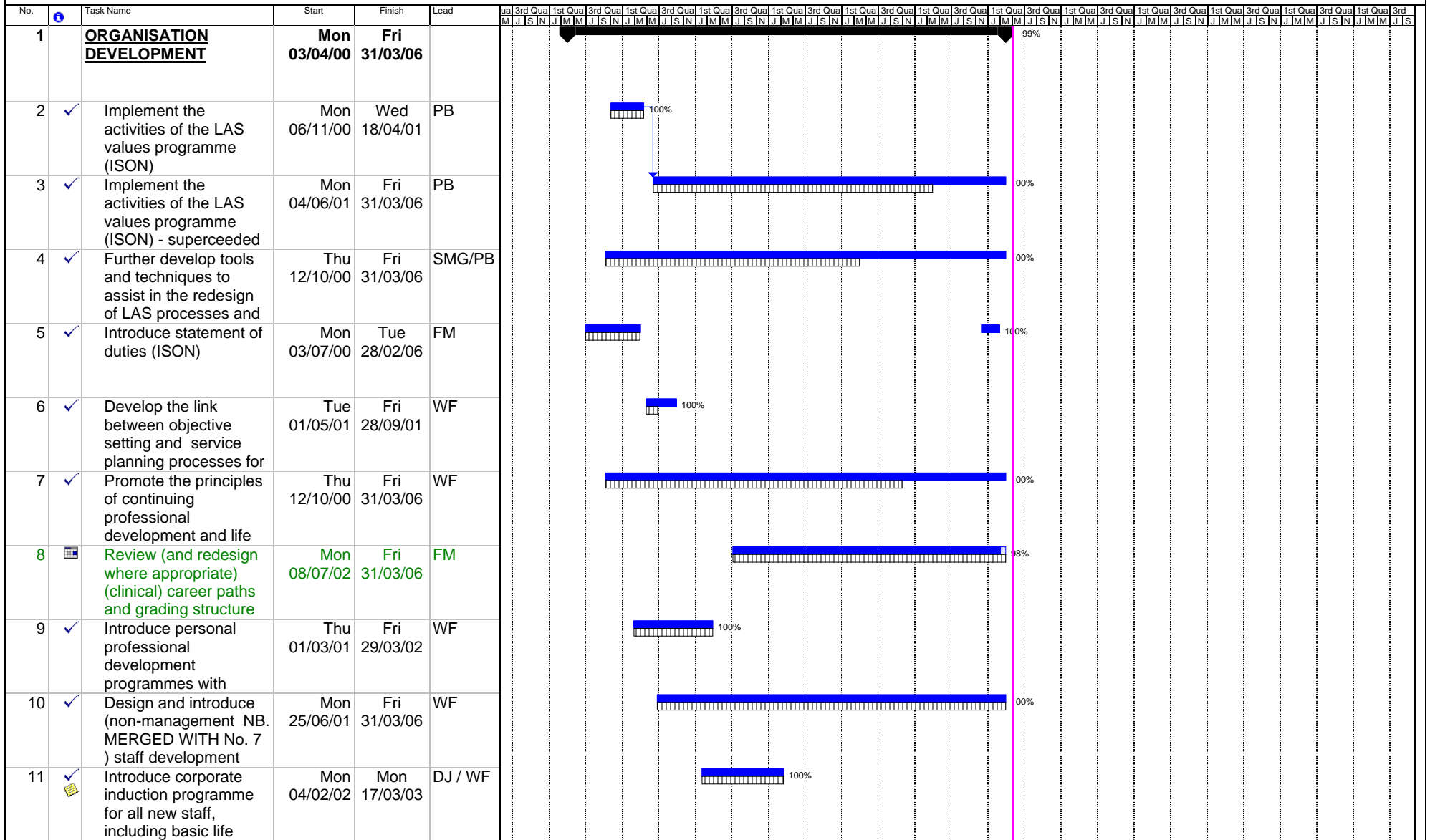


LAS Service Improvement Programme 2001 - 2006 (March)



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Critical		Task		Baseline		Milestone		Rolled Up Progress	
Critical Progress		Task Progress		Baseline Milestone		Summary			

LAS Service Improvement Programme 2001 - 2006 (March)

No.	Task Name	Start	Finish	Lead	Timeline																																															
					1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th												
12	Update A&E policies and procedures (review of each document in circulation)	Mon 02/10/00	Wed 30/05/01	SI	[Gantt bar: 100% completion]																																															
13	Re-issue updated, rationalised policies and procedures service-wide (ISON)	Thu 12/10/00	Fri 28/12/01	SI	[Gantt bar: 100% completion]																																															
14	Implement improvements outlined in Clinical governance Strategy and Caldicott	Mon 03/04/00	Fri 31/12/04	FM	[Gantt bar: 100% completion]																																															
15	BRING RESOURCES IN LINE WITH DEMAND	Mon 02/10/00	Fri 30/03/07		[Summary bar: 90% completion]																																															
15a	review workshop cover and implement change as required	Fri 01/10/04	Fri 30/03/07	MF	[Gantt bar: 50% completion]																																															
15b	Review operational management of fleet resources and fleet size and implement	Wed 31/03/04	Fri 31/03/06	MB	[Gantt bar: 00% completion]																																															
15c	Match call taking resources to demand.	Tue 30/03/04	Wed 25/05/05	JH	[Gantt bar: 100% completion]																																															
16	Agree workforce planning / resource production model to permit projection of	Mon 02/10/00	Wed 15/05/02	MF	[Gantt bar: 100% completion]																																															
17	Implement workforce planning / resource production model to permit projection of	Thu 16/05/02	Fri 31/03/06	MF	[Gantt bar: 00% completion]																																															
18	Add additional trainers (and increase establishment of qualified trainers)	Mon 02/10/00	Mon 30/12/02	FM	[Gantt bar: 100% completion]																																															
19	Replace front line ambulances 1 (ISON)	Mon 02/10/00	Fri 08/02/02	IT	[Gantt bar: 100% completion]																																															

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Critical Task Baseline Milestone Rolled Up Progress
 Critical Progress Task Progress Baseline Milestone Summary

