

APPENDIX 3- Timetable-post CMT Away Day

	MAY 10	JUN 10	JUL 10	AUG 10	SEPT 10	OCT 10	NOV 10	DEC 10	1/4 2011 Jan-Mar	2/4 2011 Apr-Jun	3/4 2011 Jul-Sept	4/4 2011 Oct-Dec	2012
Offices for the Future PROGRAM 1	Approve Project Management arrangements	Approve Business Case and Project Brief - One Call centre (building etc) - Front of house - Changes to building	Tenders sent out		Tenders return		Commence work			Ground floor and third floor complete	Second floor complete	SAC complete	Sell remaining redundant space
Modern Working PROJECT 1	Trials ongoing. Launch policy & drive for volunteers.	Resolve ICT issues. Approve policies. Target 50 staff	Telephony issues resolved	Roll out home/flexible working		Target 100 staff			Target 200 staff			Target 250 staff	
Direct Services Team PROGRAM 2	Collect data in current structure & workload etc	Consultation on structure		Appoint to structure	New team operational								Move into one depot
One Depot PROJECT 2		Approve Project Brief (end of June)		Feasibility study	Decide route merge existing or new site. Appoint Project Management			Approve Business Case	Tenders	Commission work	Commence	Complete	Sell redundant space
Combined Support Services PROGRAM? 3	Identify scope: - Creditors - Debtors - Purchasing - What else?	Identify & plan for 'Quick Wins'		Appoint virtual team					New team operational		New team fully operational with new Finance system		
Systems & Processes PROJECT 3		Systems requirements for Financial processing. New HR system on-line	Identify & implement works strands. Restructure: - Post room - Copier unit - Scanning	Approve Business Case for finance system	Procure		Implement		On-line ordering & invoice processing	Rationalise resources			

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Customer First PROGRAM 4 Telephony (project 4)	Collect data, current structure, workloads etc	One number goes live. Consultation on structure		Appoint to structure (job matching): Customer Services	Approve Business Case (service/staff /telephony) - One Call centre (implement June 201) - One Stop Shop	Commission building work		Building Works commence Workplace design	Implement workplace design	Implement City Centre Face-to-face Implement One call centre			
Combined Housing Function STRATEGIC HOUSING PROGRAM	Collect data in current structure & workload etc	Consultation on structure		Appoint to structure	New team operational							Co-locate virtual teams	
Unified Asset Management PROGRAM	Collect data in current structure & workload etc	Consultation on structure		Appoint to structure	New team operational								
Workforce Plan NON PROJECT		Identify generic jobs	Generic - personal specs - JDs		Implement? – would be better to be ahead of appointments to structure								
Comms Plan NON PROJECT	Brief staff on changes	Confirm vision for organisation. Staff Briefings	Formalise 2 years Comms plan										