



Corporate Project Dashboard

Commissioning and Transformation											
Project Name and Category	Progress against Milestones	Benefits identified and anticipated delivery on target	Risks and Issues	Budget	Stakeholder Engagement	Resources	Anticipated completion date	Project Manager	Project Sponsor	RAG status	Comments. If Red or Amber state how you are able to address the issues
Priority Flagship											
Project Lima	The procurement process for building works, refurbishment and windows was conducted according to timetable. However, an extra 3 weeks was taken to evaluate the bids and the contract was therefore awarded later. In discussion with the winning contractor, the start date for works was put back 2 months to 23 July 2018. Decant and area clearance tasks have been executed to plan so that Phase 1 can be commenced.	Project Lima has focussed staff minds on consolidating and reducing storage materials. Greater focus on back-scanning and forward-scanning. Desk layout planning has encouraged the use of some hot-desking (going forward) to accommodate growth. The "development potential" benefit of vacating the West and North wings is being worked on by the Asset Team.	5 risks identified (five) 1)Building contractor delay in works 2)Unexpected issue arising from building works 3)Failure or problems with new technology (Virtual Desktop Infrastructure) 4)Lack of Project Team (Projects, ICT, Facilities) capacity 5)Poor engagement / lack of co-operation from staff	The cost of the building works, refurbishment and windows came in higher than originally estimated. A number of reasons were identified for this. The Project Team will be reducing spend on other elements of the project e.g. furniture as well as using other appropriate council budgets (e.g. Agile working, Knowle Green improvement) to bridge the gap.	Meetings have been undertaken with representatives and managers of all teams plus UNISON. Presentations have been made at staff meetings plus drop-in sessions. Reception and Meeting Space working groups to meet again. Ongoing feedback inbox and post-box. Ongoing engagement with external tenants at KG.	Facilities Team should have improved capacity to assist with office moves when the new Apprentice is recruited. ICT managing VDI rollout, ICT moves plus data and power requirements.	1 st March 2019	Siraj Choudhury	MAT		The initial delay to the project (due to more time being spent on the tender evaluation) has been acknowledged and communicated. On the basis that the contractor will start on 23 July 2018 and complete the phases to the agreed timetable, then the office moves should be executed as planned. The final phase of the project should conclude on 1 March 2019.
Flagship											
High											
GDPR Compliance – 12 Steps to Readiness	Considerable progress has been made in the last year towards compliance. Following the Report from Audit project details have been refined further especially in relation to service lines so we can continue to ensure the Council moves to full compliance as soon as possible Privacy Impact Assessment: <input checked="" type="checkbox"/> Equality and Diversity: <input checked="" type="checkbox"/>	Compliance with data protection legislation and ultimately better use of the Council's information assets.	Risks: Non-compliance with data protection legislation. Personal information could be processed inappropriately resulting in breaches of the DP legislation, Information Commissioner fines and reputational damage. Loss of public confidence. No budget allocated to this project. Issues: Lack of focus on Information Governance (IG) across the Council over previous years. Resources are tight within service lines which makes it difficult for many to take on the extra work required to improve IG. Increased risk from 25 May 2018 when GDPR	No budget allocated therefore N/A. All staff working with personal data take every opportunity to attend any GDPR training/workshops offered, and complete online training each year.	The IG Officer continues to run GDPR sessions on various subjects. Uptake from services is variable presumably reflecting time pressures on Staff. Many Staff have expressed concern over the extra work required for GDPR in addition to their regular (heavy) workload. The IGO reports regularly to MAT on GDPR.	All departments/staff who process personal data are involved. There are numerous flows of personal data into and out of the council across many services. Extra resource for 3 months highlighted the need for extra resources to assist services in meeting all GDPR requirements. As a result a further 9 month position is being advertised.	Full compliance as soon as possible but it is dependent on availability of service resource.	Clare Williams	Sandy Muirhead		Good progress has been made over the last 18 months as the organisation started from quite a low base but progress is being made e.g first Information Asset Registers completed across the organisation and the Data Protection Officer along with the extra resource will work alongside the services to ensure they are fully compliant. GDPR is about good data management so more detailed service project plans developed will allow increased focus to data flows within the service Information Asset Registers

