# SERVICE PLAN MONITORING
Progress update for Monitor Report 1, 2007/08

Public Services

1   Achievements

a) Processing times for new housing and council tax benefit claims (BVPI 78a) continues to improve. Current performance (as at quarter 1) is now 32 days, an 8.6% improvement on the 2006/07 outturn of 35 days and exactly on target for the current year.

b) The processing of benefit changes of circumstances notifications (BVPI 78b) is currently behind target at 16 days (target is 14 days) but during the year we process some bulk rent increases in respect of registered social landlord properties that all count as one day transactions and thus help to improve the annual average.

c) We usually process bulk rent increases in March of each year, and they become effective in April. For the year 2006/07 we originally included the March 2007 bulk changes in the April 2007 statistics giving us an average for the month of 5.78 days. We have since been advised by the Department of Works and Pensions (DWP) that this approach is incorrect and that we need to report these bulk changes in the March 2007 figures. The effect of this is twofold: (1) the outturn for 2006/07 is improved by 2 days reducing from 15.41 to 12.76 days (thus different to the figure reported to EMAP on 8 June 2007) and (2) the average for April 2007 increases from 5.78 to 17.44 days and this impacts on the 2007/08 average for the year to date.

BENEFITS - AVERAGE PROCESSING DAYS
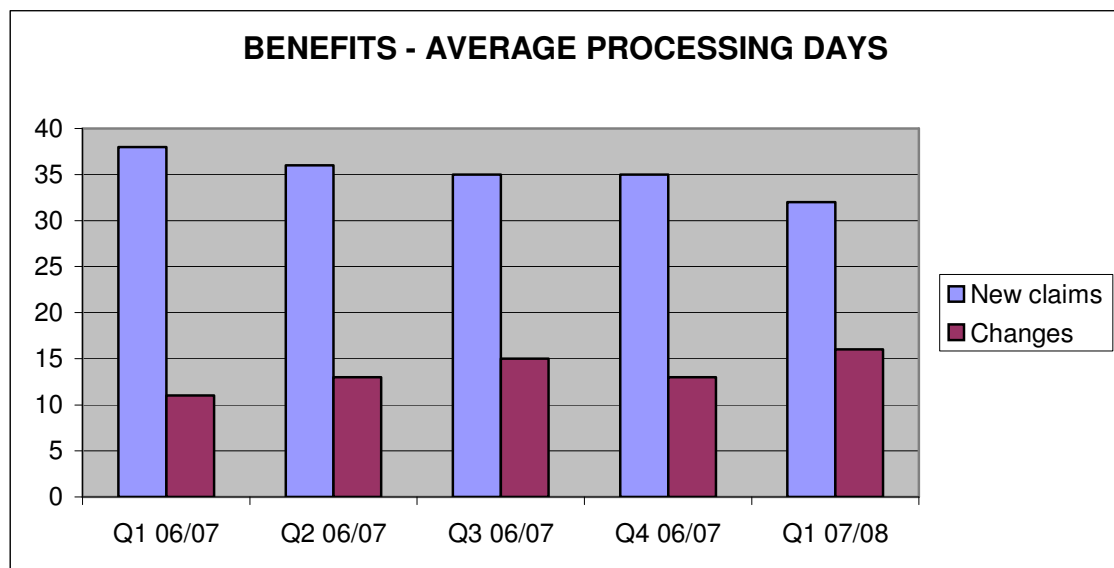
d) The recovery of Housing Benefit overpayments identified in the first quarter (BVPI79bi) is on target at 72%, already showing a slight improvement on last year's 70.33% outturn. The measure of overpayments recovered as a percentage of the amount at the beginning of the year plus raised in the first quarter (BVPI79bii) is reported at 9.2%, as compared to 6.98% for the same period last year.

e) From 1 April 2007 the Department of Work and Pensions (DWP) introduced a new national scheme to help combat the level of fraud and error in the benefits system. The Council's benefits service is now required to report on the number of reductions in benefit entitlement that it processes as measured against an annual target set by the DWP. In achieving the target the Council is expected to encourage the level of customer-reported change by undertaking, amongst other things, visits and reviews and targeted publicity work. We are developing more risk-based sampling work to help us identify potential claimant groups for intervention work. Based on figures as at mid-June we have already achieved 20% of the target and extrapolated figures suggest we will hit 108% of target.

