

Transformation Programme

**Quarter 3 Progress Report 2014/15
(Nov-Jan)**

Last Updated: 25/01/2016

Theme: Customer Focused

Project	Key Milestones	Service Lead	Comment on progress	Q1 BRAG	Q2 BRAG	Q3 BRAG	Q4 BRAG
1.1 Online Service Infrastructure	Product 1.1.1: Self Service system <ul style="list-style-type: none"> – Roll out timeline for moving – First tranche of key online self-service forms available on website along with integrated payments – Second tranche of more complex self service forms available on the website 	Annette Wade	<p>.</p> <p>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.</p>	G	A	A	
	Product 1.1.2: New Websites <ul style="list-style-type: none"> – Develop business case and project plan for creating new websites 	Annette Wade	<p>A Project initiation document (PID) has been developed for the new tourism website and this is going to committee on 8th Feb 2016 for agreement. If Councillors agree to the PID then the Project Manager will be looking to develop the new VisitEly website within 2-3 months at the latest.</p> <p>The Business Case for the proposed Council Website was formally agreed by the Transformation Programme Sub-Committee in November.</p> <p>Three engagement sessions have been undertaken involving Councillors and employees.</p>	G	G	G	

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			<p>This was the first in a series of engagement sessions to ascertain business requirements in order to develop a specification which meets with organisational needs.</p> <p>The Project Initiation Document for the new Council website is being scoped, which includes milestones to devise three workstreams to support the successful delivery of the project.</p> <p>The next phase of the project development will be to develop a dependency profile with the Programme Manager to ascertain timescales linked to projects which are co-dependent on each other.</p>				
	Product 1.1.3: Web Chat <ul style="list-style-type: none"> On hold for the time being – Develop business case and project plan for implementing Web Chat 	Rebecca Saunt	<p>It has been decided that the Web Chat project will still be initially trialled with Planning Services, however we will be concentrating on developing the proposed Council website to ensure that it fits with business needs before embarking on a web chat facility moving forward. Therefore this project is currently on hold until further developments are achieved with the</p>	A	A	A	

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			website project.				
	Product 1.1.4 Social Media <ul style="list-style-type: none"> – Produce report outlining social media opportunities and proposals 	John Hill	The new Communications Service, Spirus have been contracted to develop social media within the Council. They are currently scoping out what they will achieve and the corresponding timescales. This will be shown at the Sub-Committee in March 2016.	A	A	A	
1.2 Alternative Payment Arrangements	<ul style="list-style-type: none"> – Develop recommendations along with a business case – Develop delivery plan 	Andy Radford	No update required as yet. No project manager has been identified to support the project moving forward.				
1.3 Accessing Services	Product 1.3.1: One Stop Shop <ul style="list-style-type: none"> – Develop report identifying potential partners and proposals for reception area. This will include a business case and delivery plan – Identify opportunities to provide more services at first point of contact and produce delivery plan for agreement 	Annette Wade Helen Sarkies	The Department for Work and Pensions have decided that they will not move forward with the proposal to house staff in the Council reception area. This has been due to them requiring 9 members of staff. Unfortunately, due to the space constraints this is not possible at this current time. The Project Manager has approached another service provider which supports local residents across East	A	A	A	

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			Cambridgeshire to ascertain whether they would be receptive to enter into discussions to move their staff into the Council's reception area. Once this has been discussed further then a full business case will be presented to the Transformation Programme Sub-Committee.				
	Product 1.3.2: Local Provision <ul style="list-style-type: none"> – 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.				
	Product 1.3.3: Channel Shift <ul style="list-style-type: none"> – 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.				
1.4 Community Engagement	<ul style="list-style-type: none"> - Identify campaign proposals along with a timeline for agreement - Launch campaign to encourage residents to partner with us to report environmental crime using mobile devices 	Allison Condor	<p>The Project Manager has met with the Project Team to undertake initial discussion points.</p> <p>The original mandate required the Council to utilise QR codes to encourage local residents to report dog fouling or environmental crimes on our self-service forms. However,</p>	A	A	A	

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			<p>after engaging with key services; Waste, Communications, Customer Services and ICT services, it has been ascertained that there are very low levels of environmental crimes reported to the Council and QR codes are no longer a popular medium to use in the wider community.</p> <p>A document will be taken to the March Sub-Committee to highlight the discussions with the Project Team.</p>				
2.1 Understanding Customer Needs	2.1.1: Knowledge Bank <ul style="list-style-type: none"> - Agree approach for identifying requirements and delivering Knowledge bank (including business case) - Identify datasets to be included in the Knowledge Bank - Review suitability of data currently being captured in CRM and any changes in requirements to working practices - Develop and launch Knowledge Bank 	Mark Chadwick	Due to the current timescales within the ICT Infrastructure Review this project is currently awaiting conclusion of that prior to developing this project further.	A	A	A	
	2.1.2: GIS and System integration <ul style="list-style-type: none"> - Agree approach for identifying requirements and delivering GIS 	Mark	Due to the current timescales within the ICT infrastructure Review this	A	A	A	