Corporate Project Dashboard

			becomes enforceable. GDPR is recognised as a step up from the Data Protection Act (1998) even for organisations who are working at the best practices.								
EDMS – Electronic Data Management System	Privacy Impact Assessment: ☒ Equality and Diversity: ☒	Assist with compliance on GDPR	Compliance with GDPR	£150,000	Service areas	ICT Projects	March 2019	Sonia Hazlehurst	Sandy Muirhead	A	This is linked to the scanning project and Project Lima. Will gain momentum as staff move
Agile Working	The original milestones for this project are out of date due to the scope, basis and purpose of the agile working project being revised. This was in light of the decision not to relocate Council staff to another site. There was a period during which the future location of staff was uncertain but Project Lima (office consolidation project) has provided clarity. Project Lima has redefined the Milestones for this project. Privacy Impact Assessment: ☒ Equality and Diversity: ☒	To deliver savings, income generation and facilitate service redesign as per the objectives of Project Lima.	Risks: Technology failure Staff take up Logistical delays (building refurbishment and furniture delivery/installation).	£27k	Service areas MAT Group Heads Councillors	ICT Facilities Project Team	Completion date to be reviewed as a result of Project Lima	Sonia Hazlehurst	Sandy Muirhead	G	There has been progress on this project and it has helped to launch the principles of Project Lima. This project is intrinsically linked to Project Lima. The drive for agile working (e.g. hot-desking, remote working, homeworking) corporately will be explored and potentially resumed once Project Lima is complete.
Medium											
Service											
VDI ~ Virtual Desktop Infrastructure	Progressing to schedule, with problems associated with Firewall, printing and Uniform having been resolved. Privacy Impact Assessment: ☒ Equality and Diversity: ☒		Risks: Stability issues present the risk of 'Reputational Damage' Users decide to revert back to PCs (e.g. Depot users) Issues: <i>Thintech</i> issue ~ logged with company. Use of Whiteboard to log issues. Elmbridge readiness.	£207k		ICT Project Office External Suppliers	Phase 1 May 2018 Phase 2 31.12.18	Alistair Corkish	Sandy Muirhead	G	Phase 1 By May 2018 large systems tested and 20-25% of the organisation using VDI. Phase 2 Further migration of staff to VDI will occur in conjunction with Project Lima's delivery. As a result will see the activity of this project increase substantially mid 2018.
Network Refresh	Improved and more modern Wireless Network Service. Privacy Impact Assessment: ☒ Equality and Diversity: ☒	Provision of service.	Risks: Lack of clarity on the KG (Project Lima) situation. Failure of key piece of equipment. Ability / capacity of the Elmbridge Team. Issues:	£175k	MAT and All Staff communications being managed by E-mails and regular updates.	ICT Legal Procurement Communications EBC - External	Phase 1 31st March 2018 Project Completed Phase 2 Firewalls rationalised on Sept 18	Alistair Corkish	Sandy Muirhead	G	Main project completed by 31 March 2018 but a second phase will ensure the firewalls are rationalised by Sept 2018 and "switches" are changed for the Depot and parking service.

