

Appendix 3 Action plan in response to recommendations

Rec No	Driver	Recommendation	Accepted/ Rejected	For action by	Action	Date to be complete
1	Head of Operations	The Agency should develop a more accessible management information report using charts and graphs.	Accepted	Branch Heads and Head of IT	A preliminary move to produce more pictorial management information for Ministerial Submission has already been introduced. A full review of the current Management Information Reports will be carried out to identify the amount and format of management information required to support the monitoring of Key Performance Targets.	End April 2006
2	Head of ICS	The Agency should extend the use of new technology to accepting the electronic transfer of completed claim forms.	Accepted	Branch Heads, Team Leader ICS, IT Department	The IT link to facilitate electronic transfer of forms between the Agency and VSNI should be completed by March 2006. The Agency will carry out a review of the lessons learnt and consider how this technology could be extended further.	To complete review by end June 2006

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3	Chief Executive	The Agency should develop a more formal communication process with its major stakeholders.	Accepted	Chief Executive	The Agency will prepare and implement a communication strategy with major stakeholders.	End April 2006
4	Chief Executive	The Agency should develop a performance target to reinforce the importance of complaint investigation.	Accepted	Head of Operations	The Agency recognises the importance of complaint investigation and has a robust system already in place. A performance target will be included in future Business Plans. This recommendation will be included as part of the Business Planning Process and will link with Rec No 6.	Late March 2006

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5	Head of Operations	The Agency should develop stronger strategic links with PSNI so that both organisations are fully aware of the impact of ongoing change and that police officers remain a key support to helping it decide on the legitimacy of claims.	Accepted	Branch Heads/Legal Unit, Team Leader ICS	The Agency recognises the importance of a strategic link with the PSNI and the requirement for mutual support within the operational capability of the Agency. The Agency will consult with PSNI to draw up and implement a plan to facilitate a mutual understanding of operational processes and requirements.	End Oct 2006
6	Chief Executive	The Agency should be consulting its partners in the CJS before preparing business and corporate plans.	Accepted	Head of Operations	The Agency considers that the Framework Document allows little or no scope for stakeholders to influence business or corporate plans. However as part of the Business Planning process it plans to invite key stakeholders to a consultation exercise on the proposed 3 year Corporate Plan 2006 – 2009 and annual Business Plan 2006-2007 in March 2006 by way of a facilitated meeting.	Late March 2006

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7	Chief Executive	The Agency needs to develop new relationships with those organisations representing minority groups.	Accepted	Agency Strategy Group/ Nominated coordinator	The Agency has contacted NICEM in relation to advice regarding translations for Guidance Notes. Work is ongoing in relation to publication and dissemination of such translations. The Agency will also develop an outreach strategy.	March 2007
8	Head of Operations	The Agency should action the recommendation contained in the EFQM assessment by comparing itself to external organisations.	Accepted	Head of Finance	The Agency proposes to carry out a benchmarking exercise during the Business Year 2006 – 2007.	March 2007

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9	Head of Operations	The Agency should conduct a cost benefit analysis of its training plan.	Accepted	Head of Training and Training Officer	While the Agency already evaluates the benefit of training undertaken by staff it recognises the need to carry out a more in depth analysis. The Agency proposes to initially put in place the systems which will support this and will carry out pilot cost benefit analyses during the first six months of the financial year 2006 – 2007. A full cost benefit analysis of training will be carried out in future years.	Pilots to be complete by Dec 2006
10	Head of Operations	Staff should be encouraged to use external e-mail in its dealing with customers and stakeholders.	Accepted	Heads of Branch, Head of IT, IT Department	The Agency will carry out a review into the use of e-mail in respect of this recommendation and identify and implement any suitable progress in this regard.	Review to be completed by October 2006