

Service Improvement Plan (SIP) in respect of GTC payments

Appendix 6

	Activity	By whom	Target Date	Done	Comments/further actions
1	Advise Client of plan	James Kinsley	21.10.02	Done	Client has accepted the plan Letter sent to DfES via James Kinsley 24/10/02
Category 1- Cash available (£3910)					
2	Identify schools with returns and cheques received and advise Mike Thompson of amounts/ schools	Peter Overnell	16.10.02	Done	Spreadsheet available Peter suggests that there may be some errors in the schools calculations
3	Instruct LBS to pay over this cash allocation	Mike Thompson	25.10.02	Done	£3910 funds available for LBS to pay
4	Advise GTC and send updated schedules	Peter Overnell	25.10.02	Done	Files sent to GTC by Mike Thompson
Category 2 Identify cash (£6992)					
5	Identify schools with returns received but cash not identified in LBS bank system	Mike Thompson	17.10.02	Done	Completed by Peter Overnell
6	Contact LBS, and review the balance. Then if required phone schools in this category to ascertain where the money was posted	Mike Thompson	25.10.02	In Progress	<ul style="list-style-type: none"> • Approx £1100 sent direct to GTC. Mike Thompson to confirm with GTC • Approx £5892, still to identify in LBS account. Mike Thompson to send details to Niomi King
7	Identify the money via Southwark Bank accounts, reconcile to returns and instruct LBS to pay over this allocation	Mike Thompson	28.10.02		Dependant on the above
8	Advise GTC and send updated schedules	Mike Thompson	30.10.02		
Category 3- No cash/No information					
9	Identify schools which have sent no cash or returns at all	Nat Nye	16.10.02	Done	8 schools identified as no information/cash
10	Team to ring round these schools with pre-prepared script	Vanessa Hall	28.10.02	In Progress	Nathaniel Nye has contacted all the schools Various responses:

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					<ul style="list-style-type: none"> • Some sent to money direct to GTC. Mike Thompson to confirm with GTC • Some sent to money direct to LBS. Mike Thompson to confirm with LBS • Some no information. Mike Thompson to quantify
11	Returns and cheques reconciled	Mike Thompson	30.10.02		This will be dependant on LBS being able to identify the payments within their accounts
12	Instruct LBS to remit to GTC	Mike Thompson	30.10.02		Dependant on the above
13	Advise GTC and send updated schedules	Peter Overnell	30.10.02		Dependant on the above
Category 4- Schools do not repond to category 3					
14	Identify any schools still in breach of statutory deductions after last request and advise LBS and GTC	Peter Overnell	28.10.02		
15	Client to write to schools and request payment and schedule	Client Peter Overnell	30.10.02		
16	Reconciliation of this schedule and payments and instruction to LBS to remit	Mike Thompson	08.11.02		
Review					
17	Lessons learned meeting and review of process and technology	Patrick McKillroy Vanessa Hall Mark Sowerby Peter Overnell Mike	w/c 4.11.02		Key issue: <ul style="list-style-type: none"> • Schools have sent money directly to the GTC • LBS need to open a separate cash officers account for GTC payments

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		Thompson Cliff Robinson			
18	Feedback to DfFES on process	James Kinsley Cliff Robinson	30.11.02		
19	New requirements specified and change controls agreed	James Kinsley Cliff Robinson	TBA		