Corporate Project Dashboard

Community Well Being												
Project Name and Category	Progress against Milestones	Benefits identified and anticipated delivery on target	Risks and Issues	Budget	Stakeholder Engagement	Resources	Anticipated completion date	Project Manager	Project Sponsor	RAG status	Comments. If Red or Amber state how you are able to address the issues	
Priority Flagship												
Flagship												
High												
Search Moves Partnership & Update Allocations Policy	<p>Development, testing and sign off of the new electronic application form and assessment criteria were completed on time. Sign off was achieved prior to re-registration opening on the 12 March</p> <p>Re-registration remained open for 4 weeks, closing on the 9 April 2018. A further 2 weeks was allowed until 23 April to cover those late re-registering. A total of 812 of the 2,200 applicants re-registered – approx. 33% overall.</p> <p>Validation of the new application forms has been ongoing and the commitment to validate all applicants who registered by the 9 April was completed successfully by the 23 April. Letters informing applicants of their new banding were sent out on time.</p> <p>The new allocation policy went live on the 23 April and new applicants have been able to register using the new criteria since that date.</p> <p>Information regarding the new Allocation policy and the new application forms was posted on the Council's website and through social media to ensure communications were in place to advertise the changes.</p> <p>Prompts have been issued on a number of occasions to Elmbridge for their comments on the newly drafted Search Moves agreement and Locata contract. To date nothing has been provided so this element of the project has not progressed.</p> <p>Completion of Locata contract and Search Moves partnership agreement is scheduled for June 2018</p> <p>----- Privacy Impact Assessment: <input checked="" type="checkbox"/></p> <p>Equality and Diversity: <input checked="" type="checkbox"/></p> <p>-----</p>		<p>Risks: Confusion over deliverables due to a large number of elements of the project running concurrently</p> <p>Partners unable to agree on joint ways of working or outcomes</p> <p>Delays may be built in due to lack of available resources</p> <p>Issues: Partnership working may result in delays to the project due to partners working at different rates</p>	<p>Agreed Original Project Budget: Total one off cost £44,100 for all partners.</p> <p>Spelthorne element of one off cost £13,250</p> <p>Annual support cost for all partners £28,000 Spelthorne element of annual cost £8,333. This is a £2k increase on previous years.</p> <p>Total Available Budget: £14,000</p> <p>Planned Spend to Date: £13,250 Capital plus Ongoing £8,333 Revenue Budget (Net increase of £2k from previous years)</p>	Various methods and mechanisms to communicate with: MAT SHG Search Moves Steering Group Legal Services Applicants on the Housing Register RSLs Councillors		October 2018	Jayne Brownlow	Karen Sinclair	A		
Medium												
Civica Housing Module	<p>Following a number of issues and false starts with Civica over many months, a fully working system was finally loaded into the live and test environments in March 2018.</p> <p>Analysis and process mapping of the Rent Assure Scheme has taken place by the IT Business Analyst in preparation for the system build in Civica LG2.</p>	Automation of many current tasks and processes.	<p>Risks: Delay in the installation and configuration of the LG2 software.</p> <p>Integration with Locata does not achieve identified efficiency savings</p> <p>Delays may be built in due to</p>	<p>Total Available Budget: £25,000</p> <p>Planned Spend to Date: £25,000</p>	Ongoing communication with relevant internal and external parties	Housing ICT External		September 2018	Jayne Brownlow	Deborah Ashman / Karen Sinclair	R	<p>A server upgrade has been completed and LG2 software is in place plus being tested in live and "test" to ensure it is fully operational.</p> <p>Latest version of Civica (V23) needs to be installed to cover GDPR (primarily the document disposal module). This will allow for flagging records on LG2 for</p>