f) Council Tax collection figures (BVPI 09) have improved very slightly as at 30 June 2007. In-year collection is 29.7%, up by 0.07% on the 2006/07 figure but 0.31% down against the stage target that we have set to achieve an outturn of 97.2%.

g) Business Rates collection (BVPI 10) shows that we are 1.38% ahead of the same position last year at 31.72% by 30 June 2007. This is 0.99% ahead of the stage target and suggests that we could achieve our 98.9% annual target.

h) During July 2007 the York Customer Centre undertook a customer survey to establish the level of satisfaction with the service. A total of 504 customers were interviewed by telephone and the results are very encouraging:
   - 92% of customers satisfied with the time taken to answer the call;
   - 100% satisfied with the person who answered the call;
   - 99% satisfied with the service they received.

i) As highlighted in the 2006/07 outturn report, since February 2007 all Council Tax telephone queries are handled within the York Customer Centre. Since that date the service has been working with the easy@york Programme and our IT suppliers in finalising and testing a suite of e-forms that are completed within the Customer Relationship Management (CRM) software. Where the information on the forms meets certain business rules it will automatically feed into our billing system and update the customer's account. All other e-forms will be immediately routed into a back office work queue (within the CRM) for manual updating.

j) The web team have helped to implement e-forms for most YPAL services enabling customers to directly request services without the need to print off paper forms. The team have also devolved the role of editing the Content Management System (CMS) to all directorates. The CMS manages the information that appears on the Council's website. Improvements to the intranet site are now in the early stages of development.

k) The national implementation of the Registration Online (RON) system for births and deaths continues to be delayed and the latest anticipated date is October 2007. Implementation of the marriages system is now expected in March 2008.

l) The number of civil partnerships has dropped significantly from 130 in 2006 to an expected 50 in 2007. Whilst the national trend for marriages is down by 10%, in York the number of ceremonies is expected to increase, which should more than offset the fall in income from civil partnerships.

m) The service continues to take a lead role in Green Office initiatives and in the "Switch Off" campaign launched in August The division have arranged and participated in the Environmental Management System review which started in July. We are also launching an "everything Green" area on the Resources intranet sub-site.

2 Risk Management Issues

	Red Risks	Update on activities
a	Benefits - Failure to assess benefit entitlement accurately and within timescales	Mitigation includes: • Structure review to ensure customer-centric focus • Service improvement work as part of easy@york programme and introduction of e-claiming software • Focus on LA error cases to identify problems and better manage financial (subsidy) impact • Review of procedures manual in progress
b	York Customer Centre – Failure to have a business continuity plan in place to ensure continued service to customers	Mitigation includes: • Plan maintained and reviewed • BCP to be exercised
c	York Customer Centre – Failure of the telephony systems and/or CRM	Mitigation includes: • Message taking, call back and emergency message procedures • Incident report log maintained and reviewed weekly

Easy@york Programme

1   Achievements

a)   In April 2007, some of the Revenues service (Phase 1c) went live in the York Customer Centre

b)   These initial processes were then supplemented by the launch of a full end to end Revenues service at the end of July

c)   Additional self service e-forms have been launched on the web site for all YPAL services.

d)   Review of all Phase 1b services with improvements to processes in Planning Building Control and YPAL

e)   Review of YCC processes and performance followed by the introduction of a package of measures to maximize productivity, speed up call answering and consolidate training to address early teething problems

f)   Undertook customer satisfaction surveys

g)   Concluded contract renegotiation resulting in reduction of risk of programme failure and reductions in support costs of £55k

h)   Service improvement work on Benefits commenced

i)   Procurement of e-benefits system to deliver remaining phase 1c.

j)   Design of Benefits improvements and integration requirements specified.

k)   Decision taken to increase scope of work to cover changes of circumstance which requires additional module not yet available - leading to extension of timescale for Phase 1c to January 2008 in order to deliver more substantial improvements.

l)   Developed business case for second phase of easy focusing on the move to Hungate. Agreed by Urgency in August. Detailed benefits mapping exercise to take place over the autumn.

