



ICT Infrastructure Support

Team Plan 2015/16

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Service Plan: Resources
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Team Overview – ICT Infrastructure Support

ICT Infrastructure Support team undertakes a number of key roles for the Council. The team provides ICT support services to all departments within the Council and manages the diverse technological needs of a forward thinking and constantly evolving authority.

The Team's broad functions are:

- Provide Service Desk support – single point of contact for the ICT Service
- Daily investigation and resolution of incidents logged via the ICT Service Desk
- Advise & procure all ICT assets for the Council, both hardware and software
- Advise, procure, install, manage and support all the ICT hardware in the Council (desktops, laptops, printers, tablets)
- Advise, procure, install, manage and support all the telephony and mobile telephony including mobile management for Council Services on the go.
- Support the wide area networks both internal and external, linking all the major buildings and links to Internet, other Councils and Government Networks, for both voice and data.
- Support the wireless network within the authority's main buildings.
- Support the infrastructure to ensure compliance with PSN security
- Support for Town & Community councils ICT
- Support for Council Members ICT services
- Support schools ICT along with the networks links to all schools in the authority and wireless networks.
- Procure, install and manage the Council's server infrastructure both Windows and Unix
- Manage the Council's Storage Area Network, Netapp, including Backup & Recovery of services.
- Install & manage the Councils email system – Microsoft Exchange
- Provide assistance with ICT components of departmental service strategies;
- Negotiate ICT Service Level Agreements;
- Senior ICT representative on project teams;
- Understand the customer's business to help identify operational improvements using ICT;
- Engage with customers to communicate ICT initiatives that will improve service provision;
- Develop long term relationships with customers;
- Identification of efficiency opportunities using ICT services / technology;
- Co-ordinate and expedite ICT services;
- Evaluate technical solutions to support changes in service delivery

- Provide Hardware and infrastructure support for the products within the Oracle E-Business Suite:
 - Accounts payable
 - Accounts Receivables
 - General Ledger
 - Oracle CRM
 - Oracle Financials
 - Oracle HRMS
 - Oracle Procurement
 - Provide Hardware and infrastructure support for the Council's Internet site
 - Provide Hardware and infrastructure support for StaffNet
 - Provide Hardware and infrastructure support for Contact Centre's Knowledgebase.
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Our Contribution to Service Plan priorities 2014/15

Our contribution to the Service Plan priorities last year:

- The team have contributed to and supported the planning and implementation phases of a variety of collaborative projects such as the Regionalising Regulatory Services project and Regional Adoption Service project (Service Objective 3). ICT staff have sat on the respective project boards and contributed to the ICT strategies of the new services, project managed the implementation of the technical solutions required, including setting up of an infrastructure that connects us with partner authorities, and allowed Vale staff to work in other authorities. The services they access include email, Timeware, Oracle financials, Swift for Adoption (after successful data migration from partner Authorities) the transfer has worked effectively and is running as planned.
- The team have contributed to and supported the planning and implementation phases of the Schools Investment programme Penarth (PLC) and Llantwit (LLC) (Service Objective 3). ICT staff are on the board for the planning and implementation phase of both projects. PLC has now come to a close and ICT have successfully implemented state of the art ICT systems as part of the award winning PLC project. This has saved the project tens of thousands by doing this in house and not being managed by outside contractor. ICT are now involved in the LLC project having gained experience from the successful PLC project.
- The team have contributed to the delivery of a 3% reduction on the carbon emissions by managing and implementing the project for the new Data Centre (Service Objective 3). This project was born out of a requirement to manage the infrastructure in a more efficient and cost effective way. It was funded as a capital project and managed from tender through to completion and came in under budget. ICT are now in the migration phase of moving the infrastructure to the data centre. The project will generate savings in power, emissions and space, provide a more secure and efficient location to house the Infrastructure. ICT are actively looking for partners to house services in the data centre to generate income (Cardiff Council have already shown interest).
- The team have contributed to the services Public Service Network (PSN) accreditation by identifying and removing system vulnerabilities (Service Objective 3). ICT have to comply with PSN network standards to ensure that the council remains on the Governments PSN network where we are supplied with services from the Department of Work and Pensions, GCSX Email, Ministry of Justice, etc. Annual penetration tests are carried out on our network to ensure compliance with PSN standards and the Council has been successful in obtaining and retaining our PSN compliance.
- The team have contributed to the setting up of a pilot webcasting service which enables our customers to have remote/digital access to Planning Committee meetings (Service Objective 3). The ICT service desk Team manage the system when the Planning Committee is in session, ensuring that the meeting is able to be broadcast via the internet either live or from a recording.
- The team have supported many work experience placements in the last 12 months (CL15). ICT have a work plan in place that work placements follow to ensure that they get the most varied ICT experience in their limited time, allowing them to successfully work with all the practices within ICT – Service desk / Desktop Support, Communications Support, Server and Storage support. Feedback has been good from the work placements for the coverage that we give which hopefully gives them a good overview for any future career in ICT.