Friday, 29 June 2018

Page: 3 of 9

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Corporate Project Dashboard

	<p>An achieve form is now published on the Councils website to allow Landlords to automatically register an interest in the Rent Assure Scheme. Details can now be uploaded to LG2 (eg gas safety certificates) when the system is live.</p> <p>Civica LG2 Training took place 24/25 April. The training was used to develop part of the Rent Assure Scheme process around the recording of landlord, property and tenant information.</p> <p>A number of areas of the overall solution are still unclear and will need to be addressed. These relate to the integration between the rent management functions held on Integra and the landlord/tenant/customer information held on Civica.</p> <p>Letters relating to financial arrears will be generated from Integra however it is unclear at the moment where the 'book in' letters for B&B and letters to external agencies relating to a TA placement will be generated in Civica LG2.</p> <p>----- Privacy Impact Assessment: <input checked="" type="checkbox"/> Equality and Diversity: <input checked="" type="checkbox"/> -----</p>		<p>lack of available resources</p> <p>Issues: Financial and people systems data associated with the B&B and RAS schemes do not integrate</p> <p>Debt management process may not be as holistic as was hoped</p> <p>Spelthorne are aware that LG2 is not a strategic product for Civica</p>								<p>time limited deletion. This feature needs to be configured at the outset.</p> <p>A Live to test copy of database required as ongoing development is currently taking place on the live system.</p> <p>Further development of the Rent Assure Scheme system needs to be carried out prior to testing. This includes identifying what areas of the end to end process will not be covered within LG2 (e.g. rent management (financials), letter generation, pre sign up landlord checks and tenant selection process etc.)</p> <p>Specification for the Bed & Breakfast recording requirements to commence after the Rent Assure Scheme is developed. This will include identifying how and what information is stored in Civica and what in Integra. Clarity will need to be forthcoming on how a single view of a client (both relating to payments information and to their client/accommodation details) will be achieved and operationally managed ongoing. Issues may include resolving if Housing Options staff will need access to and training on Integra.</p> <p>Work to specify the integration between Civica and Locata will need to commence following the development of the RAS and TA systems. This will involve both Locata and Civica staff.</p>
Housing B&B and Rent Management System	<p>Awaiting development/delivery of the Civica Housing Module so as to test the amended Integra compatible processes and mechanisms relating to 'Letters' (Debt Management).</p> <p>----- Privacy Impact Assessment: <input checked="" type="checkbox"/> Equality and Diversity: <input checked="" type="checkbox"/> -----</p>	Removes much/all of the current manual intervention when managing accounts.	<p>Risks: Readiness of the Civica / LG2 Housing Module to provide UAT opportunities to determine adequacy of revised Finance/Housing Processes and procedures.</p> <p>Issues: Testing is reliant on other projects progressing associated with Locata and Civica housing module</p>	No external spend.	Ongoing communication with relevant internal parties.	Housing ICT Finance	Summer 2018	Michael Pegado	Sandy Muirhead	A	ICT and Finance have reviewed and revised the current processes so as to amend the manual requirements whilst also providing automated feeds
Service											

Corporate Project Dashboard

Neighbourhood Services											
Project Name and Category	Progress against Milestones	Benefits identified and anticipated delivery on target	Risks and Issues	Budget	Stakeholder Engagement	Resources	Anticipated completion date	Project Manager	Project Sponsor	RAG status	Comments. If Red or Amber state how you are able to address the issues
Priority Flagship											
Flagship											
High											
Staines Market Tender	Start June 2018	Effective market operations Income to Council			Internal external BID		November 2018	Francesca Lunn / James Weedon	Jackie Taylor	G	Staines Market tender process should be a straightforward procurement
Medium											
Service											