2. Work In Progress

Programme Phase 1b - Establishment of York Customer Centre, Core Technical solution & "to be" processes for YPAL Switchboard and Planning and Building Control, designed and configured into the technical solution.	Progress against plan	New Date
July 06 – Overall Solution design finalised	√	
August 06 – Recruitment complete (CSR's, system admin, & GIS)	√	
August 06 – e-Consultation system in place	√	
August 06 – Implementation of speech recognition for internal calls	√	
February 07 – New web site launched improved graphics/look feel – No integration.	√	
February 07 – User Acceptance testing complete	√	
February 07 –User Training completed	√	
November 06 – Phone menu introduced into switchboard and made available to the public (subject to CYC	**Deferred**	**September 07**

management decision)		
February 07 –Phase 1b Go Live	√	
April 07 – Web site: launch of further functionality including transactional capabilities	√	
Programme Phase 1c - Revenues Service "to be" processes configured into the CRM, Revs staff trained and transferred into the YCC		
January 07 –Revenues Interim Processes - Design complete	√	
March 07 – Revenues Interim Processes build complete including interfaces to I-World	√	
March 07 – Revenues Interim Processes Staff training completed	√	
March 07 - Revenues Interim Processes Go live	√	
April 07 –Revenues remaining Processes – Design Complete	√	
May 07 - Revenues remaining Processes – Build Complete	√	
May 07 – Revenues remaining Processes - User acceptance testing complete	√	
June 07 - Revenues remaining Processes - User Training complete	√	
July 07 – Revenues remaining Processes - Go live	√	
Programme Phase 1c - Benefits Service LogicaCMG led refresh and build of Benefits into YCC	**Green**	
April 07 - Benefits Process/Solution design commences	√	
Nov 07 – Benefits build complete	**On target**	
Dec 07 – Benefits user acceptance testing complete	**On target**	
Jan 08 – Benefits user training complete	**On target**	
Jan 08 – Benefits Go live	**On target**	
July 07 - Life events processes introduced	**Deferred**	**Phase 2**
Programme Phase 1d – New corporate INTRANET	**In Planning**	**Unknown**

3. Risk Management Issues

	Red Risks	**Update on activities**
a	Fail to identify sufficient savings from phase 2	• Benefits mapping exercise to be undertaken with each phase 2 service to identify improvement objectives and set savings targets.

Audit & Risk Management Services

1. Achievements

a)   New Corporate Procurement Team (CPT) went live as of 1 April 2006.

b)   Council adoption of the new Corporate Procurement Strategy, associated medium term action plan and complementary Guidance Manual for procurement Practitioners in June 2007.

c)   Corporate Contracts Management Portfolio to be managed and administered by the new CPT went live with effect from 1 April 2007.

d)   Revised arrangements for planning, budgeting and managing procurement savings to properly align management responsibilities with the appropriate contract clients across the organisation and integrate the whole process within the Council's corporate service planning and budgeting cycles and processes went live with effect from 1 April 2007.

e)   Go live of 3 new significant framework agreements covering corporate goods and services supplied in respect of Legal services, Agency Staff, Property & Planning Advice & Consultancy services. These agreements are resulting in financial savings whilst promoting compliance with corporate standards and legislation and enabling in-house services to better plan and mange budget allocations and service provision.

f)   5 year Strategic Procurement Programme for the Council managed and administered by the CPT went live with effect from the 1 April 2007.

g)   very positive external audit review of the Internal Audit Service, service meeting Code of Practice standards (only introduced in January 2007) and regarded as having much to commend it.

h)   new Terms of Reference for the function of the Internal Audit Service drafted in accordance with the CIPFA Code of Practice, adopted by the Audit & Governance Committee on 3 April 2007 and a full review and update of the Internal Audit Procedure Manual completed.