Our Team Plan 2015/16

Service Outcome 1:		Residents are confident in accessing our services and are engaged with their local community.						
Objective 1:		To increase the number of customers who use the lowest cost, most appropriate method for their enquiry.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
RS/A092	Extend roll out of Podiatry shared telephony service to the Cardiff and Vale locality	Increase operational efficiency, increased income generation income to subsidise budgets.	High	Edward Jones	01/04/2015	31/03/2016	2 existing FTE for 2 weeks	
	Manage the roll out of the telephony service to include design, procure and implement the infrastructure	Measure the project costs against the savings made in telephony and service provided to partners.	High	Edward Jones / George Lambrev	01/04/2015	31/03/2016	2 existing FTE for 2 weeks	
RS/A093 (CL2)	Expand the range of services available via mobile apps for promoting and increasing self-service transactions.	Increased take up of self-service transactions. Reduction in transaction costs by channel.	High	Emma Williams	01/04/2015	31/03/2016	1 existing FTE's for 1 week	
	Ensure the availability and	Successful implementation of	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	

	capacity of the server and storage that are required for the back end services to enable the increase of self-service transactions	the project within allocated resources						
	Ensure the availability and capacity of the communications network that are required for the Backend services to enable the increase of self-service transactions	Successful implementation of the project within allocated resources	High	Edward Jones	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Manage the Councils mobile device fleet and ensure that this will be able to accommodate the increase in self-service transactions that will take place within the vale workforce.	Successful implementation of the project within allocated resources	High	Edward Jones / George Lambrev	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
RS/A094 (CL2)	Address issues of digital exclusion by promoting access to activities and opportunities to	Increase the number of our customers to develop digital skills to	High	Edward Jones / George Lambrev	01/04/2015	31/03/2016	1 existing FTE's for 1 week	

	improve digital skills via the 'Get Vale Online' project.	communicate with us via the internet, email, mobile apps and social media.						
	Ensure the availability and capacity of the server and storage that are required for the Backend services to enable the improvement of digital skills.	Successful implementation of the project within allocated resources	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Ensure the availability and capacity of the communications network that are required for the Backend services to enable the increase of self-service transactions	Successful implementation of the project within allocated resources	High	Edward Jones	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
RS/A095 (CL3)	Develop the website and further enhance corporate channels to promote access to news and information about the Council and improve the overall	Increased customer satisfaction. Increased availability and take up of self-service options via the website and mobile apps.	High	Emma Williams	01/04/2015	31/03/2016	1 existing FTE's for 1 week	

	customer experience.							
	Ensure the availability and capacity of the server and storage that are required for the Backend services to allow the website to be further developed.	Successful implementation of the project within allocated resources	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Ensure the availability and capacity of the communications network that are required for the Backend services to enable the website to be further developed.	Successful implementation of the project within allocated resources	High	Edward Jones	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
RS/A097	Implementation of the Unified Agent Desktop within the Customer Contact Centre.	Staff will utilise just one system to access information, which will reduce human error and improve competency.	Medium	Andrew Brain	01/04/2015	31/03/2016	1 existing FTE's for 1 week	
	Test and Install the agent to the required desktops in Customer contact centre	Ensure successful implementation	Medium	Andrew Brain	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	

Service Outcome 1:		Residents are confident in accessing our services and are engaged with their local community.						
Objective 2:		To deliver seamless services to our customers by working in partnership and engaging our residents in decision-making and service improvement.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
RS/A038 (CL6)	Develop and introduce protocols to increase public engagement and participation in the Council's meetings	Increased opportunities for public speaking and involvement at scrutiny and Planning Committee meetings and improved content on the website.	High	Andrew Brain	01/04/2015	30/06/2016	1 existing FTE for 1 week	
	Manage the webcasting of the council meetings when they take place ensuring the Council chamber is set-up and control the Sound and recording system during the meetings	Control of the sound and video system in Corporate suite to enable the transmission successfully.	High	Andrew Brain	01/04/2015	31/03/2016	2 existing FTE for 2 weeks	
	Implement the webcasting that is currently in place for other council	Expand the facility to other meetings if we have to go ahead.	High	Andrew Brain	01/04/2015	31/03/2016	2 existing FTE for 2 weeks	

	meetings after trial							
RSA/A123 (CL1)	(CC/072b) Extend the use of social media throughout the council particularly Facebook, including the use of Welsh.	Improved communication directly with residents and more responsive services.	High	Edward Jones	01/04/2015	31/03/2016	1 existing FTE for 1 week	
	Manage the internet access to services through the firewall and proxies enabling the correct configuration and security is in place to allow the extended to Social media and Welsh.	Configure Firewalls and Gateway proxies to allow necessary traffic secure access	High	Edward Jones / Myke Morgan	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	