Corporate Project Dashboard

Regeneration and Growth –NB for priority projects- project summaries produced on weekly basis											
Project Name and Category	Progress against Milestones	Benefits identified and anticipated delivery on target	Risks and Issues	Budget	Stakeholder Engagement	Resources	Anticipated completion date	Project Manager	Project Sponsor	RAG status	Comments. If Red or Amber state how you are able to address the issues
Priority Flagship											
Churchill Hall Redevelopment	Construction commenced on the 5 February 2018 with a target construction time of 35 weeks. The programme has a 10 day delay due in part to previous adverse weather and Labour issues with the Brickwork subcontractor Privacy Impact Assessment: <input checked="" type="checkbox"/> Equality and Diversity: <input checked="" type="checkbox"/>	3 no. 2 bedroom houses for affordable rented accommodation which will bring in an on-going income stream whilst also providing housing for Borough residents	Confidential	Confidential	MAT Councillors Residents Contractor team	Asset Management / Property Development Project Team Legal Procurement Communications	December 18	Richard Mortimer	Heather Morgan	G	Reported directly to Development Investment Group on a two weekly basis
Bugle Returns Redevelopment	Construction commenced on the 31 January 2018 with a target construction time of 48 weeks. Despite having lost a week due to adverse weather, the contractor has recovered this loss and are currently reporting that they are on programme. Privacy Impact Assessment: <input checked="" type="checkbox"/> Equality and Diversity: <input checked="" type="checkbox"/>	8 private rented apartments which will bring in an on-going income stream to be used for affordable housing purposes elsewhere in the Borough	Confidential	Confidential	MAT Councillors Residents Contractor team	Asset Management / Property Development Project Team Legal Procurement Communications	Jan 19	Richard Mortimer	Heather Morgan	G	Reported directly to Development Investment Group on a two weekly basis
Ceaser Court (formerly Benwell House) Redevelopment	A further planning application was submitted on the 11 April for a roof top extension which will provide an additional 24 apartments. If granted, this will bring the total number of apartments to 55 in phase 1. Privacy Impact Assessment: <input checked="" type="checkbox"/> Equality and Diversity: <input checked="" type="checkbox"/>	55 residential units to bring in an on-going income stream whilst providing much needed housing in the Borough.	Confidential	Confidential	MAT Councillors Residents Design team Contractor team	Asset Management / Property Development Project Team Legal Procurement Communications	Confidential	Richard Mortimer	Heather Morgan	G	Reported directly to Development Investment Group on a two weekly basis
White House Redevelopment	The design fees budget for the phase 1 (28 unit block of affordable accommodation) is going to Cabinet for approval on the 18 July. Privacy Impact Assessment: <input checked="" type="checkbox"/>	Phase 1 28 unit block for affordable rented accommodation which will provide housing for Borough residents whilst also bringing in an income stream	None at present	Confidential	MAT Councillors Residents Design team Construction team Management Operator (Phase 2)	Asset Management / Property Development Project Team Legal Procurement Communications	Confidential	Richard Mortimer	Heather Morgan	G	Reported directly to Development Investment Group on a two weekly basis
Waterfront Redevelopment	Feasibility works are ongoing to establish the appropriate densities and mix of uses. Privacy Impact Assessment: <input checked="" type="checkbox"/>	Regeneration of Staines-upon-Thames.	Confidential	Confidential	MAT Councillors Residents Design team Construction team Hotel operator	Asset Management / Property Development Project Team Legal Procurement Communications	Confidential	Richard Mortimer	Heather Morgan	G	Reported directly to Development Investment Group on a two weekly basis
Ashford Multi-Storey Car Park	Project currently on hold awaiting the outcome of the parking studies and enforcement period. Surveys to form the basis of the parking study are to commence on the 28 and 30 June. Privacy Impact Assessment: <input checked="" type="checkbox"/>	In the stages of early feasibility	Parking Study being undertaken to establish wider parking capacity and trends.	Confidential	MAT Councillors Residents Design team Construction team	Asset Management / Property Development Project Team Legal Procurement Communications	Confidential	Richard Mortimer	Heather Morgan	A	Reported directly to Development Investment Group on a two weekly basis
Leisure Centre	A request for Cabinet approval for Public Consultation is going to Cabinet on the 20 June. An external Communications consultant has been appointed and is preparing the consultation material. Once approved the public consultation exhibition is scheduled for the 29 & 30 June with consultation open to 23 July 2018. Privacy Impact Assessment: <input checked="" type="checkbox"/>	To have delivered a brand new 'High Spec' leisure facility which will serve the Borough residents and visitors for up to 40 years.	Site constraints and obtaining vacant possession	Confidential	MAT Councillors Residents Communications Consultant Design team Construction team	Asset Management / Property Development Project Team Legal Procurement Communications	<i>Dependent on planning and vacant possession</i>	Richard Mortimer	Lee O'Neil	G	Reported directly to Development Investment Group on a two weekly basis
Thameside House	The property was acquired on the 9 May 2018. A professional team is being procured via the SCAPE Framework. Cabinet approval Privacy Impact Assessment: <input checked="" type="checkbox"/>	A predominantly residential scheme with a mix of affordable and privately	A detailed design need to be progressed in order to submit a	Confidential	MAT Councillors Residents Design team	Asset Management / Property Development Project Team Legal	Confidential	Richard Mortimer	Heather Morgan	G	Reported directly to Development Investment Group on a two weekly basis

