Transformation Programme

Progress Report

Last Updated: 25/11/2015

Status definitions:

Blue	Project complete
Red	There are significant concerns over achieving project outputs / there is serious slippage in the timetable / there are major issues to rectify
Amber	There are concerns over achieving project deadlines or outputs / there are issues to rectify, but plans are in place to get the project back on track
Green	Everything is on target / satisfactory progress is being made / no action required

Theme: Customer Focused

Project	Key Milestones	Service Lead	Comment on progress	Q2 BRAG	Q3 BRAG	Q4 BRAG
1.1 Online Service Infrastructure	**Product 1.1.1: Self Service system** • **July 2015** – Roll out timeline for moving • **September 2015** – First tranche of key online self-service forms available on website along with integrated payments • **December 2015** – Second tranche of more complex self service forms available on the website	Annette Wade	The self-service online form system is currently being tested on the website. The system allows the public to request services and track progress. As the system is GPS compatible it can be used by residents to report issues such as fly-tipping or dog fouling using GPS and not completing lengthy forms. All of the key online forms are available on the website with full payment integration. The new Bulky Waste form	**A**		

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			requires assistance from Firmstep to achieve Veolia's requirements, this is due to be completed in November 2015

71%(104) on line forms completed to date – the remaining 29% (42) on target to be completed by December 2015 deadline.

The "go live" date has been delayed due to the requirement by Firmstep to do some updating on the site. This means that the date has now been re-profiled for full completion and public access to Feb 2016. | *(amber)* | | |
| | **Product 1.1.2: New Websites**

- **February 2016** – PID for ECDC website
- **February 2016**- Develop business case for the tourism website and project plan for creating new websites | Annette Wade | The website outline business case was agreed by the Transformation Sub-Committee 23rd November 2015.

The next step is to develop a detailed delivery plan that sets out the blueprint for the website. In order to do this, three workstreams are being set up:

- Design and Governance
- IT Infrastructure
- Procurement

Staff, Members and customers will be invited to get involved in the Design and Governance workstream. The detailed plan will be completed by the end of | **G** | | |

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			February 2016. A new tourism website is also being considered as part of the transformation programme and a detailed delivery plan will be completed by February 2016.	G		
	Product 1.1.3: Web Chat • **February 2016** – Develop business case and project plan for implementing Web Chat	Rebecca Saunt	Planning Services are scoping out a Web Chat facility on their revised pages. The Programme is liaising with them to ensure best fit with customer requirements.	G		
	Product 1.1.4 Social Media • **January 2016** – Produce report outlining social media opportunities and proposals • **March 2016**- Develop business case and project plan for implementing Web Chat	Richard Quayle	A new PR / communications service provider is being identified. This will be a an area of work they will focus on once appointed.	G		
1.2 Alternative Payment Arrangements	• **July 2016** – Develop recommendations along with a business case • **August 2016** – Develop delivery plan	Andy Radford	No update required as yet.	G		
1.3 Accessing Services	**Product 1.3.1: One Stop Shop** • **January 2016** – Develop report identifying potential partners and proposals for reception area. This will include a business case and delivery plan • **February 2016** – Identify	Annette Wade	The Council has been in discussions with two organisations about the potential of them moving into the Council's reception area to provide a more holistic experience for the customer. Unfortunately neither of these options are currently able to	G		

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	opportunities to provide more services at first point of contact and produce delivery plan for agreement	Helen Sarkies	progress. A review of potential partners to move into reception is currently being developed and will go to the Transformation Sub-Committee before the end of February.			
	Product 1.3.2: Local Provision • **March 2016** – Identify and develop proposals for improving customer accessibility to Council services across the district. This will include a business case and delivery plan	Annette Wade	No update required as yet.	G		
	Product 1.3.3: Channel Shift • **March 2016** – Create and agree report setting out opportunities and delivery plan for encouraging customers to use the most convenient and cost effective access channel	Annette Wade	No update required as yet.	G		
1.4 Community Engagement	• **January 2016**- Identify campaign proposals along with a timeline for agreement • **March 2016**- Launch campaign to encourage residents to partner with us to report environmental crime using mobile devises	Emma Grima	Lewis Bage, has been appointed as Project Manager. It is proposed to run a Member seminar in January to identify campaign proposals and demonstrate the new mobile technology that will be in place to support it.	G		