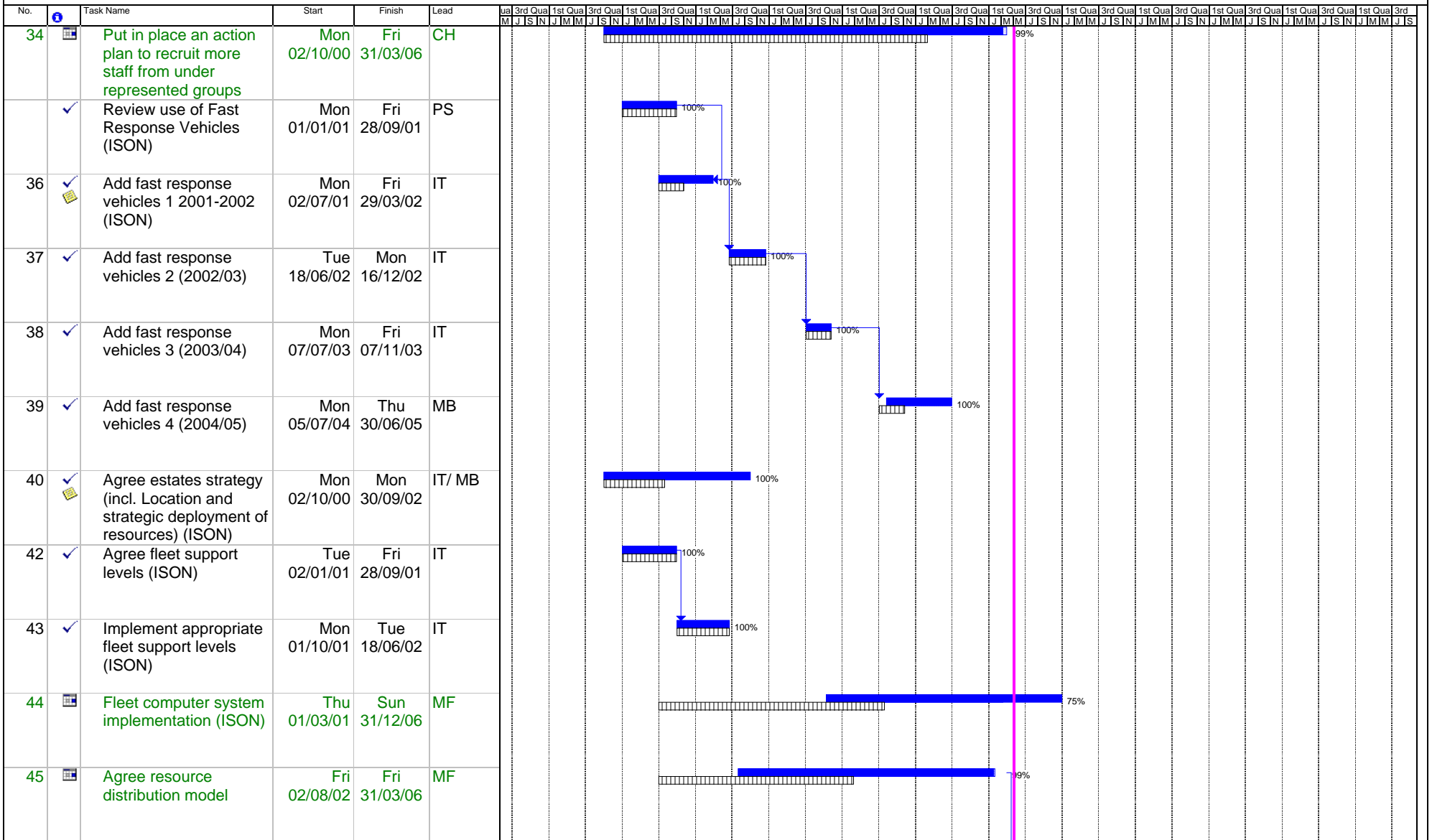
LAS Service Improvement Programme 2001 - 2006 (March)

No.	Task Name	Start	Finish	Lead	Timeline																																			
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20	✓ Recruit & train additional frontline crews (on top of normal attrition) / CAC	Mon 02/07/01	Fri 29/03/02	WF / SI	[Gantt bar: 100%]																																			
21	✓ Review support arrangements following addition of operational staff	Mon 01/04/02	Mon 01/04/02	WF	[Milestone: 01/04]																																			
23	✓ Add front line ambulances 2 (2002/03)	Mon 01/07/02	Fri 28/03/03	IT	[Gantt bar: 100%]																																			
24	✓ Recruit & train additional frontline crews (on top of normal attrition) / CAC	Mon 01/04/02	Fri 28/03/03	WF / FM	[Gantt bar: 100%]																																			
25	✓ Review support arrangements following addition of operational staff (ISON)	Fri 29/03/02	Fri 26/03/04	WF / MF	[Gantt bar: 100%]																																			
27	✓ Add front line ambulances 3 Subject to ORH research	Mon 07/07/03	Fri 07/11/03	IT	[Gantt bar: 100%]																																			
28	✓ Recruit & train add'l frontline crews (on top of normal attrition) / CAC / Admin staff 3	Tue 01/04/03	Mon 22/03/04	WF	[Gantt bar: 100%]																																			
29	✓ Review support arrangements following addition of operational staff	Tue 23/03/04	Tue 23/03/04	WF	[Milestone: 23/03]																																			
	✓ Improvement of A&E vehicle crew and patient safety through adoption of CEN	Mon 02/10/00	Tue 31/12/02	IT	[Gantt bar: 100%]																																			
32	Recruit & train add'l frontline crews (on top of normal attrition) / CAC / Admin staff 4	Fri 07/05/04	Thu 30/03/06	CH	[Gantt bar: 00%]																																			
33	Review support arrangements following addition of operational staff	Fri 31/03/06	Fri 31/03/06	CH	[Milestone: 31/03]																																			

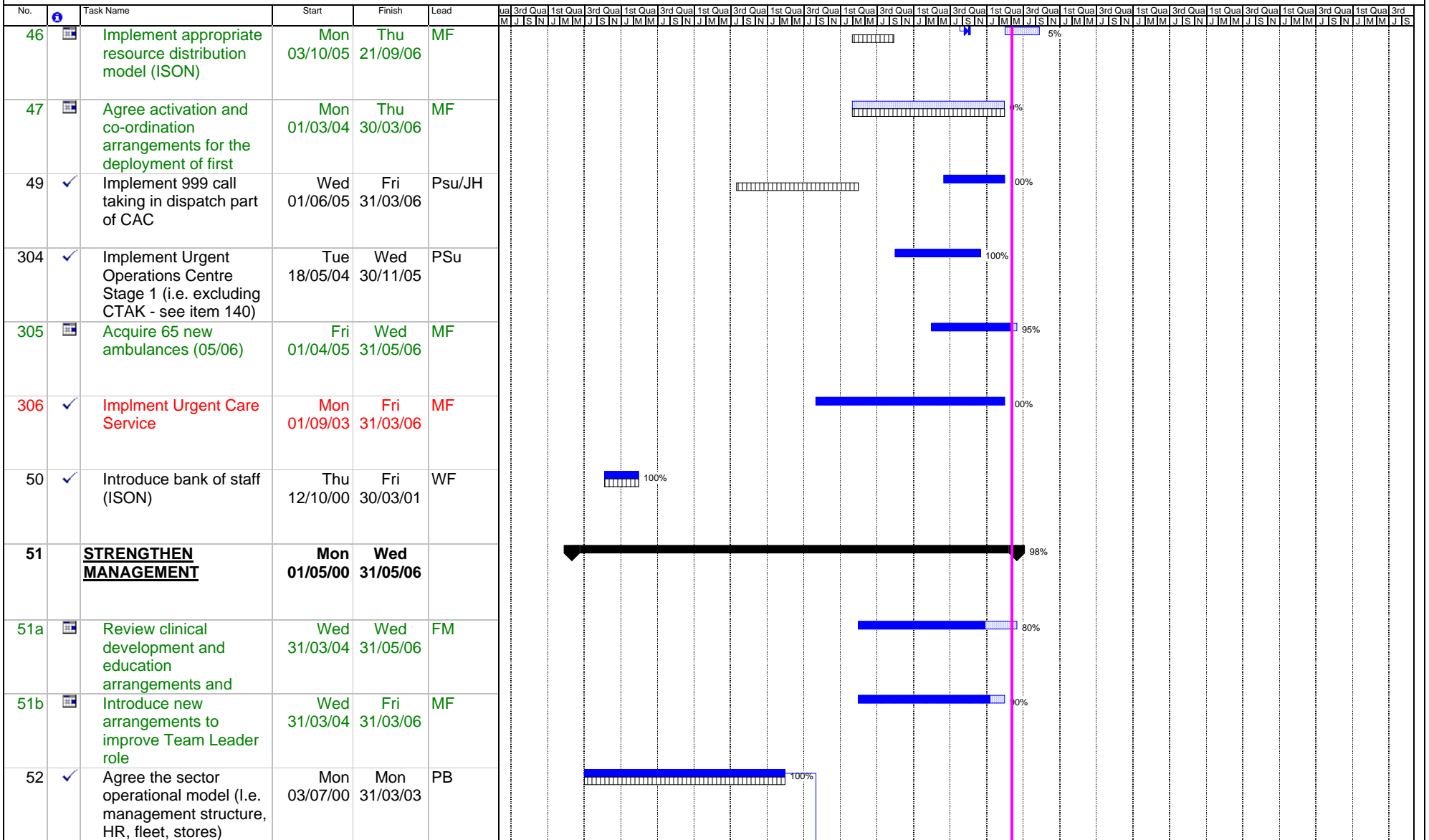
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Critical		Task		Baseline		Milestone		Rolled Up Progress	
Critical Progress		Task Progress		Baseline Milestone		Summary			