Service Outcome 2:		The Vale community benefits from the Council's sound and transparent decision-making through effective management of resources.						
Objective 3:		To optimise our resources, exercise robust financial management to provide effective relevant services and facilities.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
	Introduction of USB Controls	Success in stopping security breaches via ISB connected devices	High	Jens Chinneck / Graeme Gerrard	01/04/2015	30/09/2015	1 existing FTE's for 4 weeks	
	Implement the	Ensure that USB	High	Jens	01/04/2015	30/09/2015	1 existing FTE's	

	controls as per specifications for the USB Device Management policy	devices are controlled effectively reporting any infringement to policy to management.		Chinneck / Graeme Gerrard			for 2 weeks	
RS/A101	Implement new Security Software (Varonis and Clearswift) to give us improved data security	Ability to log and take action on any possible data breaches.	High	Emma Williams	01/04/2015	30/09/2015	2 existing FTE's for 4 weeks	
	Manage installation of Varonis and Clearswift, and configure for use	Ensure the services are running effectively and reporting back to management of any infringement to policies	High	Emma Williams	01/04/2015	30/09/2015	2 existing FTE's for 4 weeks	
RS/A101	Implement PCI compliance action plan (and maintain PSN compliance)	We maintain our PSN compliance and meet requirements to become PCI compliant.	Medium	Edward Jones, Emma Williams, Andrew Brain	01/04/2015	30/12/2015	4 existing FTE's for 4 weeks	
	Manage the Network Setup of the PCI configuration ensuring it complies with PCI and PSN	Sign off by pen test as fit for use with PCI and PSN.	Medium	Edward Jones	01/04/2015	31/12/2015	2 existing FTE for 2 weeks	
	Configure the Devices (desktops Printers) in the PCI	Sign off by pen test as fit for use with PCI and PSN.	Medium	Andrew Brain	01/04/2015	31/12/2015	1 existing FTE for 1 week	

	network to the standards specified							
RS/A102 (CL4)	To support the delivery of the regionalisation of Regulatory Services across the three local authorities.	Implementation of a regionalised service that is cost-effective and sustainable into the longer term.	High	Edward Jones, Emma Williams, Andrew Brain	01/04/2015	31/03/2016	4 existing FTE's for 4 weeks	
	Configure and Build The Servers and storage required for the service along with supporting the services including Citrix	Servers in place ready available and configured for Citrix implementation	High	Emma Williams	01/04/2015	31/09/2016	2 existing FTE for 1 weeks	
	Creating the new user base from the partner councils on the Vale Directory services.	Users have logins available on the councils Active Directory.	High	Andrew Brain	01/04/2015	31/09/2015	1 existing FTE for 1 week	
	Procure and build any desktop laptops or other hardware required for the users of the shared service	Availability of desktops and laptops ready for workforce.	High	Andrew Brain	01/04/2015	31/03/2016	2 existing FTE for 2 weeks	
RS/A103	Implement & Integrate a New IT system (with the Vale acting as host authority) to support	Implementation of a shared IT system that is cost-effective and sustainable into the longer term.	High	Graham John	01/04/2015	31/08/2015	3 existing FTE's for 4 weeks	

	the role of regional adoption service across 4 local authorities.							
	Participate in Project Management Board meetings in the capacity of ICT Stream Lead and ICT Project Manager	Provide ICT expertise on the management board	High	Graham John	01/04/2015	31/08/2015	1 existing FTE for 2 weeks	
	Project Manage tasks related to the ICT Stream	Provide the management of the ICT tasks	High	Graham John	01/04/2015	31/08/2015	1 existing FTE for 1 week	
	Creating the new user base from the partner councils on the Vale Directory services	Users have logins available on the councils Active Directory.	High	Andrew Brain	01/04/2015	31/08/2015	1 existing FTE for 1 week	
	Plan, procure and implement the Network Configuration for the Adoption Service (Housed in RCT) to access the Backend Services at the Vale.	Ensure the Network Configuration is effective for the services to work at RCT without any degradation in speed and performance.	High	Edward Jones	01/04/2015	31/08/2015	1 existing FTE for 1 week	
	Plan, procure and Implement the desktops / laptops and printers	Ensure the devices are available and installed for the users to deliver their	High	Andrew Brain	01/04/2015	31/08/2015	1 existing FTE for 1 week	