2   Work In Progress

	Work In progress	Update on activities
a	Information Governance Strategy	The IGS will be reported to CMT and the Executive in autumn 2007.
b	Competition policy, strategy and procedural handbook	The policy and strategy will be referenced to the CPS and will be reported to CMT and the Executive in autumn 2007. Work on the handbook is awaiting further work on Thin Client arrangements at the Council and it is anticipated that this will follow to report to Members in the autumn
c	Development of the Supplier Contract Management System	Work is progressing on the population of the system and associated staff training across Directorates. More work is required in respect of the supplier management module before the system is officially launched with the business community. Initial discussions have been held with the Chamber of Commerce to agree a 'partnership' approach between CYC and the Chamber in raising awareness of SCMS across the business community and providing training and workshop opportunities for local businesses and SMEs in the area
d	Exploration of a shared service initiative for Audit & Fraud services in partnership with NYCC	Discussions have taken place at officer level with NYCC to explore possible shared service options for Audit & Fraud services across the region. Work is no on-going to develop potential options and the outcome of this work and officer recommendations will be reported fully to Corporate Service EMAP in autumn 2007 for Member consideration & approval
e	Development of a 3 year medium business plan for the Division	Work on this has been suspended subject to the outcome of e/ above
f	Deliver all work and actions designated to the AD (ARM) in respect of the Corporate Efficiency Programme, the CPA UOR Action Plan, the OGG work programme, A&G Committee forward plan and the new 3 year action plan for Procurement 2007-2010	This covers a multitude of different tasks and change programmes and the associated work is in various stages of completion. Information about progress against any of the detailed tasks scheduled in the OEP and CPA action plan will be reported corporately during 2007/08. Progress against the 3 year CPS action plan will be reported separately to Corporate Services EMAP later this year

g	Review the function, performance and efficiency of procurement functions across the organisation and examine how they can be made more efficient and effective when we move to a one-site operation after 2010	This review is now in hand further to the EMAP decision for this to be done (December 2006). It is anticipated that the review will report its recommendations before Christmas 2007 for Members consideration and approval.
h	CPA UOR 2007 assessment	The 2007 self assessment has been completed and submitted to the Audit Commission for their review. It is expected that initial indicative scores will be discussed with officers in September 2007 and finalised in late autumn.

3. Risk Management Issues

	Red Risks	Update on activities
a	Failure to be effective in discharging the Division's role in developing robust governance & compliance arrangements at CYC	Mitigation includes: • leadership and management of the OGG work programme • professional development and capacity of the teams within ARM • planned and managed approach to the development of the Council's governance infrastructure (new Constitution, Financial Regulations, Audit & Governance Committee) • new powers and sanctions for the S151 Officer, the Monitoring Officer and the Chief Internal Auditor
b	Failure to improve the UOR CPA score for KLOE 4 Internal Control	Mitigation includes: • raising corporate awareness of the risks faced by CYC if UOR CPA score deteriorates and gaining CMT ownership of key actions to be taken before 31/3/07 • management of corporate action plan for development and improvement and implementation of key deliverables before 31/3/07 • review of assessment process by AC in 2006
c	Failure to plan and manage the work of the Division effectively	Mitigation includes: • established and capable ARM Mgt Team and development of a 3 year Business Plan • development of a performance management

		framework across the Division as part of a wider Directorate improvement initiative
d	Audit Plan not delivered to standard/insufficient coverage to hit 90% target for completion	Mitigation includes: • introduction of new automated working papers and performance management routines • staff training and technical update work • effective staff supervision and file review • integrated CYC client function for external and internal audit
e	Audit work fails to identify control weaknesses	Mitigation includes: • All of the above at d) and the introduction of new reporting and escalation procedures including ultimate referral to Audit & Governance Committee for remedial action as necessary from 2006/07
f	Procurement team fail to achieve the corporate savings target	Unmanageable risk has led to change in Council arrangements, devolving savings within Directorates for 2007/08, exercised through the Council's annual service planning & budget management cycles. The CPT will continue to inform and report on savings across the piece.
g	Failure to establish corporate contracts management portfolio	Portfolio identified and all corporate contract clients established. CPT responsible for managing an reporting across the portfolio for corporate assurance purposes. New arrangements went live from 1 April 2007.
h	Failure to promote compliance with procurement regulations	Mitigation focuses on governance infrastructure work (as at a/ above) effective monitoring and reporting arrangements, new SCMS system, robust IAS annual and five plans, breaches and waivers work, IAS follow up programme, staff training across CYC, greater professionalism and capacity in ARM