Corporate Project Dashboard

		rented apartments. Other uses may include offices and retail. This will provide an on-going income stream along with providing a substantial amount of much needed housing.	planning application.		Construction team	Procurement Communications					
Flagship											
Supporting Spelthorne Secondary Shopping Areas	In the highlight report of Feb 2018 work is due to start on the parades in April 2018 (this date has moved several times over the life of the project with the first date of expected completion due in April 2017), however only Edinburgh Drive has been completed and this was in January 2018. It has been impossible to plan a milestone due to the time SCC has taken to proceed with the S278 licences. Such is the position that the businesses that were originally awarded the contracts around a year ago have now requested a 5% increase due to rising costs and labour. Our legal are now in discussions with SCC for them to pay this as the delay is entirely due to their exceptionally slow pace in dealing with the S278 licences which were applied for in September 2016.	Over many years there has been an overall lack of investment in supporting the small shopping parades which serve our communities, particularly those people with mobility issues such as the disabled, elderly and the infirm. Making the shopping parades more welcoming and attractive would encourage additional footfall and spend within these locations, which are largely dependent upon the immediate community to survive and thrive	Risks: Relate to the payment of the 5% surcharge by the contractors and where the liability lies.	£350k was allocated by SCC for projects over a 4 years period to match fund the contribution from SCC. However, SCC have withdrawn from future funding for similar projects, so when this scheme is completed, the remaining funding set aside by SBC will return to our account as unspent.	Engagement with SCC has not resulted in the responses one would have anticipated; due to lack of progress, there has been no new information to update any other stakeholders.	The project has sufficient resources, but has suffered delays outside SBC control.	In the Feb 2018 update the date of completion was expected to be July 2018, this will now be closer to October 2018. Once the 5% surcharge has been resolved, there will be a further 8 week period whilst applications for a licence to work on the road is processed by SCC as submitted by the contractor.	Alfred Osawe (Runnymede)	Keith McGroary	R	Our legal department are in communications with SCC legal to resolve the 5% surcharge issue. Once this is resolved, the contractor can be authorised to start work. The S278 agreements have now been completed for all 4 shopping parades.
High											
Heathrow Launch Pad (Incubator)	Agreement on final costings and Business Case is anticipated to be gained in June 2018. ----- Privacy Impact Assessment: <input checked="" type="checkbox"/> ----- Equality and Diversity: <input checked="" type="checkbox"/> -----	Support and development for new businesses in the Borough promoting income generation.	Risks: Changes of location ~ will affect Business Case and delivery timelines. Short term availability of preferred location. Issues: Potential unforeseen and increased costs of a larger stand-alone site.	Set up costs of c£48.7K with ongoing costs of around £27K p.a. Revenue will be generated by charging a membership fee for use of the space which is expected to cover the monthly running costs.	Ongoing and regular communication with 'Business Support Partners'	Economic Development. Project Office. Asset and Facility Management. Legal Services. Procurement. Communications.	September 2018	Keith McGroary	Ruth Lambert	A	Considerations around location have impacted on the timeline.
Medium											
Service											

