




2014/15 Service Planning Report - Outstanding 2012/13 Service Plan Actions (April - September 2014)

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 status	October - December 2013 status	January - March 2014 status	April - September 2014 status	Notes	
People												
Objective: Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.												
12-CR06	Support revision of Business Continuity Plan	<p>Target: Provide significant input into development of Business Continuity Plan that incorporates shared services implications.</p> <p>Outcome: Relevant Plan in place.</p> <p>Critical Success Factors: Support from other services and other authorities.</p>	30-Jun-12	Revised Completion Date (to 31 December 2012)	Revised Completion Date (to 31 March 2013)	Revised Completion Date (to 30 September 2013)	Revised Completion Date (to 30 June 2013)	Action On Target	Revised Completion Date (to 31 October 2014)		Revised Completion Date (to 31 December 2014)	April - September 2014. IT Business Continuity arrangements have been delayed due to other IT priority works. Two data centres are close to completion and a 4 hour recovery is anticipated for most scenarios. Graduate trainee starting in September 2014 to prepare Corporate Plan with a view to it being in place by a revised date of December 2014.