



Haringey Council

	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Other CST		PID Refresh Stages/End Stage Report				New Structure at Director level (including new Assistant Director at CS)	
SFS	OBC	Plan EQIA			EQIA		
CSO	New Media Pack deployed Call recording deployed	Meet & Great Pilot Live RCA changes in	PMF embedded Full KPI set reported	Meet & Great Live Checkpoint on RBC8 changes	RBCS Improvements Handover Begins	New AD in place 1 New Organisational design	Welfare Reform adopted Wood Green Facilities upgraded
CSD - Non technical	Prep Work and Approvals	Wave 1 Design	Wave 1 Design Document Report	Wave 1 Design Document Report	Wave 1 Service Implementation	Wave 2 Design Document Report	Wave 2 Service Implementation
CSD - Technical	Waves 2- Analysis	Tech Requirement Analysis	Waves 3- Analysis	Waves 3- Analysis	Wave 2 Design	Wave 3 Design	Wave 3 Design
Change	Customer in focus campaign launched	Fist customer panel held CST Comms plan	Report on Internal behaviour & culture Stage 2 Plan	Procurement Route Decision (SMT)	Procurement		
Governance & Decisions	CST Board - 10410	CST Board - 14411	Stage 2 plan delivery	CST Board	CST Board	CST Board	CST Board