























## Directorate Business Plans 2010-11 Exception Report up to 31 May 2010

Action Status	
	Overdue
	In Progress – not reached due data yet
	Completed










### Community & Partnership Services

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes
CAP BP10 CP15c	Employee Engagement: Forward Together - Develop an employee engagement programme		<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	Not On Target	31 May 2010	27 May 2010 Employee Engagement featured as our transformation programme in Wyred Weekly. Statement on employee engagement process to be produced.
CAP BP10 CP17	Develop a Council consultation calendar and ensure that results are published widely and inform service development where appropriate.		<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%	Not On Target	31 May 2010	17 June 2010 Draft calendar of all consultation collated from 10/11 business plans and sectional consultation to be added. IT are revising the intranet and looking at including a Consultation Calendar which is scheduled for July.
CAP BP10 CP20a	Wyre Forest Matters Development - Community Engagement / Duty to Involve. Adoption of community engagement framework.		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	Not On Target	30 Apr 2010	27 May 2010 No progress made, WF Matters Manager post vacant between 27th April - 1st June.
CAP BP10 CP20f	Wyre Forest Matters Development - Community Engagement / Duty to Involve. Establish protocol with the Community Housing Group for the delivery of Neighbourhood Agreements.		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	Not On Target	31 May 2010	27 May 2010 No progress made, WF Matters Manager post vacant between 27th April - 1st June.
CAP BP10 CP21	Establish a multi-agency, multi theme Communication calendar for Wyre Forest Matters to ensure a schedule for key messages to go out using all viable methods		<div style="width: 70%;"><div style="width: 70%;"></div></div> 70%	Not On Target	30 Apr 2010	27 May 2010 Calendar completed, to be distributed.
CAP BP10 CP24a	Equality Framework for Local Government - Develop Improvement Plan for mainstreaming 'E&D' following assessment		<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%	Not On Target	31 May 2010	27 May 2010 Improvement plan completed, assessment deferred due to budgetary restraints.
CAP BP10 Cul42	Adoption of Stour Vale - Transfer of land to WFDC - Management of land in accordance with		<div style="width: 90%;"><div style="width: 90%;"></div></div> 90%	Not On Target	30 Apr 2010	27 May 2010 Awaiting payment before transfer completed.








## Agenda Item No. 12 - Appendix 1

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes
	management plan					
CAP BP10 Cu153c	Provision and installation of grey play equipment at Baxter Gardens		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; color: white; text-align: center; padding: 2px;">95%</div>	Not On Target	30 Apr 2010	27 May 2010 Practically complete.
CAP BP10 CP18c	Undertake a review of compliance with the Council partnership framework		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	30 Sep 2010	27 May 2010 No progress to date.
CAP BP10 CP19a	WFM Community strategy – performance management. Establish data flow into the CorVU performance management system for partnership performance indicators (LAA etc).		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	30 Jun 2010	27 May 2010 No progress made, WF Matters Manager post vacant between 27th April - 1st June.
CAP BP10 CP19b	WFM Community strategy – performance management. Develop regular performance management reports for WFM Board and partners.		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	30 Jun 2010	27 May 2010 No progress made, WF Matters Manager post vacant between 27th April - 1st June.
CAP BP10 CP20b	Wyre Forest Matters Development - Community Engagement / Duty to Involve. Map engagement opportunities across WFM partners.		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	30 Jun 2010	27 May 2010 No progress made, WF Matters Manager post vacant between 27th April - 1st June.
CAP BP10 CP20c	Wyre Forest Matters Development - Community Engagement / Duty to Involve. Establish a multi agency engagement calendar to ensure a schedule for key messages to go out using all viable methods.		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	30 Jun 2010	27 May 2010 No progress made, WF Matters Manager post vacant between 27th April - 1st June.
CAP BP10 CP20e	Wyre Forest Matters Development - Community Engagement / Duty to Involve. Establish a neighbourhood partnership in the Walshes as part of the Area of Highest Needs Project.		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	30 Sep 2010	27 May 2010 No progress made, WF Matters Manager post vacant between 27th April - 1st June.
CAP BP10 CP22	Dependent on success of application, co-ordination of criteria and action plan for delivery of Big Lottery (BLF) Community Fund within the third sector in the defined geographical area		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	30 Jun 2010	27 May 2010 Awaiting confirmation of chosen project.
CAP BP10 CSe33	To implement the icasework system throughout the Council to allow 'Let Us Know' feedback to be monitored centrally		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	31 Mar 2011	27 May 2010 No progress – need ICT to develop technical aspects before progressing. Meeting to be arranged for June 2010
CAP BP10 CSe35	Customer Engagement - devise ways to provide customers with how their feedback has improved our services and report findings to CMT/Cabinet		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	31 Mar 2011	27 May 2010 Awaiting improvements to processes as a result of CSE work currently underway
CAP BP10 CSe36d	Customer Engagement - Provide feedback to Service Users on how their comments have shaped our services		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	31 Mar 2011	27 May 2010 Await work from CSE group
CAP BP10 CSe38	Website: Complete technical training on devolved content management to all identified users in each Directorate by Nov 2010 - Deliver "good		<div style="border: 1px solid black; width: 100px; height: 15px; background-color: white; text-align: center; padding: 2px;">0%</div>	Not On Target	31 Mar 2011	27 May 2010 Awaiting job evaluation of new Web Development Officer post