ITT Services

1.   Achievements

a)   The department continues to provide a secure, robust, scalable and highly available ITT infrastructure including corporate and departmental systems. It is achieving all but one of its revised and agreed service level targets for 2007/08. The exception being the high priority requests for service that have mainly resulted from external network providers suffering major disruption within their own infrastructure.

b)   Support teams and development staff have assisted and supported the Easy@york phased implementation programme in a number of activities to help delivery of the successful migration of the Council's Revenue's Services into the York Contact Centre.

c)   The 3 major projects outside of the Easy@york programme are progressing well, phase 1 of the implementation of the replacement Social Care system went live in July 07 as planned. Tenders for the replacement Financial Management System have been received and short-listed. Strategic and technical steering groups have been established to guide the Corporate Mobile working project that will create a strategy and the supporting infrastructure to deliver and sustain mobile working. The department has supported both the pre and post election activities by ensuring that the Electoral Registration system was updated successfully in time for the May elections and has provided the elected Members with their individually agreed connectivity/pc requirements to enable the effective fulfilment of their Council duties.

d)   The department has successfully delivered a number of behind the scenes infrastructure projects that underpin current and future Council wide Service Delivery. The projects are supported by the continued development of effective governance controls and include:

   I.   Completion of the project to successfully upgrade the corporate virtual servers to a version that enables the department to provide a reduced recovery time in the event of individual System failures, in some cases with no disruption to the customer base.

   II. Successfully increased the corporate storage system with minimal disruption to the customer base enabling the department to start the migration plan of moving additional Business Systems over to this more resilient storage platform.

   III. Further improved departmental system recovery services by expanding the use of a more effective back up process enabling the support teams to reduce the restoration time taken to recover from a failed Business System scenario.

e) Successfully expanded the corporate remote access security solution (Entrust cards) to LCCS enabling them to offer an extremely cost effective, safe and secure remote access for School staff and their support providers. The solution was delivered at less than 50% of the previously quoted external costs with the additional benefits of reduced on going maintenance costs.

f) The department has facilitated and absorbed a high number of large-scale office moves since April 07 including the Safer York Partnership phased move.

g) The department continues to support the corporate accommodation review project though the identified design, project and user group work streams.

2. Work in Progress

	Work In progress	Update on activities
a	Framework – replacement of the Social Care System	Phased System replacement implementation plan in progress, the first go live stage was successfully delivered during July 07.
b	FMS – replacement of the Corporate Financial Management System	Procurement process in progress with an expectation of the contract being awarded during Autumn 07.
c	Corporate ITT Governance.	Further developing change control procedures through process mapping and subsequent workflow regimes. These will be incorporated into the next release of the departments Customer Support Service Desk system during 07/08. Further review/update of the Electronic Communications Policy (ECP) will be planned once feedback from the elected members is made available.
d	Continued development of departmental Business Continuity Plan (BCP).	Revised draft departmental BCP documents using the new corporate templates have been produced. Further development of the team recovery plans is in progress to ensure completeness and consistency. The departmental profile will be linked back to the Corporate BCP group as part of the Council wide response to the 2004 Civil Act.
e	Provide on going support for the delivery of the Easy@York transformational programme.	The department is heavily involved in a number of activities to support and help sustain the successful implementation of the current and future phases of the agreed programme.

f	Expansion of the network managed service contract to incorporate Broadband for Schools and Libraries and City Strategy connectivity requirements.	Reviewing the scope and requirements prior to the renegotiation of the existing voice and data network managed service contract to incorporate Broadband for Schools and Libraries and City Strategy requirements during 2007/08. The new and expanded contract is scheduled to commence Autumn 2008.
g	Implement the approved ITT Corporate Business Development and Infrastructure projects from ITT Dev Plan 06/07 and 07/08	Work has started on gathering the business requirements ahead of replacing the Corporate Personnel and Payroll System. The approved and agreed projects for HASS and LCCS have started and the key projects for Neighbourhood Services and City Strategy are scheduled to start in the Autumn.
h	Develop a forward-looking technology and major systems replacement roadmap.	Working through supplier workshop sessions to improve the department's awareness of the market place and where the Council's investment in technology is advancing. The remaining session is planned for Sept 07 that will then enable the department to establish and develop a forward-looking replacement plan during 07/08.
i	Establish a Corporate mobile working strategy and infrastructure	Strategic and technical steering groups have been established to guide the project that is looking to create a strategy and supporting infrastructure deliver and support mobile working. Evaluation projects are in progress.

