Highlight Report

Project Name:	Customer Service Excellence	Produced By:	Paul Knight
Period Covered:	23 Apr 2010 – 11 Jun 2010	Date Issued:	11 Jun 10

Schedule Status:

- Stage two of the project was due to start in April. Delays in the self-assessment analysis have resulted in a two month slip.
- Affordable Housing and Health and Environmental Services have progressed with meeting and evidencing criteria during this period.
- It is recommended that the Stage two of the project is extended by two months to allow service areas to complete their work plans.
- Consequently the pre-assessment will take place in early December 10 and the final assessment in March 11, still within timescale.

Budget Status:

- £22,600 has been allocated to the project from the combined 2009/10 and 2010/11 Service First Budget.
- £3000 has been spent to date.
- £19,600 remains in the total project budget.

Resource Status:

- EMT has committed to allocating the appropriate resource for stage 2 of the project in line with those set out in the project document.
- Paul Knight will begin a new job role on 11 June 2010. Rachael Fox will become Project Manager on the same date.
- Project Support Officer Emma George will be unavailable from August 2010. This poses a significant risk to the project and has been added to the risk log.

Products completed during this period:

- Full self-assessment analysis
- Corporate Work Plan
- Service Work Plan

Products to be completed during the next period:

- Service areas to work towards work plans
- Set priorities and timescales for individual tasks on work plans
- Continued CSE promotion in line with communication strategy

Key Project Risks:

· As detailed in the project risk log.

Key Project Issues:

• As detailed in the project issue log.

Budget and Schedule Impact of any changes:

• Extending stage two of the project by two months will not effect the project end date although there is no further contingency.

Highlight Report

Stage 2 Work Plan

Stage	Activity	Responsibility	Target Completion Date	Progress	Comments
2	MEETING, EVIDENCING & REVIEWING CRITERIA				
2.1	Work Stream – Community & Customer Services	RM	30 Nov 10	-	
2.2	Work Stream – Affordable Housing	AG	30 Nov 10	©	
2.3	Work Stream – Planning & Sustainable Communities	KM	30 Nov 10	-	
2.4	Work Stream – Revenues & Benefits	LH	30 Nov 10	-	
2.5	Work Stream – New Communities	JG	30 Nov 10	-	
2.6	Work Stream – Health & Environmental Services	IG	30 Nov 10	©	
2.7	Work Stream – ICT	PG	30 Nov 10	-	
2.8	Work Stream – HR	IC	30 Nov 10	-	
2.9	Work Stream – Accountancy	GT	30 Nov 10	-	
2.10	Work Stream - Legal, Land Charges & Democratic Services	DS/FM/HA	30 Nov 10	-	

Stage 2 Timeline

ID	Task Name	200 No	09 ov	Dec	20' Ja	Feb	Mar		pr	Мау	. 1	Jun	Ju		Aug	e	ер	Oct	N	lov	l n	ec	Jan	Fe	 Mar	_	Дp
յր Տ1	ORGANISATIONAL PREPARATION	N	V	Dec	Ja	ren	IVIAI	A	.pr	IVIAY		Jun	Ju	•	Aug	3	ep	UCI		υV	1	ec	Jan	ге	Wai	-	Aþ
•••••	Getting Started Workshop																										
	Self Assessment																										
	Customer Journey Mapping Segmentation Workshops																										
•••••	Customer Service Excellence Awareness Seminars																										
	Getting Ready Workshop																										
•••••	6 Corporate Evidence																										
S2	MEETING, EVIDENCING & REVIEWING CRITERIA																										
	Community & Customer Services																										
	2 Affordable Housing																										
	Planning & Sustainable Communities																										+
	Revenues & Benefits																									-	+
	New Communities																									-	-
	Health & Environmental Services																										+
2.7	ICT																										
	Human Resources																										
	Accountancy																									-	
2.10	Legal & Democratic Services																										
S3	PRE ASSESSMENT, GAP ANALYSIS & CORRECTION																										
	Pre Assessment										$\ \cdot\ $															-	
	2 Gap Analysis & Correction																									-	+
S4	ASSESSMENT & VERIFICATION & CORRECTION																										-
4.																										1	-
4.2	On the reseasement																									-	-
•••••	Professional Report																										-
	Professional Report Decision												1							-						-	-
	Accreditation																										-
S5	PROJECT REVIEW & ONGOING CERTIFICATION												1													-	-
5.																									+	-	-
J.	Project Review & Ongoing Certification Options Meeting					╂╫╟							-								+						-

Project Budget & Expenditure

Qty	Product	Unit Cost	Budget Provision	Actual To Date	Budget Remaining
1	Getting Started Workshop	£600	£600	£300.00	£300
9	CSE Awareness Sessions	£200	£1800	£1500.00	£300
1	Getting Ready Workshop	£600	£600	£0.00	£600
2	Documentary Review	£600	£1200	£0.00	£1200
1	Pre-Assessment	£3300	£3300	£0.00	£3300
1	Initial Assessment Meeting	£300	£300	£0.00	£300
1	Formal Assessment	£2700	£2700	£0.00	£2700
1	Final Feedback Meeting	£300	£300	£0.00	£300
1	Professional Report	£600	£600	£0.00	£600
1	Meeting Criteria	£11200	£11200	£1200	£10000
		Total	£22,600	£3000	£19,600