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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes
	content, look and feel, plain English" training to all Directorates by Mar 2011.					
CAP BP10 Cu155	Playing Pitch strategy to be produced for Wyre Forest which will be an essential planning document and also providing a focus for future pitch provision in the District - Draft by June 2010 - Final document by Sept 2010 - Adopt strategy by Oct 2010		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 5%; background-color: #0070c0;"></div></div> 5%	<b>Not On Target</b>	30 Oct 2010	27 May 2010 Funding still to be secured.
CAP BP10 CD01a	Produce project plan for development of new Corporate Plan		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #0070c0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 100%;"></div></div> 100%	On Target	31 May 2010	04 Jun 2010 Project Plan produced by the end of May and report to be considered by Transformation Board on 2 June 2010. Agreed the recommendation for a member working group to be established to support the process.
CAP BP10 CD02a	Comprehensive Area Assessment - Report performance of areas identified for improvement in organisational assessment (2009) in accordance with the performance management reporting timetable.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #0070c0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 100%;"></div></div> 100%	On Target	31 Dec 2010	04 Jun 2010 Target disbanded - CAA has been discontinued by the new coalition government.
CAP BP10 CD02c	Comprehensive Area Assessment - To review the work being undertaken by the council and Wyre Forest Matters partners in the delivery of: - Mental Health - Climate Change - Older people - falls and dementia - Rurality - Impact of the recession - Education		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #0070c0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 100%;"></div></div> 100%	On Target	31 Jul 2010	04 Jun 2010 Target discontinued - no further work to be progressed as new coalition government has disbanded CAA.
CAP BP10 CD02d	Comprehensive Area Assessment - To review the work being undertaken by Redditch Borough Council in addressing inequalities and identify any lessons that came be learnt.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #0070c0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 100%;"></div></div> 100%	On Target	31 Jul 2010	04 Jun 2010 Target discontinued - no further work to be progressed as new coalition government has disbanded CAA.
CAP BP10 CD03a	Performance Management - Reporting timetable published and circulated for indicators, Priorities and Business Plans		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #0070c0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 100%;"></div></div> 100%	On Target	30 Apr 2010	05 May 2010 Reporting timetable agreed by CMT on April 29th and circulated to Covalent Administrators May 5th.
CAP BP10 CD03b	Performance Management - Update Covalent with Business Plan data for 2010/11		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #0070c0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 100%;"></div></div> 100%	On Target	30 Apr 2010	09 Jun 2010 Business Plan actions loaded onto Covalent. Performance indicator data now updated.
CAP BP10 CD04a	Review Data Quality Action Plan		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #0070c0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 100%;"></div></div> 100%	On Target	30 Apr 2010	07 May 2010 Data Quality Action Plan updated. Will be published in the intranet when new system is running.
CAP BP10 CD05	Implement agreed re-structuring arrangements from review of Chief Executive's Directorate		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #0070c0; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; width: 100%;"></div></div> 100%	On Target	30 Apr 2010	04 Jun 2010 CE Directorate disbanded on 1st April 2010. Colleagues are now within Resources and CAPS