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	solution <ul style="list-style-type: none"> - Identify datasets to be included as layers in GIS - Agree a roll out programme for GIS and timeline for adding layers 	Chadwick	project is currently awaiting conclusion of that prior to developing this project further.				
	2.1.3: My Ward <ul style="list-style-type: none"> - Define Member requirements for My Ward along with costs for agreement - Launch My Ward application 	Mark Chadwick	Due to the current timescales within the ICT infrastructure Review this project is currently awaiting conclusion of that prior to developing this project further.	A	A	A	
2.2 Service Scorecards	<ul style="list-style-type: none"> - Agree approach for identifying requirements and delivering Scorecards (including business case) - Identify data to be reported on the Scorecards -Develop Scorecards 	Hetty Thornton	The Project Manager has undertaken some market testing to ascertain what applications might fit in with the business needs of the Council. At this stage the Project Manager is concentrating on developing the business case for the Intranet project. There are high dependencies on this project to move forward prior to the Service Scorecards project being undertaken.	A	A	A	
2.3 Improvement Reviews	<ul style="list-style-type: none"> - 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	G	G	

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3.1 Mobile working	3.1.1: Wifi <ul style="list-style-type: none"> - Roll out Wifi across The Grant and Oliver Cromwell's House 	Mark Chadwick	Project completed- Roll out undertake.	R	B	B	B
	3.1.2: Member Tablets <ul style="list-style-type: none"> -Pilot use of Member tablets and develop business case for agreement -Roll out tablets to Members 	Mark Chadwick	<p>Due to the length in time it has taken to conclude the IT Infrastructure Review, this project will not be able to progress. Therefore the timescales are being re-profiled.</p> <p>Draft Business case has been developed and will be taken to the transformation steering group in March for approval.</p>	A	A	A	
	3.1.3: Automate paper and manual systems <ul style="list-style-type: none"> Develop recommendations to automate paper and manual systems 	Mark Chadwick	<p>Due to the length in time it has taken to conclude the IT Infrastructure Review, this project will not be able to progress. Therefore the timescales are being re-profiled.</p> <p>A visit to Melton Mowbray Borough Council offices is being organised. This authority has put into place systems that deliver 3.1.3 and 3.1.4. This was following a fire at the council offices, which provided an opportunity for them to implement transformational change. which includes mobile working, hot desking</p>	A	A	A	

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			and the integration of systems enabling them to work in a virtually paperless environment. Following the visit the business case will be drafted and considered by the steering group				
	3.1.4: PC and Desk Space Review <ul style="list-style-type: none"> - Identify officer PC/ tablet requirements and review desk space 	Mark Chadwick	No update as yet required.				
	3.1.5: Unified Comms <ul style="list-style-type: none"> - Develop business case and delivery plan for Unified comms 	Mark Chadwick	<p>Due to the length in time it has taken to conclude the IT Infrastructure Review, this project will not be able to progress. Therefore the timescales are being re-profiled.</p> <p>Councillors have been surveyed to ascertain whether they would be willing to use tablets for Council matters. We will use this information to put together a forward plan, however, we will need to await the conclusion of the IT infrastructure Review prior to advancement with this project as it is dependent on the outcomes within that project.</p>	A	A	A	
3.2 Collaborative	<ul style="list-style-type: none"> - Develop business case and delivery plan for agreement 	Mark	Initial staff engagement sessions have been conducted to help scope the	A	G	G	

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intranet		Chadwick	<p>initial feedback. This will provide a good basic understanding of staff and business requirements.</p> <p>The Project Manager is currently developing a Project Initiation Document which will be taken to the Sub-Committee imminently.</p> <p>The Project Team has its inaugural meeting this week to help assess the feedback from the staff sessions and this information will be factored into the business case.</p>				
3.3 IT Infrastructure Review	<ul style="list-style-type: none"> - Develop IT infrastructure proposals along with a business case and delivery plan for agreement 	Mark Chadwick	The IT Infrastructure Review report is currently being scoped. The report will go to Committee imminently.	A	A	R	
3.4 Workforce Strategy	<ul style="list-style-type: none"> - Develop Workforce Strategy and delivery plan 	Nicole Pema	No updated needed as yet				
3.5 Streamlined Policy Review	<ul style="list-style-type: none"> - Develop timeline for policy review 	Hetty Thornton	Trevor Bowd appointed as the Project Manager.	A	A	G	

BRAG 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