

## Council Plan 2006-09 monitoring - 12 months ended 31.3.07

Organisational and Operational Efficiency: *Operational Efficiency*

No.	Objective/ Outcome	Responsibility	Progress Indicator	Progress made during 2006/07	Slippage/ Remedial action required
<b>13.</b>	<b><i>ICT Modernisation and e-Government</i></b>				
13.1	Customer relationship management: Complete Phase 1 implementation (Care for Your Area, Taxation and Benefits) by March 2007.	RES	3	Delays due to software interfaces still to resolve.	Now included in Resources SIP for 2007/10 and revised project plan developed
13.2	Produce an option appraisal to renew the firewall infrastructure and improve the resilience of the firewall by May 2006.	RES	3	Some changes have already been made e.g. new hardware and security measures.	Now included in Resources SIP for 2007/10. Revised project plan developed and due for completion in August 2007.
<b>14.</b>	<b><i>Strengthen the Council's approach to procurement</i></b>				
14.1	E-Procurement – produce a business case for an e-Marketplace by May 2006.	RES	1	Business case produced. Marketplace on hold until an improved business case can be demonstrated.	
14.2	E-Procurement – Implement e-Tendering/ Quotation system by December 2006.	RES	3	Existing software withdrawn by supplier in order to upgrade. Delays in developing and testing new software.	Training on the new system commenced July 2007. Due to go live from 3 August 2007 through a phased rollout across the Council.
14.3	Undertake 1 Gateway Review on a major capital scheme during 2006/7.	RES	1	Gateway Review undertaken on Stockton/ Darlington Partnership project.	
14.4	Explore ways to enable more local businesses to supply the Council by March 2007.	RES	1	Small Business Concordat signed and action plan being developed with Corporate Procurement Working Group.	

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<b>15. <i>Reduce sickness absence levels</i></b>					
15.1	Reduce sickness absence by half a day per year (per Full Time Employee) over next three years. - 2006/7 – 10.9 - 2007/8 – 10.4 - 2008/9 – 9.9	RES	4	Final target based on outturn for 2005/06 was 11.25 days. Outturn performance for 2006/07 = 11.44 days.	Continue the roll out of the new absence management process and monitor performance.