TITLE: **UPDATE ON THE PROGRESS OF THE TRANSFORMATION PROGRAMME**

To: Regulatory and Support Services Committee

Date: 7th December 2015

From: Hetty Thornton-Programme Manager and Performance Officer

[Q144]

1.0 Issue

1.1 To provide a progress report on the Transformation Programme.

2.0 Recommendations

2.1 That the Committee note the Transformation Monitoring Report (Appendix A).

3.0 Background

3.1 On 6th July 2015 Regulatory and Support Services Committee agreed the Transformation Programme Plan.

3.2 Staff from across the Council have been invited to get involved in the Transformation Programme. As only a handful of staff have been trained in project management, in-house project management training was offered to anyone that wanted to develop in this area. The training has been well received and over 50 staff have now been trained.

3.3 On 14th September 2015 Regulatory and Support Services Committee agreed the Governance arrangements and the formation of the Transformation Programme Sub-Committee.

3.4 At its inaugural meeting on the 23rd November 2015, the Sub-Committee:

- Received a demonstration of the new self-service system that residents will be able to use to report issues and request services.

- Approved a report reviewing the performance of the Wifi project and closing it down following its completion.

- Approved an outline business case for a new Website. A detailed plan will now be developed along with a blueprint for the website for approval.

- Received an update on the ICT Review and SharePoint.

3.5 Running within the Transformation Programme is a full review of IT infrastructure within the Council. The completion of this review is pivotal to the successful delivery of a number of interdependencies within the programme.

3.6 Due to the length of time it is taking to ensure the best possible solution is found for the long term management of IT within the Council, we have had to extend the timescales of various projects to account for this accordingly (the revised timescales can be found in Appendix B).

4.0   Argument and Conclusions

4.1   Some of the projects within the Transformation Programme have had their timings re-profiled to reflect the length in time it is taking to complete the IT Infrastructure Review due to the significant interdependency it has with other projects.

4.2   To align with best practice monitoring arrangements, we have developed a progress report which shows the current stages of projects and highlights any issues.

5.0   Financial Implications

5.1   There are no financial implications associated with this report.

6.0   Equality Impact Assessment

6.1   All projects within the programme will have an attributable equality impact assessment where required.

7.0   Appendices
        • Appendix A –Progress Report.
        • Appendix B- Re-profiled Programme Plan
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Background documents- None
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