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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes
						directorates respectively.
CAP BP10 CP15a	Employee Engagement: Forward Together - Publish "you said...we did" report in response to Employee Survey Results 2009.		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Apr 2010	27 May 2010 Reports were published in Wyred Weekly: 14/04 Management, 24/04 Public Perceptions, 28/04 Communications.
CAP BP10 CSe39	Undertake two focus group meetings with users and non users to inform improvement of intranet architecture		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Jun 2010	
CAP BP10 Cul41	Adoption of Watery Lane/Britannia Gardens - carry out essential health and safety works on adoption of site within 1 month - Consultation with local residents on ongoing management. - Management of site		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Apr 2010	27 May 2010 Land now adopted, consultation with residents ongoing, play area open, management of site ongoing.
CAP BP10 Cul45	Museum education polit schemes - new joint education programme introduced, including Tudor lifestyles, the making of a canal town, Fire! Fire!, and orchards and fruit commencing April 2010 until end of season.		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Dec 2010	
CAP BP10 Cul50	Budget implementation and efficiencies - ensure £82,240 of savings are achieved for 2010/11: - Return vehicles - Reduce spending - Redundant posts are achieved		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Apr 2010	27 May 2010 Budget savings all implemented.
CAP BP10 Cul51	Wild Woods Eco Base, Hurcott, development of educational/environmental centre for children and young people - Establish feasibility of project and possible partnership with County Council, Children's Services by Apr 2010. - Stage 2 funding application submitted in May 2010 to Natural England (approx £420,000 project).		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Sep 2010	27 May 2010 Funding applications completed - awaiting outcome.
CAP BP10 Cul58	Complete contract negotiation with Dignity for provision of new cemetery and crematorium. - Management plan to be agreed - Time scales to be finalised - Contract to be awarded by April 2010 - Work starts on site April 2010 - First burials available June 2010 - Crematorium complete Spring 2011		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	31 Mar 2011	01 Jun 2010 Contracts exchanged 28 May, start on site 7 June 10. Management plan agreed. Ready for burials Aug 10. Practical completion Spring 2011.







**Legal & Corporate Services Directorate**

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes
LCS BP10 DS01	Conducting Elections for Parliamentary, District and Parish Councils - manage the electoral process so that integrity and probity are maintained, and that the standards for the Returning Officer are met.			On Target	30 Jun 2010	09 Jun 2010 This now complete.
LCS BP10 FM12b	Civic Halls Management - produce and maintain spreadsheet to log/monitor feedback from hirers			On Target	31 May 2010	11 Jun 2010 A column has been added to the Daily Booking Record spreadsheet which records the breakdown of hire costs/details etc., for the recording of feedback which can then be used for monitoring. However, the process for capturing feedback has yet to be implemented. It is intended to capture feedback at the end of each event using the function administration form, as hirers do not return separate feedback forms.
LCS BP10 FM13	Develop & implement a Facilities Assistant/Caretaker rota and tick-sheet system to ensure staff cover and record evidence of activities.			On Target	30 Jul 2010	11 Jun 2010 Weekly rota implemented which shows daily staff coverage, functions covered, opening/locking up and all other duties. Daily tick-sheet site check system operational at Civic Centre & Town Hall.
LCS BP10 LC18	Update all records for Industrial Estates.			On Target	31 Dec 2010	03 Jun 2010 Time was made in the working day for completion of this target as it was held over from 2009
LCS BP10 LS21	To improve efficiency and speed of services delivery by ensuring that documents can be issued promptly, produce: a. instruction sheets for standard transactions e.g. Section 106 Agreement s, leases, contracts, prosecutions for distribution to and use by client officers and b. acknowledgement of instruction proforma for completion by legal section			On Target	30 Jun 2010	08 Jun 2010 Documents ready and due to be rolled out to client divisions.
LCS BP10 LS22	To introduce 'Work in Progress' sheets for access by whole legal section for monitoring and continuity of service delivery in order to provide timely, consistent advice to Members and Officers			On Target	30 Jul 2010	08 Jun 2010 Spreadsheet now available on 'J' Drive and all new matters are being added
LCS BP10 PS34	Sign contract for purchase of single site.			On Target	30 Apr 2010	17 May 2010 The purchase of the site was completed on 5 May 2010.















