| KEY ACTIONS (Note: See report for full wording)       |              | KEY PROJECT DATES |     |     |     |     |     |      |     |     |     |     |     |     |     |
|---|--------------|-------------------|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|
|   | Lead Officer | 2006              |     |     |     |     |     | 2007 |     |     |     |     |     |     |     |
|   |              | Jul               | Aug | Sep | Oct | Nov | Dec | Jan  | Feb | Mar | Apr | May | Jun | Jul | Aug |
|   |              |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 1 Capacity Issues                                     | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 1.1 Review skills available/required                  | J Green      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 1.4 Senior Management Capacity                        | S Hampson    |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 1.3 Alternative service delivery approaches           | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 1.2 Identify alternative funding to support key posts | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
|   |              |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 2 Improve User Focus                                  | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 2.1 Establish engagement with users                   | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 2.3 Householder advice & guidance                     | R Fox        |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 2.4 Information for non-IT users                      | R Fox        |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 2.5 Review committee arrangements                     | D Rush       |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 2.2 Ensure standards meet user needs etc              | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
|   |              |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 3 Direct resources at Priorities & Need               | S Hampson    |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 3.1 Identify activities, outcomes, resources etc      | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 3.2 Clear outcome focussed targets etc                | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
|   |              |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 4 Systamatic Value for Money approach                 | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 4.1 Use cost information to drive up performance      | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 4.2 Use comparative data                              | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 4.3 Use benchmarking                                  | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
|   |              |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 5 Committee/Councillor Capacity                       | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 5.3 Clarify roles                                     | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 5.1 Review delegation agreement                       | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |
| 5.2 Mandatory training                                | G Jones      |                   |     |     |     |     |     |      |     |     |     |     |     |     |     |