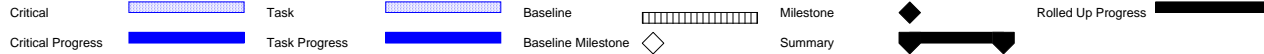
LAS Service Improvement Programme 2001 - 2006 (March)



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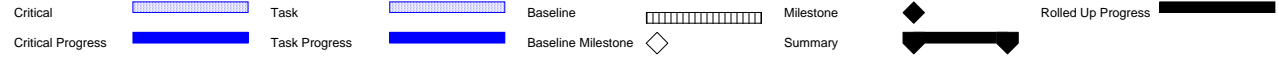
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No.	Task Name	Start	Finish	Lead	Timeline																																			
					ua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua	1st Qua	3rd Qua
63	✓ Review control of overtime payments	Tue 01/05/01	Fri 28/02/03	MJ																																				
64	<u>IMPROVE SUPPORT FOR STAFF</u>	Mon 03/07/00	Wed 31/05/06																																					
64b	✓ Review retirement arrangements and make case nationally	Fri 27/02/04	Fri 29/04/05	WF																																				
65	✓ Ensure new payroll system performs to agreed requirements (ISON)	Mon 03/07/00	Fri 30/03/01	WF																																				
66	✓ Temporarily improve pay arrangements for Winter (ISON)	Thu 12/10/00	Wed 28/02/01	WF																																				
67	✓ Pay A&E crews full mileage rate for travel between stations (ISON)	Tue 16/01/01	Tue 16/01/01	WF																																				
68	✓ Review policy for reimbursing all staff who use their personal cars (ISON)	Mon 22/01/01	Fri 30/11/01	WF																																				
69	✓ Increase funded relief factor from 29.5% to 33% (ISON)	Thu 12/10/00	Fri 30/03/01	MF																																				
70	✓ Introduce and adjust improved appropriate geographical postings for recruits (ISON)	Thu 12/10/00	Fri 30/03/01	MF																																				
149	✓ Agree on and implement operational resource flexibility	Mon 01/01/01	Mon 31/03/03	WF / MF																																				
71	✓ Introduce long term pay improvement strategy - linked to operational flexibility	Mon 04/12/00	Mon 31/03/03	WF																																				

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No.	Task Name	Start	Finish	Lead	Timeline																																			
					1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd
72	✓ Undertake a review of resource centres	Mon 02/10/00	Fri 30/03/01	MF	[Gantt chart showing task progress from 02/10/00 to 30/03/01, 100% complete]																																			
73	✓ Implement operation of resource centres following review recommendations	Mon 01/04/02	Fri 30/04/04	MF	[Gantt chart showing task progress from 01/04/02 to 30/04/04, 100% complete]																																			
74	✓ Provide fund for local use to improve staff facilities (incl. lockers) (ISON)	Thu 12/10/00	Fri 30/03/01	SI	[Gantt chart showing task progress from 12/10/00 to 30/03/01, 100% complete]																																			
75	✓ Review staff support systems (welfare, counselling)	Mon 03/07/00	Fri 28/09/01	WF	[Gantt chart showing task progress from 03/07/00 to 28/09/01, 100% complete]																																			
76	✓ Implement staff support systems (welfare, counselling) (ISON)	Wed 30/01/02	Wed 31/12/03	WF	[Gantt chart showing task progress from 30/01/02 to 31/12/03, 100% complete]																																			
78	✓ Improve service provided by uniform suppliers - processes (ISON)	Thu 12/10/00	Tue 31/12/02	MB	[Gantt chart showing task progress from 12/10/00 to 31/12/02, 100% complete]																																			
78a	✓ Continual improvement provided by uniform supplier through SLA agreement	Tue 01/04/03	Fri 31/03/06	MB	[Gantt chart showing task progress from 01/04/03 to 31/03/06, 100% complete]																																			
79	✓ Review uniform supplier, quality and supply - tender with existing uniform (ISON)	Thu 12/10/00	Wed 30/06/04	MB	[Gantt chart showing task progress from 12/10/00 to 30/06/04, 100% complete]																																			
80	✓ Re-establish pool dress uniform (incl. Female and PTS staff) and systems for	Thu 12/10/00	Fri 30/03/01	SI / KA	[Gantt chart showing task progress from 12/10/00 to 30/03/01, 100% complete]																																			
81	✓ Develop a new uniform, incl. PTS, specification (incl. functionality) and	Mon 03/09/01	Fri 31/01/03	MB / KA	[Gantt chart showing task progress from 03/09/01 to 31/01/03, 100% complete]																																			
81a	✓ Introduction and roll out of new uniform (A&E Ops) - Feb 04/April 04, (CAC &	Thu 01/05/03	Thu 02/06/05	MB	[Gantt chart showing task progress from 01/05/03 to 02/06/05, 100% complete]																																			

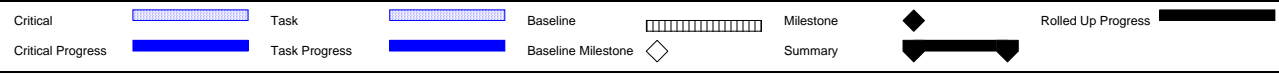
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Critical		Task		Baseline		Milestone		Rolled Up Progress	
Critical Progress		Task Progress		Baseline Milestone		Summary			

LAS Service Improvement Programme 2001 - 2006 (March)

No.	Task Name	Start	Finish	Lead	Timeline (2001-2006)																																															
					2001				2002				2003				2004				2005				2006																											
82	Introduce health promotion scheme for staff including voluntary medical	Mon 01/10/01	Thu 30/09/04	WF	[Gantt chart showing task completion at 100%]																																															
83	Create a new post to be responsible for recognising achievements, long	Thu 12/10/00	Fri 30/03/01	DJ	[Gantt chart showing task completion at 100%]																																															
85	Develop and implement a strategy for seeking corporate sponsorship	Tue 01/04/03	Wed 31/05/06	DJ/MD	[Gantt chart showing task completion at 90%]																																															
86	IMPROVE CREW SAFETY	Mon 02/10/00	Fri 31/03/06		[Gantt chart showing rolled up progress at 100%]																																															
87	Raise public awareness regarding staff safety	Thu 12/10/00	Fri 30/03/01	DJ / WF	[Gantt chart showing task completion at 100%]																																															
88	Appoint a Staff Safety Officer	Mon 15/01/01	Fri 30/03/01	WF	[Gantt chart showing task completion at 100%]																																															
89	Develop closer liaison with Metropolitan Police Service (ISON)	Mon 01/01/01	Fri 31/03/06	MF	[Gantt chart showing task completion at 100%]																																															
90	Develop liaison with Crown Prosecution Service (ISON)	Mon 02/10/00	Fri 31/03/06	MF	[Gantt chart showing task completion at 100%]																																															
91	Develop protocol to facilitate improved rate of prosecution (ISON)	Mon 01/04/02	Thu 31/03/05	MF	[Gantt chart showing task completion at 100%]																																															
92	Implement interim arrangement for a system of tagging in CAC for dangerous	Mon 02/10/00	Fri 30/03/01	IT / PS	[Gantt chart showing task completion at 100%]																																															
93	Introduce automatic warning system in CAC for known dangerous locations (ISON)	Mon 02/04/01	Fri 29/06/01	IT / PS	[Gantt chart showing task completion at 100%]																																															