	required for the service.	service.						
	Plan, procure and implement the Mobile Devices for the service. (Mobile telephones with Airwatch)	Ensure the Devices are available and installed for the users to deliver their service.	High	Edward Jones / George Lambrev	01/04/2015	31/08/2015	1 existing FTE for 1 week	
	Manage the Backend services required – Email and Swift	Ensure the servers are available for 99% as per KPI	High	Emma Williams	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
	Manage the data transfer of the Adoption records from the partner councils to the new storage area.	Ensure Sensitive data is copied from the partners to Vale Servers for use by the service.	High	Emma Williams	01/04/2015	31/08/2015	1 existing FTE for 1 week	
RS/A104	Undertake migration of data to new servers	All data is securely transferred to the new servers.	Medium	Emma Williams	01/04/2015	31/07/2016	2 existing FTE's for 2 weeks	
	Plan, Procure and implement the new Servers that are required to migrate data from old redundant servers	Ensure the Server infrastructure is in place for successful migration	High	Emma Williams	01/04/2015	31/07/2015	1 existing FTE for 2 weeks	
RS/A014	Identify and implement projects to reduce energy use and raise awareness amongst staff and the public	Annual reduction in carbon emissions of 3%	High	Andrew Brain, Richard Hortop	01/04/2015	31/03/2016	1 existing FTE's for 4 weeks	

	about the need to reduce our carbon footprint							
	Complete migration of hardware to new datacentre	Move existing and new Comms kit into datacentre with little or no downtime or loss of service.	High	Richard Hortop	01/04/2015	31/09/2015	1 existing FTE for 2 weeks	
	Implement and manage the software on the corporate desktops (PC's and laptops) to enable closedown of devices when not in use.	Ensure the Software is configured to ensure the product works as planned	High	Andrew Brain	01/04/2015	31/12/2015	1 existing FTE for 2 weeks	
RS/A106 (LS1)	Delivery of school investment programme projects for Oakfield Primary School, Ysgol Dewi Sant, Ysgol Gwaun Nant and phase 2 of the Penarth Learning Community (PLC)	Delivery of school investment programme of Oakfield, Ysgol Dewi Sant, Ysgol Gwaun Nant and Phase 2 PLC.	High	Edward Jones	01/04/2015	31/03/2016	4 existing FTE's for 8 weeks	
	Participate on the Project management board to ensure all ICT aspects are covered	Attend Board meetings covering all ICT aspects	High	Graham John	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	

RS/A107 (LS1)	Progress the first phase of the Llantwit Learning Community through obtaining planning consent and initiate work on site.	Planning consent is obtained and work is initiated on site	High	Edward Jones	01/04/2015	31/03/2016	4 existing FTE's for 8 weeks	
	Participate on the Project management board to ensure all ICT aspects are taken care of.	Attend Board meetings covering all ICT aspects	High	Graham John	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
RS/A110	Begin work on the corporate projects work stream to consider a corporate response to demand management, effectiveness of spend, working with Town and Community Councils and income generation.	We identify and deliver cash savings to support delivery of the reshaping services agenda and facilitate new ways of working.	High	Graham John	01/04/2015	31/03/2016	2 existing FTE's for 8 weeks	
	Participate in Project Board in the capacity of ICT stream lead and ICT Project Manager.	Attend Board meetings covering all ICT aspects	High	Graham John	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
RS/A111	Undertake	We identify and	High	Graham John	01/04/2015	31/03/2016	2 existing FTE's	

	organisational development activities to support the programme and it's projects.	deliver cash savings to support delivery of the reshaping services agenda and facilitate new ways of working.					for 8 weeks	
RS/A114	Co-ordinate a review of income generation opportunities within ICT.	We are able to quantify income generation and opportunities within ICT.	High	Graham John	01/04/2015	31/03/2016	1 existing FTE for 5 days	
RS/A114	Participate in the Reshaping Services agenda to enable the ICT Service to be delivered in the most cost effective and efficient manner whilst achieving budget savings required.	ICT Service continues to support the organisation as a whole and facilitates corporate reshaping initiatives.	High	Graham John	01/04/2015	31/03/2016	5 existing FTE's for 10 weeks	
	Participate in the reshaping services program for ICT along with other members of the management team	Attend reshaping meetings covering all ICT aspects	High	Graham John	01/04/2015	31/03/2016	1 existing FTE for 4 weeks	
	Migrate Communications network into new server room	Move existing and new Comms kit into data centre will little or no downtime or loss of service.	High	Edward Jones	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Investigate free cooling and	Document the way forward for Alps	Medium	Edward Jones	01/04/2015	31/03/2016	1 existing FTE for 1 weeks	

