011	Members noted that the Memorandum of Understanding has been signed, that Legal documentation is being worked on.	
		Prepare legal documentation for ICT, Revenues & Benefits	06-May-2011	28-Jul-2011		
		Contract commencement date approved	20-Jul-2011	20-Jul-2011		
		Go live on early projects (contract commencement)	01-Oct-2011	03-Oct-2011	Original DD 01.07.11	
<b>Action status</b>		<b>Latest Note</b>	<b>COMPLETE</b>			


<b>Service</b>	Community Services	<b>Senior manager</b>	David Tilleray		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
ShS_02	Whole Leisure Trust	Options/recommendations report to Cabinet	15-Mar-2011	07-Mar-2011	Consideration of a Whole Leisure Trust option is being taken forward as part of the MRS process.
		Completion of feasibility appraisal for a new leisure facility in Skelmersdale	30-Sep-2011	On Hold subject to review of town centre scheme.	Initial appraisal information was undertaken as part of the town centre regeneration project; this element of the town centre regeneration scheme is on hold and subject to finance being made available in the future. On Hold subject to review of town centre scheme.
		Partnership delivery arrangements/documentation agreed	31-Dec-2011	On Hold subject to MSR 2012 process	Original dd of 31.12.11. The Whole Leisure Trust option was not taken forward as part of the 2011 MSR process, this option will be considered again as part of the 2012 MSR review. On Hold subject to MSR 2012 process.
<b>Action status</b>		<b>Latest Note</b>	<b>Completed, subject to MSR options for 2013/14 and 2014/15. See linked actions VfM_01_i and VfM_01_ii.</b>		

<b>Service</b>	Directorate of Transformation	<b>Senior manager</b>	Shaun Walsh		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
ShS_03	Locality Working with LCC	Produce Borough Proposal	31-Aug-2010	30-Sep-2010	
		Hold Leadership Discussions (i)	30-Nov-2010	30-Nov-2010	

		Produce Cabinet briefing report	05-Sep-2011	05-Sep-2011	
		Consultation on areas for Locality Working	30-Nov-2011	30-Nov-2011	Cabinet to suggest priority areas for Heads of Service to pursue with LCC
		Establish three-tier forum with LCC	30-Nov-2011	30-Nov-2011	Three Tier Forum now in existence
		Identify Locality Working projects	28-Feb-2012		These areas to be agreed as part of the Three Tier Forum process
		Formally agree areas for Locality Working	03-Apr-2012		
<b>Action status</b>		<b>Latest Note</b>	In 2009, LCC reviewed Locality Working. Officer level discussions held in Nov 2010 between LCC-WLBC around potential areas for development within the Lancashire Locality Working Initiative. Three Tier Forum will now move this process forward in terms of agreeing joint areas of collaborative working.		

<b>Service</b>	Corporate Services: Solicitor	<b>Senior manager</b>	Gill Rowe		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
ShS_04	Partnership working with Sefton MBC on elections	Discussions held with Sefton MBC	01-Sep-2011	01-Sep-2011	Elections teams at Sefton and West Lancashire to work more closely together to increase resilience and capacity. Original dd of 20.05.11 was for update on situation
<b>Action status</b>		<b>Latest Note</b>			


**Description Value for Money workstream**

<b>Service</b>	Corporate	<b>Senior manager</b>	Gill Rowe; Kim Webber		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
VfM_01	Major Service Reviews				
<b>Action status</b>		<b>Latest Note</b>			


<b>Service</b>	Corporate	<b>Senior manager</b>	MDs		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
VfM_01_i	MSR 12/13	Develop / consult on methodology	31-Mar-2011	25-Mar-2011	Methodology reviewed at CMB and BPWG. Briefings with staff groups took place from w/b 28.03
		Reviews: commence	01-Apr-2011	01-Apr-2011	Service Heads briefed on methodology by end of March.



