

Appendix 1
REVENUES AND BENEFITS SERVICES
BEST VALUE IMPROVEMENT PLAN
PROGRESS REPORT as at 31 OCTOBER 2003

PROGRESS OF IMPROVEMENTS DUE TO BE COMPLETED BY 31 October 2003

		Number of Actions	Actions completed
1	Performance Management	1	1
2	Communication & Consultation	1	1
3	Customer Access	2	2
4	Quality Assurance	1	1
5	Our Staff	3	2
6	Working Relationships	1	1
7	I.T. Systems and Electronic Government	3	2
8	Efficiency and Process Reviews	2	2
	TOTALS	14	12

5. OUR STAFF

Action	Officer responsible	Date for completion	Revised date for completion	Commentary
Survey individuals' communication requirements	Simon Griffith	31 Oct 03	31 Dec 03	Due to other surveys being issued to staff (e.g. travel to work) this has been put back to December.

7. IT SYSTEMS & ELECTRONIC GOVERNMENT

Action	Officer responsible	Date for completion	Revised date for completion	Commentary
Document all Customer Services procedure	Simon Griffith	31 Oct 03	ON HOLD	The impending introduction of the Customer Relationship Management System obviates the need to document procedures.