Corporate Project Dashboard

Finance and Customer Relations											
Project Name and Category	Progress against Milestones	Benefits identified and anticipated delivery on target	Risks and Issues	Budget	Stakeholder Engagement	Resources	Anticipated completion date	Project Manager	Project Sponsor	RAG status	Comments. If Red or Amber state how you are able to address the issues
Priority Flagship											
Flagship											
High											
Web Upgrade	Good progress and new demo templates have been provided and will be shown to web librarians 3.7.2018	Improved Web management opportunities.	Contract for current provider for next 2 years so implementing an upgrade		Service Lines	ICT Communications Customer Services	December 2018	Mandy Binley / Daniel Dredge	Roy Tilbury	G	Longer term need to evaluate if the current provider's platform delivers all of Spelthorne's future needs, Upgrading the website and encouraging channel shift needs to tie in with implementing a new phone system.
CallSecure	Good progress -	Improved payment processes and procedures to ensure compliance with PCI-DSS	Failure to comply with PCI-DSS compliance if system not in place		Finance Customer Services Service Lines	ICT Finance	August 2018	Jodie Hawkes	Laurence Woolvern	G	Payments are made directly by the Customer into a separately hosted (Capita) secure system. A lack of clarity on the system raised concerns but training schedule in place to demonstrate how system operates.
Replacement Phones	Demo's being viewed and other options to be viewed in conjunction with service delivery and reducing duplication	Integration with Skype. Possible merger of email and webchat. Better analytics at the front end	Risks around call management System replacement made in conjunction with Web upgrade will mitigate some risks		Customer services Public	ICT Customer Services	December 2018	Alistair Corkish / Daniel Dredge	Roy Tilbury	G	
Medium											
Replacement Room Booking System (Bookinglive.com)	On target test system with live date should be available week commencing 9 th July with live implementation week commencing 30.7.2018 or sooner	Improvement to current system (Stopford). Ability to manage external electronic bookings with online payment processing.	Replacing Stopford that was not fit for purpose. Automation of external booking will provide efficiency's in CS		All services Public	ICT Customer Services Project Services	July 18	Daniel Dredge	Roy Tilbury	G	on target for delivery
CIVICA Upgrade (new project)	ICT have viewed workflow 36 and has a very different feel and capability further discussions to be had but new system could provide significant workflow and processing capabilities thus improving service efficiency.	Digital transformation progress and Customer Empowerment with enhanced self-service opportunities. Cost savings	Largest risk associated with cost figure currently banded is £125k as opposed to £40k now.		All Civica Users	ICT Customer Services This will effect Housing and Benefits.	Nov 18	Daniel Dredge/Alistair Corkish	Roy Tilbury		Civica a main provider of systems to the Council are developing a new version but the cost is likely to be significant. Have offered system at reduced price if an early adopter but risk is system may contain "bugs" which could impact on service provision. Need to assess balance of risk associated with early adoption.
Service											
Mailing for Main Billing	Collecting data re mailing houses has just started	Keep pricing competitive.				Customer Services	December 2018	Daniel Dredge	Roy Tilbury		
Enforcement Agents	Not started	Possible implications on cost and vulnerability	Need greater control or competition.			Customer Services	April 2019		Roy Tilbury		

Corporate Project Dashboard

Miscellaneous											
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Priority Flagship											
Flagship											
High											
Every Ward at its Best	Progress as per schedule. ----- Privacy Impact Assessment: <input checked="" type="checkbox"/> ----- Equality and Diversity: <input checked="" type="checkbox"/> -----	Improvements to local community/environment. Potential improvement to economic development. Perceptual gains. Identification of ongoing options.	Risks: Scope creep Expectations 'v' reality (scope and budget) On-going and future lack of Councillor buy-in / support Issues: Immediate lack of Councillor buy-in / support 'Political' complications between Wards Operational issues attempting resolution as part of this project	£25,000 (for contingencies and incidentals).	Communications plan to be devised so as to appropriately reach: Staff Councillors Residents Resident Groups.	MAT Communications Asset Management Project Office People and Partnerships Environmental Health Planning JET Community Safety Customer Services Legal Councillors	February 2019	Michael Graham	Daniel Mouawad	G	
Medium											
PeopleSafe Identicom Devices for Lone Workers	After experiencing some initial delays and 'teething' issues roll-out is now continuing to the revised delivery schedule. ----- Privacy Impact Assessment: <input checked="" type="checkbox"/> ----- Equality and Diversity: <input checked="" type="checkbox"/> -----	Provision of additional security and safety to the Council's lone working Staff and the Borough's Councillors It must be noted that this is the last line of support and the Councils standard Lone Working Policy and departmental procedures need to be followed.	Risks: Officers and Councillors not using the device. New starters not receiving training. Inappropriate use of the data to monitor Officers performance. Issues: Escalation procedures incorrectly entered into the 'Vision Portal' by PeopleSafe. Resilience provision due to the above.	£75,292	Widespread consultation with Councillors and lone working Staff. Ongoing communication continues. Training delivered ahead of roll-out to users. Additional training has been delivered to some areas and other areas have been given the opportunity for additional training. Information, instruction and guidance documents are available for all users. Managers need to encourage staff to use and monitor their usage.	Environmental Health ICT Project Office	April 2018	Stuart Mann / Tracey Willmott-French	Lee O'Neil	G	The current safety mechanism (Mole Valley contract) is to remain in place to safeguard Spelthorne and officers/members for another few weeks to ensure no significant risks identified through introduction of the devices. Usage reports will be discussed at the upcoming Safety Champions meeting on 22/05/2018.
Service											