		Reviews: complete	30-Jun-2011	07-Jul-2011	Initial draft submitted to BPWG on 27.06.11.
		Report findings to July Council	29-Jul-2011	25-Jul-2011	Following Council, consultation with key stakeholders July 29-Sept 23. New management restructure in place from 1 August. Managing Director Structure from 1 November.
		Consultation following Council report with staff/unions	31-Oct-2011	28-Oct-2011	Consultation period during July-October
		Rework structures	31-Oct-2011	31-Oct-2011	Work carried out July-October
		Fill structures	31-Jan-2012	31-Jan-2012	
		New structures operational	29-Feb-2012	29-Feb-12	
<b>Action status</b>		<b>Latest Note</b>	<b>COMPLETE</b>		


Service	Corporate	Senior manager	MDs		
Action	Description	Milestones	Due Date	Completed Date	Milestone Note
VfM_01_ia	Implement MSR Work Programme 12/13	Agree policy for fees and charges (RM_04)	30-Nov-2011		A new fees and charges policy was reported to Cabinet in January 2012. Anticipated for agreement by Council in February 2012.
		Incorporate into budget preparations a streamlining/ tightening of budgets	29-Feb-2012		
		Incorporate MSR savings into budget for 12/13	29-Feb-2012		The draft estimates reported to Cabinet in January 2012 incorporated the agreed MSR savings.
		Implement VfM_02	31-Mar-2012		
		Implement RM-04	30-Apr-2012		
		Produce quarterly budget reports for Cabinet, highlighting any significant issues	30-Sep-2012		
<b>Action status</b>		<b>Latest Note</b>			


Service	Corporate	Senior manager	MDs		
Action	Description	Milestones	Due Date	Completed Date	Milestone Note
VfM_01_ii	Major Service Reviews 13/14	Revise methodology	31-Dec-2011		

		Heads of Service provide MDs with new or emerging policy options	31-Mar-2012		
		MDs report to Cabinet Briefing/BPWG	30-Jun-2012		
		Report findings to Council	31-Jul-2012		
		Council to adjust Policy Options as per consultation.	31-Oct-2012		
		Rework structures	31-Oct-2012		
		Fill structures	31-Dec-2012		
		New structures operational	28-Feb-2013		
<b>Action status</b>		<b>Latest Note</b>			

<b>Service</b>	Corporate Services: Transformation	<b>Senior manager</b>	Shaun Walsh		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
VfM_02	Organisational Re-engineering / LEAN Programme	Draw up tender documents	17-Dec-2010	07-Jan-2011	
		Tender for Partner / delivery	17-Dec-2010	17-Dec-2010	
		Tender close	14-Feb-2011	14-Feb-2011	
		Complete tender evaluations	15-Apr-2011	18-Apr-2011	Evaluation period 14.02.11 - 15.04.11
		Framework contract award	30-Jun-2011	30-Jun-2011	Original DD revised from 29.04.11 due to high number of tenders received.
		Pilot project starts	7-May-2012		Agreed area of pilot project to be Sheltered Housing provision followed by Planning Services, then the Landlord Services function
		Pilot project concluded	6-July-2012		
		Implementation			10% savings target. Original DD 30.03.12 under revision and new DD yet to be set (see earlier milestones). Discussions to begin with tenant groups w/c 7.11.11
<b>Action status</b>		<b>Latest Note</b>	VfM_02i deleted (content covered by VfM02)		