3.   Update on risks.

	Risks	Update on activities
a	Failure of the disaster recovery procedures.	Mitigation includes: • Completion of the project to successfully upgrade the corporate virtual servers to a version that enables the department to provide a reduced recovery time in the event of individual System failures, in some cases with no disruption to the customer base. • Expanded the use of 10/12 GHS as a secondary site for locating key ITT Infrastructure. • Further improved departmental system recovery services by expanding the use of a more effective back up process enabling the support teams to reduce the restoration time taken to recover a failed Business System scenario.

b	Inadequate ITT Business Continuity Plan (BCP).	Mitigation includes: • Revised draft departmental BCP documents using the new corporate templates have been produced. Further development of the team recovery plans is in progress to ensure completeness and consistency. • Recovery toolkits (containing BCP documents and guidance) are being established and will be stored at two off site locations to aid incident management and recovery processes. • On going testing plans to be established as part of proactive BCP testing regime.
c	Failure of corporate data/information storage service	Mitigation includes: • Increased the recently installed and more resilient corporate storage system enabling the migration of additional Business Systems over platform during 07/08.
d	Significant failure of corporate data / voice network	Mitigation includes: • Improved environmental facilities at locations where key network components are located. • Proactive management of managed service provider and network vendors. • Incorporated elements of resiliency into the network design for the YCC in Stonegate.
e	Failure to replace ageing Social Care and Financial Management systems	Mitigation includes: • Approved and funded ITT development replacement projects are in progress for both systems.
f		• FMS - procurement phase in progress as part of an agreed and achievable project timetable that takes into account resource availability and the financial year-end close down process.
g		• Social Care – phased system replacement implementation plan in progress, the first go live stage was successfully delivered during July 07. • Working with HASS to provide remote access facilities to help sustain the increased user support demands following the implementation of replacement system to an expanded user base.

Financial Services

1 Achievements for Year

a. Despite major changes in format the service successfully closed the council's accounts by the 30th June deadline.
b. Maintaining a level of payroll payment accuracy of 99.8%.
c. To the end of July 94.06% of all council invoices were paid within 30 days, this compares to the equivalent 2006/07 figure of 92.62%.
d. Continued progress on the replacement of the council's financial systems with three providers being formally invited to demonstrate their products during September.
e. Worked to settle 90% of equal pay liabilities with eligible staff
f. Doubled the number of staff accessing cycles via salary sacrifice.
g. Provided financial training sessions for newly elected members.
h. Won DCLG Innovation Funding to support further collaborative work on transport with the Ambulance Trust and the East Riding.

2 Work In Progress

	Work In progress	Update on activities
a	Statement of Accounts	The accounts are currently undergoing review by external audit. This process is due to be completed by the 30th September.
b	Job Evaluation / Equal Pay	Managing the development of affordable solutions has taken a major staffing input at a senior level. Work is on-going to resolve both of these workstreams.
c	FMS Project	The project is now well into the formal procurement process. It is anticipated that the replacement system will go live in the summer of 2008.
d	Transport Review	The service successfully bid to the Regional Assembly and Centre of Excellence to fund a collaborative study with local health providers and the East Riding of Yorkshire Council aimed at significantly reducing the impact that the council and NHS have on York's traffic. External consultants, Kendrick Ash, are currently undertaking the second phase of this review and starting to let initial contracts.
e	Finance Strategy	Work is on-going to finalise the council's finance strategy for 2008/09 to 2010/11 and the medium term financial forecast for the same period. These details will inform the budget process for 2008/09.
f	Income Collection	The service is managing key aspects of the review of income collection policy and procedures across the council.