**Planning & Regulatory Services Directorate**

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes
PRS BP10 StS65	Rowland Hill public toilets to be relocated with closure of existing block		<input type="text" value="0%"/>	Not On Target	30 May 2010	11 Jun 2010 Problems incurred with management company no longer trading, with Legal for action.
PRS BP10 StS68a	Car parking improvements - Tarmac repairs to Bromsgrove Street car park		<input type="text" value="60%"/>	Not On Target	30 Apr 2010	11 Jun 2010 Quotation exercise to be completed on 28 June 2010.
PRS BP10 StS68b	Car parking improvements - Replace boundary wall Lax Lane. Part of car park order.		<input type="text" value="0%"/>	Not On Target	30 Apr 2010	11 Jun 2010 On hold awaiting resolution of legal issue re ownership of wall.
PRS BP10 HS29a	Update the Affordable Housing Guidance & Policy - review current affordable housing toolkit and related policies in light of RSS, Core Strategy, Rewyre and the current housing market		<input type="text" value="30%"/>	Not On Target	31 Jul 2010	11 Jun 2010 Started work on updating toolkit and also identified the key sections in the toolkit and the RSL partnership agreement for update. Estimated completion August/September 2010 (with time for consultation built in).
PRS BP10 DC17	Introduce charges for pre application consultation including arboricultural and heritage advice - implement Countywide agreed charging rates.		<input type="text" value="100%"/>	On Target	31 Mar 2011	11 Jun 2010 New charging regime successfully introduced on 1st April 10 and income generated being monitored.
PRS BP10 EH20	To integrate the Environmental Health & Licencing section into the new Worcestershire Regulatory Services organisation - draft an implementation plan covering areas such as service level agreements and staff transfer		<input type="text" value="100%"/>	On Target	01 Jun 2010	09 Jun 2010 Completed
PRS BP10 HS29b	Update the Affordable Housing Guidance & Policy - map housing stock and tenure across district and determine split for affordable housing		<input type="text" value="100%"/>	On Target	31 May 2010	11 Jun 2010 Completed. Stock lists received and are about to start mapping it on GGP. 11 May 2010 Contacting to all RSL partners to ask for stock lists so this can be mapped on GGP.
PRS BP10 HS31a	Support the establishment of the Delivery Group for the North South Housing Market Area - identify officers and links to other groups including LA Housing Theme Group / CHOG.		<input type="text" value="100%"/>	On Target	31 Jul 2010	11 Jun 2010 Complete - established and first meeting held.
PRS BP10 HS32b	Develop action plan for Homelessness and Housing Advice services - research the benefits of the Abris Homeless Package and submit a proposal to Wyre Forest Community Housing		<input type="text" value="100%"/>	On Target	30 Jun 2010	11 Jun 2010 Completed. Homeless package agreed and implementation to commence July 2010
PRS BP10 HS36a	Develop a Private Sector Housing Action Plan - Establish officer working group		<input type="text" value="100%"/>	On Target	30 Apr 2010	11 Jun 2010 Completed. Officer group established and work under way on the plan
PRS BP10 HS36c	Develop a Private Sector Housing Action Plan - Review current affordable warmth and renewable energy grants provided by WFDC and develop and implement new schemes as appropriate based on data from Warmer Worcestershire project		<input type="text" value="100%"/>	On Target	31 May 2010	11 Jun 2010 Completed. Data on existing thermal comfort issues and grants now completed and new targeted approach agreed.

