Ref.	Area	Action	Lead	Current	Sept	October		November		December			January		Febru	uary		March		April		May		June		July			August		Comment/ Update at
ž	AI CO	Action	Resp.	Status	16 23 30	7 14	21 28	4 11	18 25	2	9 16 2	3 30	6 13	20 27	3 10	17 24	4 3 1	0 17 24	4 31	7 14	21 28	5 12 1	9 26	2 9 :	16 23 3	0 7 1	14 21	28 4	4 11	18 25	17/09/13
	A) Finding: Service delivery must be railored to meet local demands to	Explore options for alternative service delivery to address litter	ВМ	Amber																											
		Identify chosen delivery model	BM	Pls select																											
	cleanliness across the borough	Consult with staff body on selected delivery model	ВМ	Pls select																											
1.4		Evaluate responses from staff body and revise as necessary	ВМ	Pls select																											
1.5		Develop and agree implementation plan for new delivery model, plan training needs	BM	Pls select																											
		and impact upon existing equipment /	DIVI	ris select																											
		vehicle requirements																\bot											$oldsymbol{\perp}$		
	3) Finding: Spans of control within	Review current management structure	BM	Pls select								\bot					1		1							1			4		
	he department do not allow for adequate supervision of frontline	Evaluate options for revisions to management structure	BM	Pls select																											
2.3		Consult with departmental managers	BM	Pls select								11							Ħ										1 1		
2.4		Evaluate responses from departmental	BM	Pls select																											
		managers	DIVI	ris select															11				11			11					
2.5		Develop proposal for revised management structure and identify resource implications	ВМ	Pls select																											
	C) Finding: There is not a robust	Reasearch other boroughs to understand																													
	approach to monitoring staff productivity to ensure that expectations remain challenging	mechanisms in place for monitoring staff productivity (including outsourced operations)	FS/GL	Pls select																											
3.2		Evaluate options for monitoring staff productivity	FS/GL	Pls select																											
3.3		Develop proposed framework for monitoring staff productivity, identify																													
		resource implications and system for	FS/GL	Pls select																											
3.4		ongoing monitoring Implement proposed framework	FS/GL	Pls select				-			++	++											+	+	+	+			+	_	
	N Finding. There is a monday		F3/GL	FIS Select			_	+			+	+	+	\dashv		_	++		+		_		++	+	+	++	+	_	+	+	+
۱ ٦	Finding: There is a need to ationalise communications channels to the service	Engage with Customer Contact Programme to identify quick wins to reduce telephone and e-mail contacts	VF / AS	Amber																											
4.81 C		Explore alternative approaches to call handling, customer enquiries and online contacts	VF / AS	Amber																											
4. <u>3</u>		Revise existing telephony infrastructure at Garth Road to effectively manage call volumes	VF / AS	Pls select																											
4.4		Consider development of business case for Bi-Directional CRM-CONFIRM connector for November M2015	VF	Pls select																											
		Develop Business Case for implementaiton																													
	the service are largely paper based and inefficient	of CONFIRM CONNECT for November M2015	VF	Pls select																											
5.2		Trial CONFIRM CONNECT within department to understand functionality and benefits	VF	Pls select																											
5.3		Evaluate CONFIRM CONNECT and decide upon future implementation	VF	Pls select																		\top									
		Develop rolling communications plan for								Ħ		\top		11	+				T	\dashv			\top	\top	11	\top				\top	
	communication activity is important to raise the profile of the service and manage resident's perception	the service, identifying key seasonal messages and methods of communication	RP	Pls select																											
6.2		Evaluate existing uniform provision for opportunities to increase visibility and promote core messages	вм	Pls select																											
6.3		Evaluate opportunities to increase visibility of vehicles and promote core	BM	Pls select																											
6.4		messages Develop proposal for promoting the service, through additional visibility and	BM	Pls select									$\dagger \dagger$								$\dagger \dagger$										
		branding opportunities, in consultation with existing staff body.	DIVI	i io sciect																											
	mprove facilities and maximise the	Explore opportunities for better use of existing buildings in the short term	ВМ	Pls select																		$\perp \perp$									
/.2	use of the Garth Road Site	Liaise with Corporate Lead to ensure that the Garth Road is sufficiently represented through the Corporate Asset Management Strategy	CS	Amber																											
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