

## Highlight Report

<b>Project Name:</b>	Customer Service Excellence	<b>Produced By:</b>	Paul Knight
<b>Period Covered:</b>	23 Apr 2010 – 11 Jun 2010	<b>Date Issued:</b>	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.
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### Key Project Issues:

- As detailed in the project issue log.
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### 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.

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### Stage 2 Work Plan

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



## 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
		<b>Total</b>	<b>£22,600</b>	<b>£3000</b>	<b>£19,600</b>