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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes
PRS BP10 HS36d	Develop a Private Sector Housing Action Plan - Develop accreditation scheme and link to the actions within the plan including improving thermal efficiency by utilising officers trained in undertaking - Energy Performance Certificates by April 2010.		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Apr 2010	20 Apr 2010 Completed. Officers now trained in undertaking EPCs. Accreditation scheme development now completed.
PRS BP10 HS37a	Implement the 10:10 Climate Change Campaign - Develop actions to reduce energy use from council sites and emissions from council transport (fleet and business travel).		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Apr 2010	11 Jun 2010 Completed. 10:10 Climate Change Campaign – now registered and actions incorporated in CC Action Plan.
PRS BP10 PR55	Commence roll out of joint working proposals for North Worcestershire Regeneration Project		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Apr 2010	17 May 2010 Complete. Inspira Report and Recommendations agreed at April Cabinet and process for implementation approved.
PRS BP10 PS62a	Environmental Health – Litter: - To review powers under s90 & 93 of the Environmental Protection Act Litter Control Areas and Street Litter Control Notices) and make any necessary recommendations to Cabinet by Apr 2010. - To review the delegated powers given to staff to enable the whole team to issue FPN for litter thrown from vehicles by Apr 2010. - To implement a procedure to ensure the team issue FPN's for litter thrown from vehicles and monitor the statistics by May 2010.		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	31 May 2010	14 Jun 2010 Complete. Litter campaign undertaken and further campaigns prepared to enforce several areas of the act. Litter/Dog Fouling/Fly Tipping etc. Letters of authority issued to staff for delegated powers  Procedure in place for Litter from vehicles within Parking Services team, this procedure now rolled out to other departments.
PRS BP10 PS63	Work with Regeneration Team to accommodate Town Centre Ambassadors initiative.		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Apr 2010	14 Jun 2010 Town Ambassadors in place and undertaken induction with CEO's and further training on basic equipment and procedure being provided.
PRS BP10 StS69	Car park maintenance - review reporting procedure for defaults and inspection regime		<div style="background-color: #4f81bd; width: 100%; height: 15px; display: inline-block;"></div> 100%	On Target	30 Apr 2010	11 Jun 2010 Completed April 2010.

**Resources Directorate**

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes
RES BP10 HR42	Reopen Job Evaluation Scheme and carry out requests for review of grade		 90%	Not On Target	30 Apr 2010	14 Jun 2010 All JE Reviews completed with affected staff informed and outcomes to be implemented July payroll. Awaiting possible appeals.
RES BP10 ES23	Waste Management – Revise Residual Waste Collections in line with new recycling arrangements - Revise operational rounds by Mar 2010 - Amend domestic collection days by May 2010		 100%	On Target	31 May 2010	17 Jun 2010 Milestones updated to May 31st review. Some 15,000 domestic waste collection days have been amended to allow identical / alternate waste collection days across the District. Revised waste collection rounds commenced from Monday 14th June 2010.
RES BP10 ES22	Waste Management - Launch Garden Waste Collection Service in line with agreed project plan - Design Operational rounds by Jan 2010 - Design Operational policies by Feb 2010 - Design Media Campaign by Feb 2010 - Design-implement IT Systems by Feb 2010 - Liaise with Worcestershire County Council by Feb 2010 - Procurement of Bins by Mar 2010 - Manpower issues by Mar 2010 - Health & Safety System by Mar 2010 - Launch Garden Waste Collection Service by 5 Apr 2010.		 100%	On Target	05 Apr 2010	19 May 2010 All milestones completed. Service launched successfully on April 5th 2010.
RES BP10 ES26	Waste Management - Zurich Municipal Insurance Risk Assessment - Draft Action Plan by Mar 2010 - Set Up Team Meetings by Apr 2010 - Risk Team to develop recommendations with other Worcestershire authorities by May 2010.		 100%	On Target	31 May 2010	
RES BP10 RB59a	Set Council Tax each year Cabinet to agree Resolution		 100%	On Target	23 Feb 2011	08 Jun 2010 Council Tax was set in February 10 for financial year 10/11
RES BP10 RB59b	To issue all annual Council Tax bills - Revenues Section to update back office Systems, test and create debits and issue annual bills for new financial year by 03/03/11 so that bills can be issued 2 weeks prior to 1st instalment due.		 100%	On Target	11 Mar 2011	08 Jun 2010 Council tax bills were posted in March for financial year 10/11
RES BP10 RB60a	To issue all NNDR annual bills - Revenues Section to update back office Systems, test and create debits and issue annual bills for new financial year by 03/03/11 so that bills can be issued 2 weeks prior to 1st instalment due.		 100%	On Target	10 Mar 2011	08 Jun 2010 NNDR bills for Financial year 10/11 have been issued.