

Appendix B:
Key Milestones for Implementation

Action:	By end of:	Status
Decision by Councils on the Partnership in October 2010		Complete
Phase 1: Service Infrastructure (Management / Business Support / Systems)		
1. Initial all staff briefings / communication	November 2010	Complete
2. Formal consultation with Managers, team leaders & Business support staff (<i>extended to all staff</i>)	November 2010	Complete
3. Advertise and appoint Head of Service Revenues & Benefits	December 2010	Complete
4. Negotiations finalized for back office system (Capita) and Anite EDMS	December 2010	Complete
5. Advertise and appoint Section Managers for Revenues Team and Benefits Team	January 2011	Complete
6. Advertise and appoint Team Leaders & Business Support staff	February 2011	Complete
7. Review – Implementation of phase 1	March 2011	Complete
Phase 2: Back Office Implementation (Fraud / Benefits Processing / Revenues)		
8. Formal staff consultation – Fraud and Visiting team	March 2011	No longer required
9. Contract start for shared back office system (Capita)	April 2011	On Schedule
10. EDMS data migration to Anite and system live	April 2011	Revised date July 2011
11. Advertise and appoint Fraud and Visiting Team Members	April 2011	Complete
12. Formal staff consultation with Benefits Processing Team	May 2011	No longer required
13. Advertise and appoint Benefits Processing Team	June 2011	Complete
14. Migration to central back office system	June 2011	Revised date August 2011
15. Formal staff consultation with Revenues Team	July 2011	No longer required
16. Advertise and appoint Revenues Team	August 2011	Complete
17. Advertise and appoint additional Contact Centre Staff	August 2011	No longer required
Phase 3: Service Review		

18. Review to confirm savings achieved, savings forecast and opportunities for development/ improvement	March 2012	On schedule
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