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2.1 Understanding Customer Needs	**2.1.1: Knowledge Bank** • **March 2016**- Agree approach for identifying requirements and delivering Knowledge bank (including business case) • **May 2016**- Identify datasets to be included in the Knowledge Bank • **June 2016**- Review suitability of data currently being captured in CRM and any changes in requirements to working practices • **July 2016**- Develop and launch Knowledge Bank	Mark Chadwick	This product is dependent upon the ICT service review.	**A**		
	2.1.2: GIS and System integration • **March 2016**- Agree approach for identifying requirements and delivering GIS solution • **May 2016**- Identify datasets to be included as layers in GIS • **June 2016**- Agree a roll out programme for GIS and timeline for adding layers	Mark Chadwick	This product is dependent upon the ICT service review.	**A**		
	2.1.3: My Ward • **March 2016**- Define Member requirements for My Ward along with costs for agreement • **July 2016**- Launch My Ward	Tracy Couper	This product is dependent upon the ICT service review.	**A**		

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	application					
2.2 Service Scorecards	• **March 2016**- Agree approach for identifying requirements and delivering Scorecards (including business case) • **April 2016**- Identify data to be reported on the Scorecards • **June 2016**-Develop Scorecards	Hetty Thornton	Project Manager and the Principle ICT Officer have undertaken market testing with IT development companies. We are currently scoping opportunities to undertake consultation sessions with key stakeholders including Service Delivery Leads. Project Manager has drafted a briefing note to identify the requirements for an engagement workshop with stakeholders. We have had a number of companies respond to the brief with suggestions. However, due to the IT Infrastructure review it would not be appropriate timing to engage with stake holders.	A		
2.3 Improvement Reviews	• **July 2016**- Agree Improvement Review methodology and carry out reviews as required	Hetty Thornton	Trevor Bowd has been appointed as Project Manager. But no update required as yet.	G		
3.1 Mobile working	**3.1.1: Wifi** • **October 2015-** Roll out Wifi across The Grant and Oliver Cromwell's House	Mark Chadwick	19 Wi-Fi access points have now been installed across the Council, providing Wifi coverage throughout The Grange and Oliver Cromwell's House. The Project Closure Report was agreed at the Transformation Sub-Committee on the 23rd November.	B	B	B

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	3.1.2: Member Tablets • **March 2016-**Pilot use of Member tablets and develop business case for agreement • **May 2016-**Roll out tablets to Members	Mark Chadwick	Tablets are currently being tested with a couple of officers (replacing their current desktop system). Once this testing is completed work will begin on a Member pilot.	**G**		
	3.1.3: Automate paper and manual systems • **May 2016** - Develop recommendations to automate paper and manual systems	Mark Chadwick	No update as yet required.	**G**		
	3.1.4: PC and Desk Space Review • **May 2016-** Identify officer PC/ tablet requirements and review desk space	Mark Chadwick	No update as yet required.	**G**		
	3.1.5: Unified Comms • **March 2016-** Develop business case and delivery plan for Unified comms	Mark Chadwick	This product is dependent upon the ICT service review.	**A**		
3.2 Collaborative intranet	• **July 2016-** Develop business case and delivery plan for agreement	Mark Chadwick	Within the Scorecards project, Mark Chadwick and Hetty Thornton have been looking at options for the development of a collaborative intranet system using a Sharepoint platform. However, until the IT Infrastructure Review is concluded then we are unable to progress with this	**G**		

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			project as it may affect what is required from the collaborative intranet.	G		
3.3 IT Infrastructure Review	• **December 2016-** Develop IT infrastructure proposals along with a business case and delivery plan for agreement	Mark Chadwick	The IT Infrastructure Review has taken longer than firstly anticipated due to the need to ensure that it is undertaken effectively for long-term sustainability and required outcomes. Three potential external partners have been identified and are being reviewed against the option of providing the service in-house. The full review of two of the external providers will be completed in December 2015. The remaining potential partner will be reviewed early in the new year.	A		
3.4 Workforce Strategy	• **February 2016-** Develop Workforce Strategy and delivery plan	Nicole Pema	Early preparation discussions taking place.	G		
3.5 Streamlined Policy Review	• **January 2016-** Develop timeline for policy review	Hetty Thornton	Trevor Bowd appointed as the Project Manager.	G		