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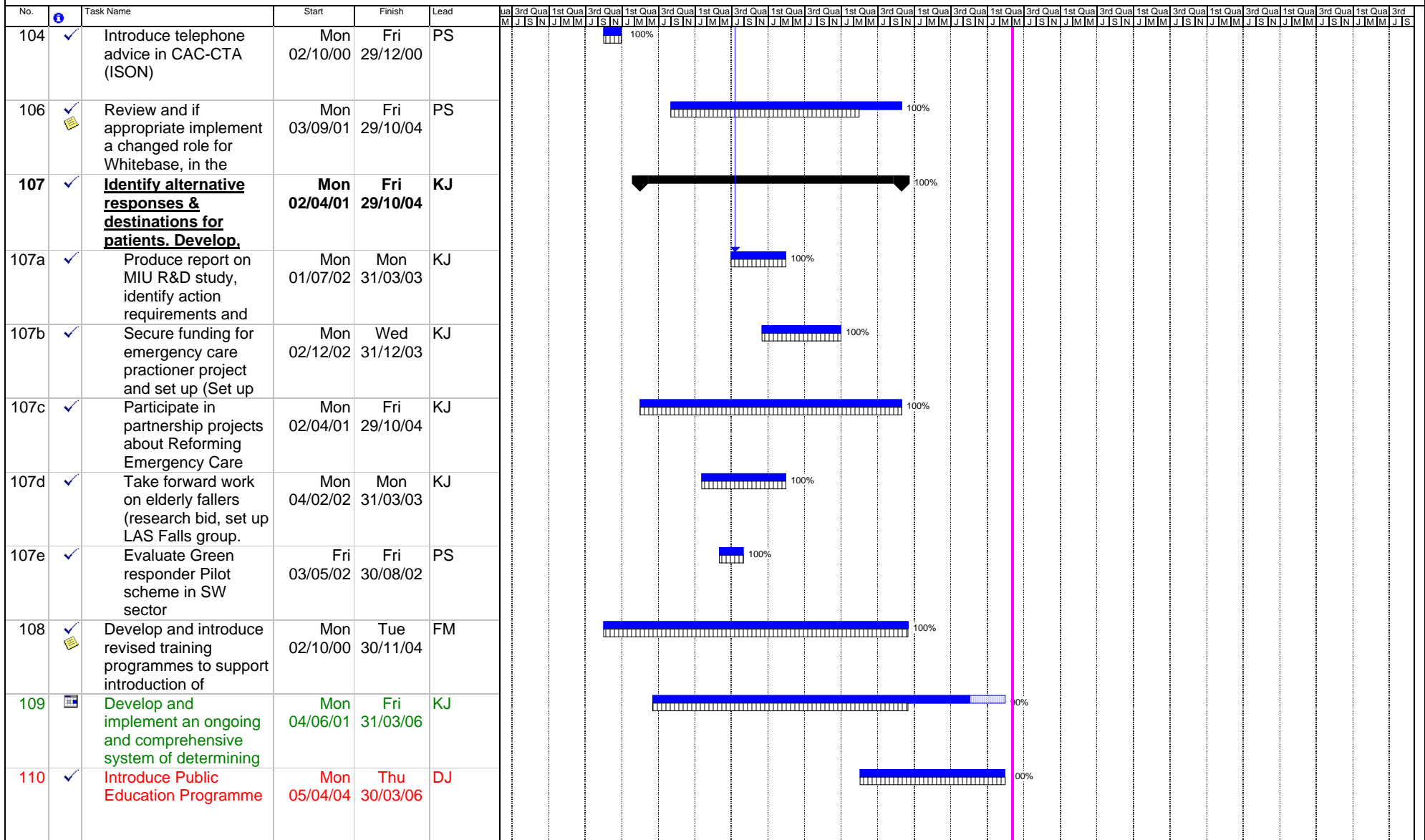
LAS Service Improvement Programme 2001 - 2006 (March)

No.	Task Name	Start	Finish	Lead	Timeline																																															
					1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th												
94	✓ Trial open channels hand held radios on cars at Fulham (RRUs)	Thu 30/11/00	Fri 28/09/01	IT	[Gantt chart bar for task 94, 100% completion]																																															
95	✓ Identify and review effective (short term) away from vehicle communication	Mon 01/10/01	Thu 28/02/02	IT	[Gantt chart bar for task 95, 100% completion]																																															
96	✓ Introduce effective (short term) away from vehicle communications	Fri 01/03/02	Wed 02/10/02	IT	[Gantt chart bar for task 96, 100% completion]																																															
98	✓ Conduct, evaluate and implement the final trial of stab proof vests (ISON)	Mon 15/01/01	Mon 01/04/02	SI / WF	[Gantt chart bar for task 98, 100% completion]																																															
98a	✓ Roll out Stab Proof vests (includes wearer trails and selection of product)	Wed 31/07/02	Wed 31/03/04	MB	[Gantt chart bar for task 98a, 100% completion]																																															
99	✓ Devise and implement personal safety training (ISON)	Mon 02/04/01	Fri 29/03/02	SI/ WF	[Gantt chart bar for task 99, 100% completion]																																															
100	✓ Separate car driver assessment and training as required for FRUs	Mon 01/03/04	Fri 31/03/06	FM	[Gantt chart bar for task 100, 00% completion]																																															
101	MANAGE DEMAND	Mon 02/10/00	Fri 31/03/06		[Summary bar for task 101, 98% completion]																																															
101a	✓ Reduce inappropriate use by NHS colleagues	Mon 01/03/04	Fri 31/03/06	JH/PB	[Gantt chart bar for task 101a, 00% completion]																																															
102	✓ Assess existing pilot schemes (e.g. 'treat and refer'), roll out as appropriate	Mon 02/04/01	Fri 28/06/02	FM / KJ	[Gantt chart bar for task 102, 100% completion]																																															
103	✓ Integrate AMPDS into CAC call taking system	Mon 02/10/00	Fri 29/12/00	IT	[Gantt chart bar for task 103, 100% completion]																																															

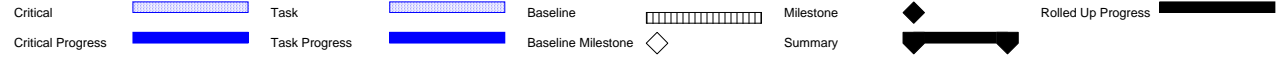
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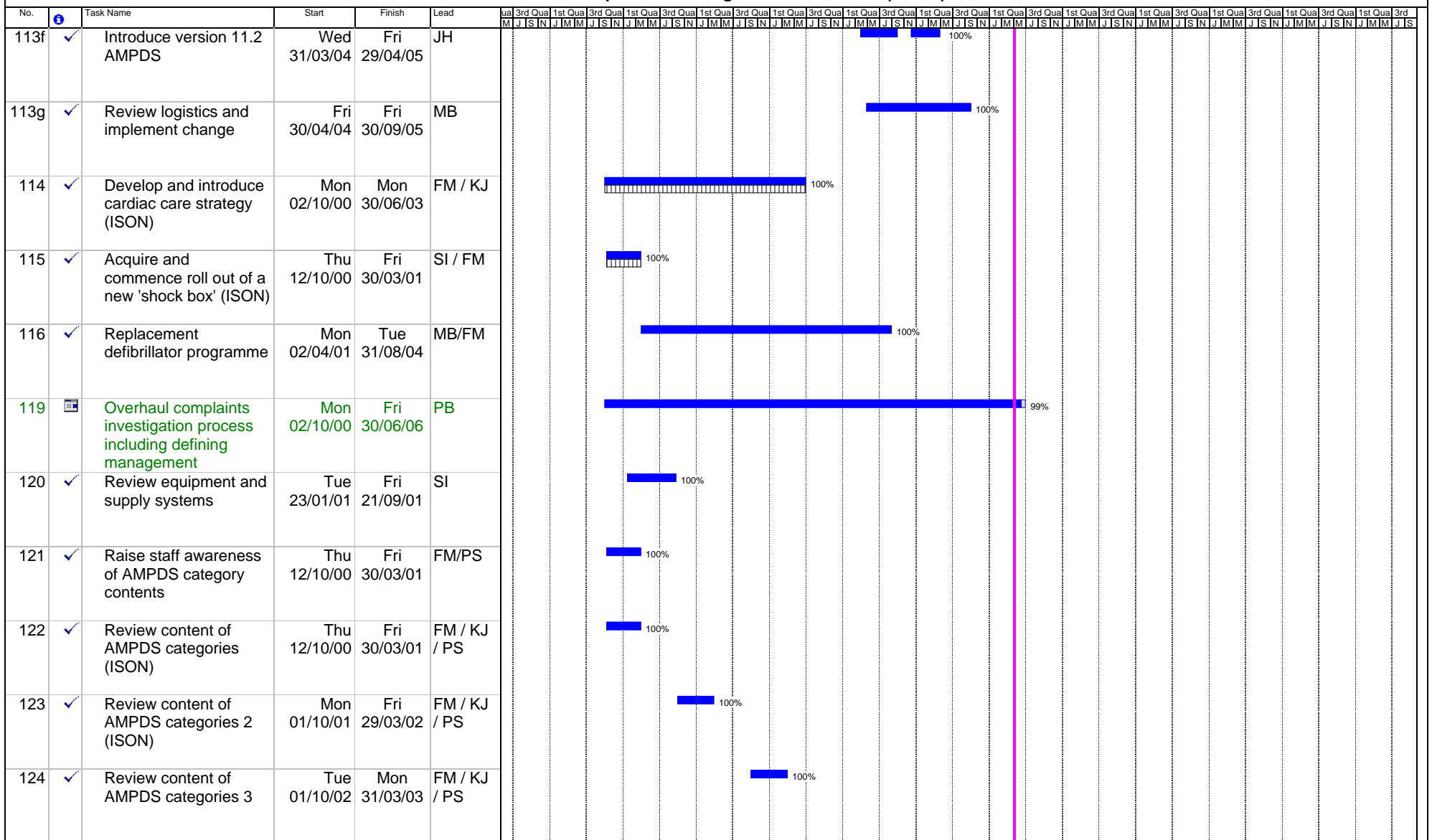
LAS Service Improvement Programme 2001 - 2006 (March)