3   Risk Management Issues

a. The service is currently developing the medium term financial strategy for the council. However this process has been made more difficult by the delay in the announcement of the comprehensive spending review (which outlines the overall levels of national funding available) until the autumn. Until such details are provided accurately forecasting future financial positions is particularly difficult.

b. The implementation of single status will have major resource implications both in terms of adjustments to the council's budgets and amendments to the payroll system.

c. The service remains very exposed in terms of its reliance on a small number of key staff. The departure or prolonged absence of such staff would have a significant short to medium term impact on the quality of services provided. The 2006/07 closedown process has shown the importance of ensuring adequate planning mechanisms are in place.

d. During September and October the Head of Finance will be acting as the council's nominated responsible financial officer. Any significant additional duties will impact upon the service's overall capacity to manage and respond to issues that face it.

e. Implementation of a new financial ledger will have major resource implications for aspects of the directly managed and devolved services. Ensuring the release of properly skilled staff will be a key factor in ensuring the eventual success of the project.

Property Services

1.   Achievements.

a)   Huntington School – completion of the latest extension project (£4.5m)
b)   York High School (Oaklands development) including school refurbishment, extensions and new swimming pool; masterplan complete; procurement complete; planning application made; design partnership in progress (£18m)
c)   Sustainability in Design Group established – cross directorate group focussed upon establishing policies and protocols for the design and management of buildings, operating within the council's corporate Environmental Management System (EMS)
d)   Energy and Water Management Group (EWMG) established - cross directorate group focussed upon establishing policies, protocols and an action plan for the management of energy and water usage by the council, operating within the council's corporate Environmental Management System (EMS)
e)   Achieved capital receipts – including the Bonding Warehouse, 3-4 Patrick Pool, 2 High Petergate, Lidgett Grove and Hebden Rise are all completed
f)   Regenerated vacant industrial units at Hospital Fields Road by investing capital and re-letting; Small businesses from Fishergate Centre now housed in this building.
g)   Invoices paid within 30 days lifted from 96.74% to 100% in July 2007.

2.   Work In Progress.

	Work In progress	Update on activities
a	York High School (Oaklands development) including school refurbishment, extensions and new swimming pool (£18m)	Design Partnership in progress, to be on site in October 2007
b	Fulford School – further classroom extensions (£1.6m)	Feasibility and bid stage complete; reconciliation of brief and available budget ongoing.
c	Acomb Library Learning Centre – extensions and refurbishment (£800k)	On site. To be completed in 2007/8
d	Tang Hall Library Learning Centre – extension and refurbishment (£1m)	Supporting feasibility and bid stage.
e	Joseph Rowntree School replacement under the Pfs (Partnership for schools) initiative as a pathfinder (£25m)	Providing support to LCCS and a presence on the Project Board; Procurement stage

f	Peasholme Centre – replacement facility at fishergate (£1.8m)	Planning approval in place; Start on site August 2007 and completion in May 2008
g	Programme of repairs, DDA and improvements for 2007/8	Implementation ongoing
h	Business Management developments	Project bulletins being developed to give live project status; New project database being developed for fees, time and project costs; New fee cost reports being developed for all managers
i	Reviewing and re-letting of framework contracts for the provision of design services	Schedule of options being discussed and prepared before taking advice from Legal Services, Audit and Procurement.
j	Letting framework contracts for the provision of asset and property management services	Tenders evaluated; implemented in July 2007
k	The Council's Maintenance Backlog	Work ongoing to establish an effective council strategy for the management and reduction of the maintenance backlog. Through CAPMOG (Capital Monitoring Group) and CAMG (Corporate Asset Management Group). The council's performance in this regard will contribute to its CPA rating under Use of Resources. Report to Executive in October 2007.
l	Asbestos Management	Continued programme of awareness training for building/site managers. Annual inspection of known asbestos and removal where necessary.
m	Yearsley Pool – Maintenance programme	Programme agreed with Leisure Services and on site.
n	Further development of departmental Business Continuity Plan (BCP).	Draft being prepared. The next stage is to ensure completeness and consistencies within the directorate's plans and then link them back into the Corporate BCP in support of the 2004 Civil Act requirements
o	Development Planning Team	Major sites - Lowfields, Manor and Yearsley Bridge
p	Area Asset Management Planning	Tang Hall pilot scheme reaching conclusion, agreed by Scrutiny Committee and going to Executive this autumn. Roll out to other areas in 2007/8, including New Earswick
q	Commercial Portfolio	Review nearing completion; Report to CSEMAP in September and Executive in October 2007.
r	Technology Forge Database	Developing further modules and supporting processes