	centralised ups at Alps Depot	Depot.						
	Increase Wan Bandwidth in Core network	Allow extra throughput to the Civic network	High	Edward Jones	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Investigate 2 nd internet connection in Alps depot.	Allow greater resilience for the Vale to connect to the internet.	High	Edward Jones	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
	Investigate possible business in renting out space in server room	Extra income to help the ICT budget issues.	High	Edward Jones	01/04/2015	31/03/2016	1 existing FTE for 1 weeks	
	Windows 2003 Server Upgrade	Ensure we have all servers that are no longer supported by Microsoft off the network to comply with PSN guidelines	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 8 weeks	
	Implement the migration of VMware to new ESX Servers.	Ensure the VMware environment is running to the maximum in performance	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 8 weeks	
	Migrate servers and storage to new server room in Civic Offices	Move existing and new server & storage into data centre will little or no downtime or loss of service.	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Upgrade Enterprise Vault or Replace (Dependant on Trim)	Need to replace old software no longer supported with the solution that is approved by	High	Emma Williams	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	

		management.						
	Solaris 11 Upgrade	Upgrade Solaris to latest release to ensure we have the servers running with latest functionality.	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Undertake a technical refresh of the Oracle e 'Business suite servers	Replace servers that have been in place for 7 years' service before they have possible failures in hardware, this is a risk that needs to be removed.	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Replace Auto IT Scripts with re-written PowerShell scripts	Replace old scripts that we have little expertise in writing with ones that are PowerShell driven and we are able to support.	Medium	Emma Williams	01/04/2015	31/03/2016	1 existing FTE for 4 weeks	
	Implement architecture for schools Services	Ensure the infrastructure is available to support Bryn Hafren and any other schools requiring support	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	
	Undertaken DMZ Filer Replacement	Replace old server in DMZ with new higher spec and cheaper maintenance server.	High	Emma Williams	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
	Implement BMR on windows servers to replace current	Change the recovery of servers ensuring the recovery	Medium	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 4 weeks	

	“mirroring” procedure	procedure is bulletproof.						
	Investigate implementation of Xenapp for regulatory and other shared services	Document the requirement for delivery of shared services	High	Emma Williams	01/04/2015	31/03/2016	2 existing FTE for 1 week	
	Implement a 2 nd mail server at the civic offices for resilience and load balancing	Ensure we have extra resilience for the exchange email service.	Medium	Emma Williams	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
	Implement Asset Management and Change Management within the Symantec Altiris Service desk	Enhance Altiris Service desk with Asset and Change management.	High	Andrew Brain	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
	Undertake a hardware refresh for desktops / laptops that need to be replaced / upgraded for use with up to date software operating systems	Ensure all devices have the capabilities to be upgraded to new operating systems when they become available.	Medium	Andrew Brain	01/04/2015	31/03/2016	2 existing FTE for 8 weeks	
	Configure Altiris to effectively work with both Active Directory and Oracle.	Enhance Active Directory to automate the Sync of user details between other systems	High	Andrew Brain	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	
	Investigate upgrade costs for service	Document requirements and	High	Andrew Brain	01/04/2015	31/03/2016	1 existing FTE for 1 week	

	desk telephony system	costs to upgrade the call management telephony to give a better service to staff.						
	Implement the schools collaboration service managing their desktop , service desk	Work with Bryn Hafren to ensure the management of their desktops is effective.	High	Andrew Brain	01/04/2015	31/03/2016	2 existing FTE for 2 weeks	
	Upgrade Symantec Altiris	Use Altiris with the latest functionality	High	Andrew Brain	01/04/2015	31/03/2016	1 existing FTE for 1 weeks	
	Investigate the migration to new Microsoft Windows 10 desktop.	Document and test the upgrade path to Windows 10 to ensure a smooth transition.	Medium	Andrew Brain	01/04/2015	31/03/2016	1 existing FTE for 4 weeks	
	Implement extra group policy controls.	Enhance the method of controlling users on the Vale of Glamorgan domain	High	Andrew Brain	01/04/2015	31/03/2016	1 existing FTE for 2 weeks	