No.	Task Name	Start	Finish	Lead	Timeline (Q1-Q4 for years 2001-2006)																																			
111	Initiate a publicity campaign over inappropriate use	Mon 05/11/01	Tue 30/04/02	DJ	[Gantt bar: 100%]																																			
112	Implement business continuity arrangements for payroll, PTS, Resource	Mon 02/09/02	Wed 31/03/04	IT	[Gantt bar: 100%]																																			
249	Evaluate the need for a Cycle Response Unit (ISON)	Mon 05/03/01	Fri 29/06/01	KJ	[Gantt bar: 100%]																																			
250	Implement (if necessary) a Cycle Response Unit	Fri 17/05/02	Wed 31/07/02	MF / KJ	[Gantt bar: 100%]																																			
113	IMPROVE CLINICAL EFFECTIVENESS	Mon 02/10/00	Fri 30/06/06		[Summary bar: 97%]																																			
64a	Review management of mental health patients and implement change as	Wed 31/03/04	Fri 31/12/04	KJ	[Gantt bar: 100%]																																			
113a	Implement action plan following commission for health improvement	Wed 31/03/04	Fri 31/12/04	MD	[Gantt bar: 100%]																																			
113b	Implement revised paramedic re-certification course	Fri 28/11/03	Fri 31/03/06	FM	[Gantt bar: 00%]																																			
113c	To Explore, Pilot and if appropriate implement LAS assistance to GP out of hours. Needs	Wed 31/03/04	Thu 30/03/06	KJ	[Gantt bar: 00%]																																			
113d	Evaluate and roll out Emergency Care Practitioners	Thu 31/01/02	Thu 30/03/06	KJ	[Gantt bar: 00%]																																			
113e	Asset tracking Phase 1 (manual system)	Wed 01/09/04	Wed 30/11/05	MF	[Gantt bar: 100%]																																			

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Critical Task Baseline Milestone Rolled Up Progress
 Critical Progress Task Progress Baseline Milestone Summary

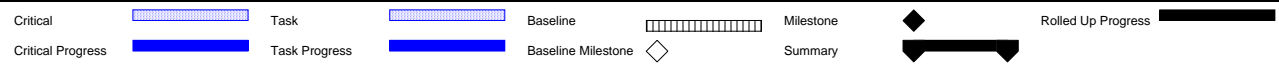
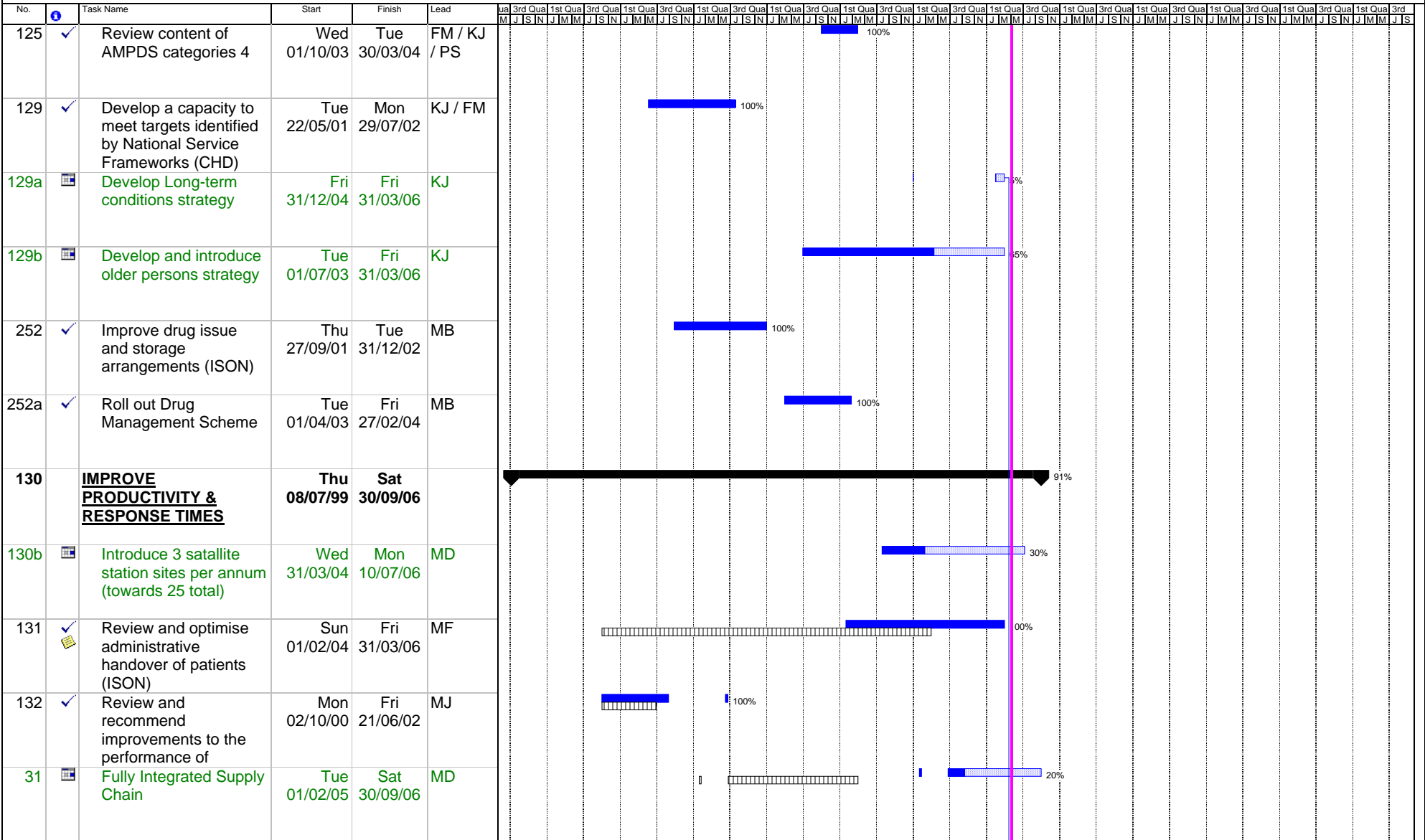
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LAS Service Improvement Programme 2001 - 2006 (March)



LAS Service Improvement Programme 2001 - 2006 (March)

