

SIP Section	Target	Action	Responsibility	Target Date	Completed Date	Current Status
<b>3</b>	<b>Staffing</b>					
	Recruitment	Complete two recruitment open days during January 2009	David Fontana	12/01/09 19/01/09	12/01/09 19/01/09	complete
	To improve the training and development of the employees	Reduce staff sizes to improve the quality of training. Increase on site training by agreeing potential sites with LCC.	Dave Fontana	4-Apr-09		
	Improve skill level and staff retention on the contract.	Funding for additional winter works.	LCC/ALMO's	4-Apr-09		
<b>3</b>	<b>Customer Expectations</b>					
	Improve customer understanding of contract	Continued attendace at resident meetings and area walkabouts.	Dave Fontana	All year		
	Continued service improvement	Obtain the results of the 2008 customer expectations survey to carried out during 2008	Dave Fontana/LCC/ALMO's	1-Apr-09		
<b>3</b>	<b>Mechanical</b>					
	Capital expenditure agreed for 2009	Allocate capital expenditure to new equipment	Glendale	1-Apr-09		
	Impress Stock to be fully in place in both depots.	Arrange appropriate allocation of stock to Beeston depot for Impress Stock	Dave Fontana	1-Mar-09		
	Winter Servicing	Complete winter servicing programme	Dave Fontana	1st March 08		
	Programme servicing during season	Complete plan for servicing during season	Dave Fontana	ongoing		
<b>3</b>	<b>Flexibility</b>					
	Ensure quality of cut remains during first few cuts	Examine practicalities of extending 10 grass cut cycle to lessen pressure of quantity cut to maintain quality.	Glendale/LCC			
<b>3</b>	<b>Innovation</b>					
	Operational	Conitune to work with manufacturers to exmaine most upto date method of cutting grass.	Dave Fontana/Engineering Department Glendale	ongoing		