<b>Service</b>	Community Services	<b>Senior manager</b>	Steve Jones; John Nelson
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Action	Description	Milestones	Due Date	Completed Date	Milestone Note
VfM_03i	Effective Procurement: HomeCare Link	Tender return	28-Jan-2011	11-Feb-2011	Delay due to requirement of additional clarification on TUPE transfer data, which extended the tender submission by 2 weeks to 11.02.11. Tenders opened 16.02.11. Seeking to have a meeting with the evaluation panel week commencing 14.03.11.
		Tender evaluation	31-Mar-2011	03-Jun-2011	Tender Evaluation Panel meeting 03.06.11. Cabinet Report 14.06.11
		Contract award / begin mobilisation period	31-Jul-2011	Not completed, no further action. See note	Agreed not to take the tender process forward and to review the services in line with the MSR process, services transferred to Community Services for review and production of a business plan. Original dd of 01.04.11.
		Mobilisation period concluded / Contract commencement	01-Sep-2011	Not completed, no further action. See note	Agreed not to take the tender process forward and to review the services in line with the MSR process, services transferred to Community Services for review and production of a business plan. Original due date of 01.06.11.
<b>Action status</b>		<b>Latest Note</b>	<b>Completed. Cabinet agreed not to take this procurement process forward and that a separate piece of work to produce a business plan was required.</b>		

Service	Street Scene	Senior manager	Graham Concannon		
Action	Description	Milestones	Due Date	Completed Date	Milestone Note
VfM_03ii	Effective Procurement: Garage Tender	1. Tender return	14-Jan-2011	14-Jan-2011	Four tenders received
		2. Tender evaluation	10-Feb-2011	10-Feb-2011	
		3. Contract award / begin 7 week mobilisation period			Following extensive discussions it is hoped that the contract award can be made before the end of December 2011 for April 2012 start date. This will be confirmed by the end of November 2011 following meetings taking place over the next two weeks. Original due date 11.02.11
		4. Mobilisation period concluded / Contract commencement			Original due date 01.04.11
<b>Action status</b>		<b>Latest Note</b>	Ongoing legal complexities with several contract clauses have impacted on original timelines. Until conclusion of the issues, revised due dates for the remaining milestones cannot be assigned.		

Service	Community Services	Senior manager	David Tilleray		
Action	Description	Milestones	Due Date	Completed Date	Milestone Note

VfM_03iii	Effective Procurement: CCTV	Committee approval for project (Council)	15-Dec-2010	19-Jan-2011	Report to extraordinary council in January. Further report to Cabinet in June 2011.
		Commence tender	31-Jul-2011	30-Aug-2011	Original due date of 31.01.11 postponed. Tender documentation now progressing.
		Appoint builder / commence works	30-Nov-2011		This element of the project is being led by Dave Griffiths and building work will commence once the relocation of staff to Greetby buildings is complete.
		Appoint partner	01-May-2012		Original due date 31.5.11 postponed due to delay in tender.
		Complete building works	01-Apr-2012		Original due date 31.01.12 postponed due to delay in tender.
		Go live	02-Feb-2013		Original due date 30.4.12 postponed due to delay in tender and delay in room availability.
<b>Action status</b>		<b>Latest Note</b>			

<b>Service</b>	Corporate Services: Transformation	<b>Senior manager</b>	Chris Isherwood		
<b>Action</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Completed Date</b>	<b>Milestone Note</b>
VfM_04	ICT Development Programme	Installation of Wireless Network	31-May-2010	10-May-2010	
		Server virtualisation: start implementation	15-Oct-2010	07-Jan-2011	
		CRM/EDM/Back office integration	31-Mar-2011		This work is ongoing as an integral part of the OR development programme
		Government Connect / Infrastructure Security	31-Mar-2011	31-Mar-2011	Planned work complete. Work ongoing to ensure future compliance.
		Installation of Voicemail; start implementation	31-Mar-2011	05-Aug-2011	System installed. Training and testing underway. Ongoing work to rollout to service areas during 2011/12
		Web improvement programme	31-Mar-2011	31-Mar-2011	
		Server virtualisation: completion	30-Mar-2012		Transfer of servers to the virtualised environment continues, with completion planned by the due date.
		Voicemail completion	31-Mar-2012		Installation of Voicemail into all areas that have requested it
<b>Action status</b>		<b>Latest Note</b>			