No.	Task Name	Start	Finish	Lead	Timeline (Quarters)																																			
					1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th				
133	Review and implement appropriate arrangements for control of subsistence	Thu 08/07/99	Fri 31/03/06	CH	[Gantt bar: 99% completion]																																			
134	Review 12 hour shifts in line with working time directive	Mon 02/07/01	Fri 29/03/02	WF	[Gantt bar: 100% completion]																																			
135	Develop and implement an action plan to review flexible working in line with the	Mon 29/10/01	Fri 31/12/04	WF	[Gantt bar: 100% completion]																																			
136	Introduce mapping and AVLS into CAC (Allocators only)	Mon 02/04/01	Fri 28/09/01	IT	[Gantt bar: 100% completion]																																			
137	Increase effective communications capacity on Sectors (i.e. reduce radio	Mon 01/01/01	Mon 31/12/01	PS	[Gantt bar: 100% completion]																																			
138	Trial mobile data on RRU - (ISON)	Mon 05/03/01	Fri 30/08/02	IT	[Gantt bar: 100% completion]																																			
139	CAD plan Phase 2 Stage 1: define the user requirement for a new CAD system,	Fri 01/04/05	Sat 31/12/05	PSu	[Gantt bar: 100% completion]																																			
140	CAD plan Phase 1: implement Ctak for Urgent Care and FRUs on sector desks (see	Tue 01/03/05	Wed 31/05/06	PSu	[Gantt bar: 90% completion]																																			
141	Evaluate electronic mapping systems for A&E vehicles (ISON)	Thu 08/11/01	Mon 04/02/02	IT	[Gantt bar: 100% completion]																																			
142	Mobile data terminals (MDTs) on A&E vehicles	Mon 02/04/01	Fri 27/02/04	IT	[Gantt bar: 100% completion]																																			
143	Implement operational management cat A response capability (ISON)	Tue 30/09/03	Fri 27/02/04	PS	[Gantt bar: 100% completion]																																			

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LAS Service Improvement Programme 2001 - 2006 (March)

No.	Task Name	Start	Finish	Lead	Timeline (Quarters)																																			
					1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd						
144	✓ Agree strategy for PTS	Mon 02/10/00	Fri 29/12/00	KA	[Gantt bar: 100%]																																			
145	✓ PTS support for A&E - introduce a pilot scheme	Mon 02/04/01	Mon 30/07/01	KJ / KA	[Gantt bar: 100%]																																			
146	✓ Develop Improvement Programme for PTS	Mon 02/10/00	Fri 29/06/01	KA	[Gantt bar: 100%]																																			
147	✓ Communicate and consult on PTS Improvement Programme	Mon 06/11/00	Fri 29/12/00	KA	[Gantt bar: 100%]																																			
151	✓ Review the role of the pan London bed management system within EBS	Fri 16/03/01	Fri 27/12/02	KJ/PS	[Gantt bar: 100%]																																			
152	✓ Roll out printers on station	Thu 12/10/00	Fri 30/03/01	IT / MF	[Gantt bar: 100%]																																			
153	✓ Introduce pilot scheme for cleaning ambulances	Thu 12/10/00	Fri 28/09/01	SI	[Gantt bar: 100%]																																			
154	✓ Evaluate and introduce innovative initiatives for ensuring vehicles are always fully equipped,	Mon 29/01/01	Tue 31/12/02	MB	[Gantt bar: 100%]																																			
154b	✓ Implement cleaning vehicles and Make Ready	Mon 19/07/04	Thu 30/03/06	MF	[Gantt bar: 00%]																																			
155	✓ Implement recommendations from review of equipment and supply systems,	Mon 03/06/02	Wed 31/07/02	MB	[Gantt bar: 100%]																																			
156	IMPROVE STAFF INVOLVEMENT	Mon 02/10/00	Mon 30/10/06		[Gantt bar: 99%]																																			

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					1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th												
173b	Agenda for change	Fri 30/01/04	Wed 31/05/06	CH	[Gantt bar: 89% complete]																																															
173c	Implement improving working lives 'practise Plus' level	Fri 31/10/03	Fri 31/03/06	WF	[Gantt bar: 00% complete]																																															
173d	Develop and implement patient and public involvement strategy	Wed 03/03/04	Fri 31/03/06	DJ	[Gantt bar: 00% complete]																																															
174a	Implement NHS Plan (75%)	Mon 15/01/01	Thu 31/03/05	PB	[Gantt bar: 100% complete]																																															
175	Implement national HR initiatives	Mon 03/04/00	Fri 31/03/06	CH	[Gantt bar: 00% complete]																																															
303	Implement Electronic Staff Record including payroll on national system	Mon 01/08/05	Mon 31/07/06	CH	[Gantt bar: 70% complete]																																															
176	Implement monitoring process for Improvement Programme, Capital	Mon 04/12/00	Tue 01/01/02	OMG/MJ	[Gantt bar: 100% complete]																																															
177	IMPROVE RISK MANAGEMENT	Mon 03/04/00	Fri 30/03/07		[Summary bar: 93% complete]																																															
177a	Improve infection control processes and kit	Fri 30/04/04	Tue 31/01/06	MF	[Gantt bar: 100% complete]																																															
177b	Carry chair replacement	Mon 02/05/05	Fri 30/03/07	MF	[Gantt bar: 70% complete]																																															
177c	Root cause analysis and lessons for complaints, claims, incidents and near	Wed 31/03/04	Fri 30/06/06	MD	[Gantt bar: 53% complete]																																															

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No.	Task Name	Start	Finish	Lead	Timeline																																			
					1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd			
178	Implement improvements in NHSLA Risk Management Standard	Mon 03/04/00	Wed 31/01/07	SMG/MD	[Gantt bar: 85% progress]																																			
179	Implement improvements outlined in controls assurance (ISON)	Mon 03/04/00	Fri 02/04/04	SMG/MJ	[Gantt bar: 100% progress]																																			
180	Specify the managerial responsibilities for health and safety, provide management	Mon 03/04/00	Fri 31/03/06	SMG/WF	[Gantt bar: 00% progress]																																			
181	Implement Health & Safety Executive report recommendations	Mon 02/04/01	Thu 31/03/05	SMG/WF	[Gantt bar: 100% progress]																																			
182	Undertake risk assessment (service wide) - clinical	Mon 02/10/00	Mon 31/12/01	FM / SI	[Gantt bar: 100% progress]																																			
183	Implement outcome of risk assessment (service wide) - clinical	Tue 01/01/02	Wed 01/01/03	FM	[Gantt bar: 100% progress]																																			
183a	Continuing management of Clinical Risk	Mon 31/03/03	Thu 31/03/05	FM	[Gantt bar: 100% progress]																																			
184	Undertake risk assessment (service wide) - corporate	Mon 02/10/00	Mon 31/12/01	MJ	[Gantt bar: 100% progress]																																			
253	Undertake a priority setting exercise, following risk assessment	Mon 07/01/02	Fri 31/05/02	MJ	[Gantt bar: 100% progress]																																			
185	Implement outcome of risk assessment (service wide) - corporate	Mon 03/06/02	Sun 30/04/06	MD	[Gantt bar: 100% progress]																																			
186	Improve techniques and equipment for manual handling to reduce the risks of	Thu 13/05/04	Fri 31/03/06	CH	[Gantt bar: 00% progress]																																			

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Critical Progress		Task Progress		Baseline Milestone		Summary			

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No.	Task Name	Start	Finish	Lead	Timeline																																			
					1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd			
186a	Organisational Development	Fri 30/01/04	Fri 31/03/06	CH																																				
186b	Implementing Diversity plan	Fri 30/01/04	Fri 31/03/06	CH																																				
86ea	Engage SMG in OD Programme	Mon 02/02/04	Fri 31/03/06	CH																																				
86eb	Work with senior 100 managers	Fri 30/01/04	Fri 31/03/06	CH																																				
186d	Development of A&E managers	Fri 30/01/04	Fri 31/03/06	CH																																				
186f	Emergency Bed Service Modernisation Programme	Thu 01/02/01	Thu 31/03/11																																					
186g	Fully integrate EBS staff into LAS NHS Trust	Thu 01/04/04	Fri 31/03/06	MF																																				
186h	Introduce and evaluate, pilot for integrated information management to	Mon 01/09/03	Fri 31/03/06	MF																																				
186j	PATIENT TRANSPORT SERVICE SPECIFIC IMPROVEMENTS	Thu 01/02/01	Thu 31/03/11																																					
187i	Market test for all third party providers	Fri 27/02/04	Thu 31/03/05	Mdo																																				
202	Introduce Control Assistant (CA) forum	Fri 06/07/01	Fri 30/11/01	KA																																				