s	A programme of capital receipts	Including the sale of. Strensall Youth Centre, Galmanhoe Lane, Parkside, Osbaldwick Lane (Derwent School), Clifton Family Centre site, Blake Street, North Carlton Farm, Acres Farm and the Monk Bar Garage

3. Update on risks.

	Risks	Update on activities
a	Failure to deliver the Capital Programme	• Closer working with Client planning teams to ensure realistic programmes and spend profiles for capital projects
b	Failure to keep an up to date corporate asset management plan	• A new Corporate Asset Management Plan for 2007-2012 has recently been approved by the Executive. An annual report will be submitted to the Executive that will highlight the council's performance against objectives and targets within that report and provide any updates to the Corporate document. This will meet the CPA requirement for a corporate document, framework and process for the management of assets. Risk is therefore minimised.
c	Failure to keep an up to date asset register and property management database.	• All reports to members requiring decisions must now have all property implications identified. Corporate Landlord should be informed of all proposals to acquire or dispose of property assets.
d	Failure to achieve capital receipt	• No additional activities
e	Failure to have fully accessible buildings in an acceptable state of repair.	• One of the priorities in the Corporate Asset Management Plan is to have an effective repair and maintenance strategy to reduce the maintenance backlog and the number of buildings in an unacceptable standard of repair • BVPI 156 - public access to council buildings is now expected to overachieve against a target of 85% in 2007/8
f	Asbestos Contamination	• All surveys complete, all asbestos identified, tested and removed or managed. • Contracts in place to facilitate annual inspection of known asbestos to ensure stable.

		• Programme of Asbestos awareness training and the appointment of Site Asbestos Liaison Officers at each premises will limit the likelihood of asbestos contamination
		• All building works in existing property require type 3 survey prior to commencement of works
		• Risk still exists in those areas where building work executed without Corporate Landlord knowledge.
g	Building failure (unplanned closure) of Operational Properties	• No additional activities

Property Services : Administrative Accommodation Project

1. Achievements.

a) Feasibility Stage completed.
b) Review of Facilities Management – brief and programme established with consultant
c) The early release of Blake Street is progressing to sale.

2. Work In Progress.

	Work In progress	Update on activities
a	Peasholme Hostel relocation	Design complete and out to tender; Planning approval achieved and start on site August 2007, completion May 2008.
b	Archaeology	Trial pits and trenches have been undertaken to establish extent of further works and to inform the overall design strategy; Initial reports suggest low impact but further work needed on small 'dwelling' find.
c	Design	Stage C
d	User Group	Review of needs and space planning with designers, impact of FM review and commencing pilot study.
e	Facilities management	Consultant appointed; model options for delivery by the end of August 2007 and implementation plan to be prepared by the end of September 2007.
f	Timetable	Feasibility study – May 2007 Sketch design options – August 2007 Detailed design options – October 2007 Planning approval – January 2008 Agreed final design and price – February 2008 Commencement of construction – April 2008 Completion – April 2010 Occupation – June 2010

3.   Update on key risks.

	Risks	Update on activities
a	Risk of unforeseen archaeological requirements	• Some archaeological investigations already undertaken. York Archaeological Trust are investigating site to inform overall strategy.
b	Lack of corporate direction/vision in terms of corporate change to enable service provider to influence the design process and achieve the wider benefits.	• Cultural change agenda is being discussed and developed at a corporate level following the outcomes of the CMT workshop 8th Jan 2007. CLG to consider in September 2007. • Change agenda adopted by CMT and driven by Director of People and Improvement
c	Others	• Risks being managed effectively through the project administration and risk register