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Critical Progress		Task Progress		Baseline Milestone		Summary			

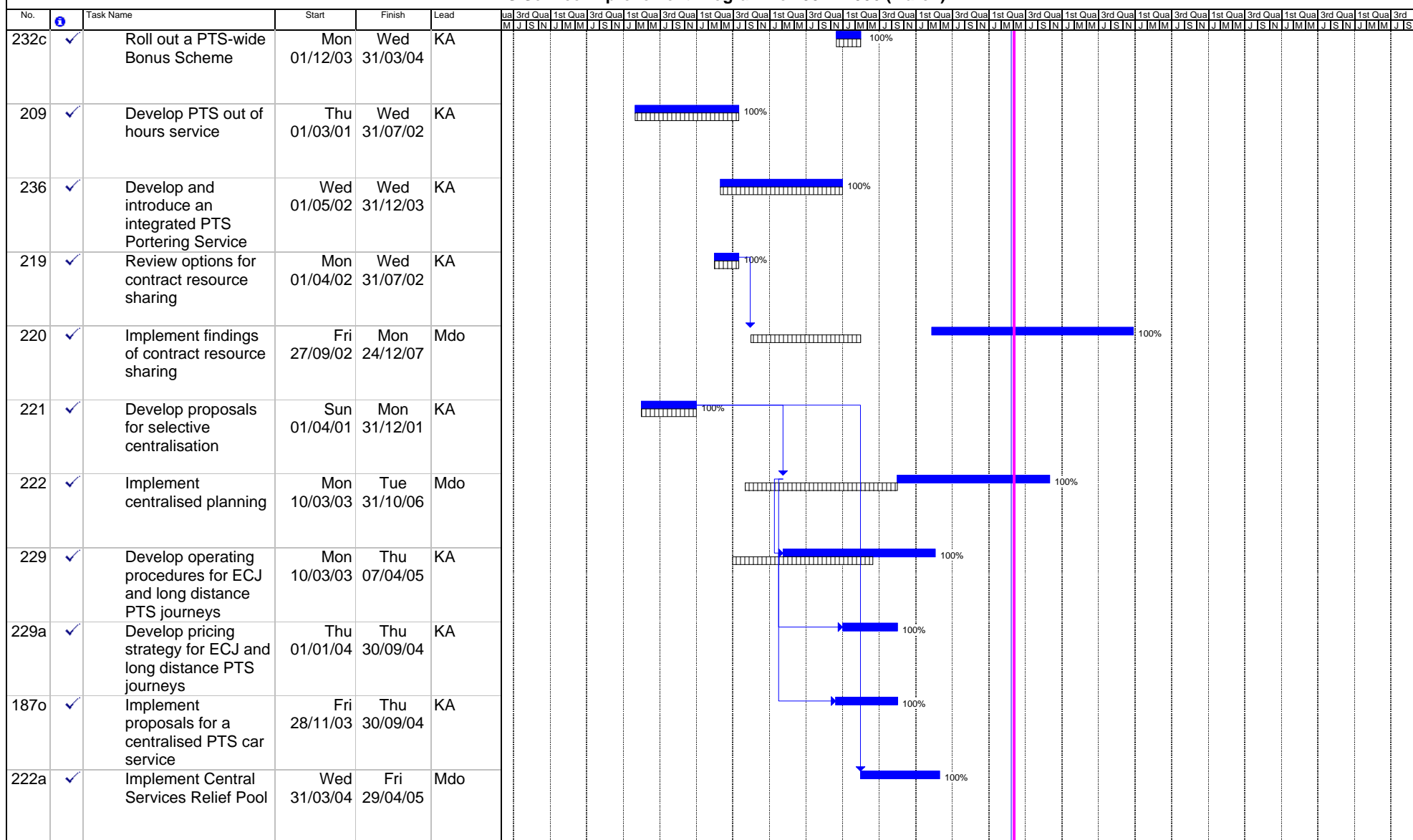
LAS Service Improvement Programme 2001 - 2006 (March)

No.	Task Name	Start	Finish	Lead	Timeline																																			
					1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd			
207	Develop and implement a PTS 2-way communication	Mon 04/06/01	Mon 30/09/02	KA	[Gantt bar from 04/06/01 to 30/09/02, 100% complete]																																			
195	Provide email links for all PTS Managers	Thu 01/02/01	Wed 29/08/01	KA	[Gantt bar from 01/02/01 to 29/08/01, 100% complete]																																			
187b	Review and ensure all PTS staff have access to a computer and PTS	Mon 31/05/04	Wed 31/08/05	KA	[Gantt bar from 31/05/04 to 31/08/05, 100% complete]																																			
187a	Review communications arrangements for all PTS staff	Mon 16/12/02	Tue 31/01/06	MD	[Gantt bar from 16/12/02 to 31/01/06, 100% complete]																																			
87aa	Implement findings of the PTS communications review	Wed 01/02/06	Fri 31/03/06	MD	[Gantt bar from 01/02/06 to 31/03/06, 00% complete]																																			
156a	Develop and agree a PTS Partnership agreement	Tue 30/09/03	Thu 31/03/05	Mdo	[Gantt bar from 30/09/03 to 31/03/05, 100% complete]																																			
300	Identify, develop and implement initiatives for PTS re-integration within	Mon 05/04/04	Fri 31/03/06	Mdo	[Gantt bar from 05/04/04 to 31/03/06, 00% complete]																																			
208	Develop, implement and evaluate a pilot scheme for PTS 2nd tier work	Thu 01/02/01	Mon 30/11/09	KA	[Gantt bar from 01/02/01 to 30/11/09, 100% complete]																																			
232	Consult PTS staff on the potential introduction of a PTS Bonus Scheme	Fri 14/06/02	Fri 13/09/02	KA	[Gantt bar from 14/06/02 to 13/09/02, 100% complete]																																			
232a	Design and implement a PTS pilot Bonus Scheme	Mon 16/09/02	Mon 30/06/03	KA	[Gantt bar from 16/09/02 to 30/06/03, 100% complete]																																			
232b	Evaluate the PTS pilot Bonus Scheme, and adjust as necessary	Tue 01/07/03	Fri 28/11/03	KA	[Gantt bar from 01/07/03 to 28/11/03, 100% complete]																																			

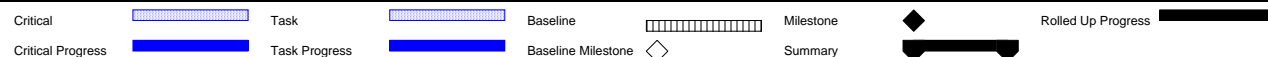
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					1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th												
211	✓ Ensure complete, accurate and timely invoicing	Thu 01/02/01	Fri 29/03/02	KA	[Gantt chart for task 211: 100% completion bar from 01/02/01 to 29/03/02]																																															
212	✓ Ensure complete, accurate and timely customer MI	Mon 04/06/01	Fri 28/12/01	KA	[Gantt chart for task 212: 100% completion bar from 04/06/01 to 28/12/01]																																															
224	✓ Design and implement improved format and content of contract reports	Mon 01/04/02	Thu 31/10/02	KA	[Gantt chart for task 224: 100% completion bar from 01/04/02 to 31/10/02]																																															
228	✓ Design and implement a regular PTS customer survey	Wed 01/05/02	Wed 30/06/04	KA	[Gantt chart for task 228: 100% completion bar from 01/05/02 to 30/06/04]																																															
237	✓ Incorporate PTS livery logos on documentation, presentational	Mon 01/07/02	Mon 30/06/03	KA	[Gantt chart for task 237: 100% completion bar from 01/07/02 to 30/06/03]																																															
214	✓ Agree SLA with Fleet	Thu 01/02/01	Fri 28/09/01	KA	[Gantt chart for task 214: 100% completion bar from 01/02/01 to 28/09/01]																																															
187c	✓ Agree SLA with Recruitment	Tue 14/08/01	Tue 13/11/01	KA	[Gantt chart for task 187c: 100% completion bar from 14/08/01 to 13/11/01]																																															
87ca	✓ Agree SLA with Training	Mon 03/12/01	Fri 29/03/02	KA	[Gantt chart for task 87ca: 100% completion bar from 03/12/01 to 29/03/02]																																															
200	✓ Develop PP training content	Tue 01/05/01	Wed 31/10/01	KA	[Gantt chart for task 200: 100% completion bar from 01/05/01 to 31/10/01]																																															
204	✓ Develop proposals for a new Controller and revised CA roles	Tue 01/05/01	Fri 31/01/03	KA	[Gantt chart for task 204: 100% completion bar from 01/05/01 to 31/01/03]																																															
205	✓ Implement new Controller and revised CA roles	Mon 07/04/03	Wed 03/12/03	KA	[Gantt chart for task 205: 100% completion bar from 07/04/03 to 03/12/03]																																															

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Critical Progress		Task Progress		Baseline Milestone		Summary			

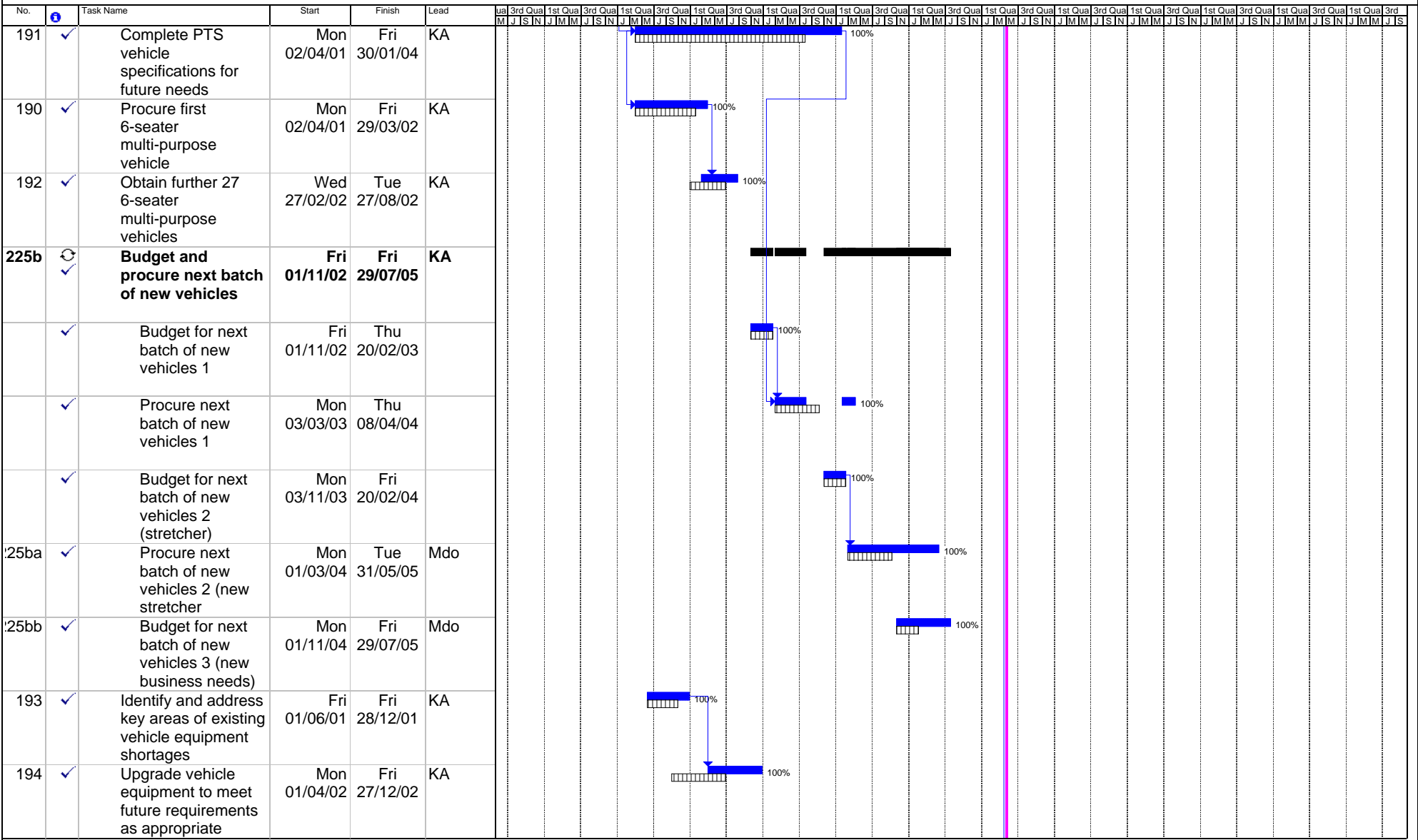
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					1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th				
233	✓ Review role and skills of PTS Work Based Trainers	Mon 01/07/02	Tue 31/12/02	KA																																				
234	✓ Implement findings of PTS Work Based Trainers Review	Mon 03/03/03	Fri 26/09/03	KA																																				
196	✓ Review how to deliver PTS operational training needs	Fri 01/06/01	Fri 28/06/02	KA																																				
187p	✓ Implement PTS training strategy recommendations, including regular	Wed 30/04/03	Fri 31/12/04	Mdo																																				
230a	✓ Consult staff on operational Multi-skilling, developing the role	Thu 13/06/02	Wed 31/07/02	KA																																				
198	✓ Implement a programme of PTS specific management	Tue 01/05/01	Fri 30/11/01	KA																																				
213	✓ Develop and implement PTS improved administration and	Mon 02/07/01	Fri 28/12/01	KA																																				
239	✓ Compile and use a competitor database to analyse industry best practice	Thu 01/04/04	Fri 31/12/04	KA																																				
187k	✓ Establish 'operations Internal Best Practise Conferences'	Mon 01/03/04	Fri 31/03/06	KA																																				
188	✓ Develop PTS vehicle fleet replacement plan	Thu 01/02/01	Mon 31/12/01	KA																																				
189	✓ Acquire sitting case vehicle replacements	Thu 01/02/01	Thu 31/01/02	KA																																				

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Critical	Task	Task	Task Progress	Baseline	Baseline Milestone	Milestone	Summary			Rolled Up Progress
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Critical Task Baseline Milestone
 Critical Progress Task Progress Baseline Milestone Summary

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No.	Task Name	Start	Finish	Lead	Timeline																																															
					1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th												
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4								
	CARRY FORWARD TO NEXT PROGRAMME IN 2006/07	Mon 03/04/06	Thu 31/03/11		0%																																															
48	Implement Pooled dispatchers in CAC	Mon 01/05/06	Sat 31/03/07	Psu/JH	0%																																															
97	Introduce long term Digital solution which will give effective away from	Mon 05/01/04	Fri 31/12/04	PSu	0%																																															
13ea	Asset tracking Phase 2 (Computer system)	Mon 03/04/06	Fri 30/03/07	MB	0%																																															
117	Evaluate electronic Patient Report Form (ISON) (Deferred subject to provision	Mon 03/11/03	Thu 30/03/06	PSu	0%																																															
118	Evaluate data link with A&E departments; access to EPR and	Fri 01/04/05	Thu 30/03/06	PSu	0%																																															
186i	Implement pan London arrangements for the above (186h)	Thu 31/03/05	Thu 30/03/06	PSU/MF	0%																																															
186j	National Intensive Care Bed Register: Provide an integrated national &	Fri 30/04/04	Tue 31/05/05	PSU/MF	0%																																															
244	Investigate and implement PTS radio communications	Fri 01/07/05	Thu 29/12/05	Mdo	0%																																															
244a	Implement PTS radio communications	Mon 02/01/06	Tue 02/05/06	Mdo	0%																																															

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	Task		Baseline		Milestone		Rolled Up Progress