Corporate Project Dashboard
January 2019

Portfolio of Projects:

Priority Flagship	Flagship	High	Medium	Service
Knowle Green Estates Limited	SSSSA	GDPR Compliance	Replacement Room Booking System	VDI – Virtual Desktop Infrastructure
Project Lima	Root and Branch Review	EDRMS	Replacement of Mitel/Liquid Voice Phone Systems	Exchange to MS 2016 Solution
COMPLETED Churchill Hall Redevelopment	Heathrow Launch Pad (Incubator)	Agile Working		Office 365
Confidential: Bugle Returns Redevelopment	Greeno Centre Extension	Search Moves		SQL Server Upgrade
Confidential: Ceaser Court Redevelopment Ph. 1	Gigabit City Project	LSVT Update		Corporate 'Hybrid Printing' initiative
Confidential: White House Redevelopment (Phases 1)		Civica/Locata Housing Module		Multi-use Bins in Parks
Confidential: White House Redevelopment (Phase 2)		Rent Management System		Refurbishment of Shepperton Lock Facilities
Confidential: Waterfront Redevelopment		Contract for Strategic Asset Valuations		Enterprise (iDOX)
Confidential: Knowle Green (West Wing)		Staines Market Tender		Waste and Recycling in Schools
Confidential: AMSCP		Property Management Software		Refurbishment of Laleham Park Play Area
Thameside House		Cleaning Contract		
New Leisure Centre		Web Upgrade		
Southern Light Railway (SLR)		*COMPLETED* Call Secure		
		Every Ward at Its Best		

Project: Knowle Green Estates Limited

Category: Priority Flagship　　　　　　　　　**RAG Status: Red**

- **Benefits Identified and Anticipated Delivery to Target:**
  There is no target completion date formally set. The main benefit which is being scoped at present is the delivery of a new business unit outside the Council to more effectively manage all of our property dealings.
- **Progress Against Milestones:**
  No milestones are identified and no formally scope set though work is progressing through Cabinet to identify the basis on which the Cabinet wises to proceed.
  At that point it will be clearer as to delivery milestones.
- **Identified Risks and Issues:**
  Risks:
  Issues:
  The main issue is the delivery of a business case. This has been ongoing for some months and expert advisors are working with the Council to refine and review the early draft business cases.
- **Budget Management:**
  No budget is set. The business case is going to identify the resources required in order to deliver a project of this nature.
- **Stakeholder Engagement:**
  Some issues to think about. A small number of senior staff and councillors have knowledge of the Company and what it does. This needs to be expanded to a wider range of staff and councillors.
- **Resources:**
  There are a number of staff working on this project: Housing, Legal, Finance, Assets.
  Comms, HR, ICT to be further engaged.
  Could do with a Project Officer to assist.
  Expert external advisors are procured and working with us.
- **Anticipated Completion Date:**
  March 2020.
- **Comments:**
  This project has evolved but needs to be co-ordinated properly in order to deliver results.
  RAG Status marked as RED due the following:-
  Needs business case.
  Needs project brief with identified benefits
  Needs PID on delivery of benefits
  Needs project budget
  Needs stakeholder engagement plan

  Could do with a Project Officer to assist.

Project: <u>Project Lima</u>

Category: Priority Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Project Lima has focussed staff minds on consolidating and reducing storage materials. Greater focus on back-scanning and forward-scanning. New desk configurations have settled and staff are working in cleaner, brighter and more modern office accommodation. The "development potential" benefit of vacating the West and North wings is being pursued by the Assets Team with a prior approval application having been submitted for a conversion to housing.
- **Progress Against Milestones:**
  Following the completion of Phase 2 on 19 October, several large staff teams have been successfully moved into the South Wing 1st Floor.
  Phase 3 (Main Reception and Room1) was completed on time on the 16 November). This allowed the Finance team to be moved. It was decided that additional works would be undertake in Main Reception so the temporary reception will remain in place for a longer period.
  Phase 4 (final phase) is progressing well with the successful demolition of the South Wing Ground Floor corridor wall (key element). Phase 4 is a long phase which is split by the Christmas break. It features the refurbishment of Rooms 231, 232, 233, 33, 34,35, 35A, 35B as well as the installation of numerous windows across the building. Phase 4 and the whole project is to be completed by 1 February 2019.
- **Identified Risks and Issues:**
  <u>Risks:</u>
     1. Building contractor delay in works.
     2. Unexpected issues 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.
  <u>Issues:</u>
- **Budget Management:**
  The Project Team has sought to reduce spend on certain elements e.g. furniture. Strict control is being exercised when overseeing the building contractor so as to avoid additional costs and extra. There has been some legitimate additional spend due to project scope creep or unexpected items and this is being tracked through the Contract Variation system.
- **Stakeholder Engagement:**
  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 but delayed. Ongoing feedback inbox and post-box. Ongoing engagement with external tenants at KG.
- **Resources:**
  Facilities Team have had improved capacity to assist with project requirements now that the new Apprentice is settled. Additional casual labour has been used to meet project deadlines. ICT team is successfully managing VDI rollout as part of office moves.
- **Anticipated Completion Date:**
  1 March 2019

Project: <u>Project Lima (cont'd:)</u>

- **Comments:**
  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 started on 23 July 2018 and has so far completed the phases to the agreed timetable. Office moves have been executed as planned. The final phase of the project should conclude on 1 March 2019.

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Project: <u>Churchill Hall Redevelopment</u>

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Category: Priority Flagship   **RAG Status: Green**

- **Comments:**
  Project completed successfully and the properties were transferred to Knowle Green Estates Limited on 28 September 2018.

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Project: <u>Bugle Returns Redevelopment</u>

Category: Priority Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  8 private rented apartments which will bring in an on-going income stream to be used for affordable housing purposes elsewhere in the Borough.
- **Progress Against Milestones:**
  Roofing has been completed and scaffolding been removed.
  On programme
- **Identified Risks and Issues:**
  CONFIDENTIAL
  <u>Risks</u>:
  <u>Issues</u>:
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
    - Management team
    - Councillors
    - Contractor Team
- **Resources:**
    - Asset Management / Property Development
    - Project Team
    - Legal
    - Procurement
    - Communications
- **Anticipated Completion Date:**
  January 2019
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

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Project: <u>Ceaser Court (formerly 'Benwell House') Redevelopment</u>

Category: Priority Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  55 residential units to bring in an on-going income stream whilst providing much needed housing in the Borough.
- **Progress Against Milestones:**
  Internal soft strip work commenced 5 November 2018 and is due to complete in January 2019.
- **Identified Risks and Issues:**
  CONFIDENTIAL
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
    o Management team
    o Councillors
    o Contractor Team
- **Resources:**
    o Asset Management / Property Development
    o Project Team
    o Legal
    o Procurement
    o Communications
- **Anticipated Completion Date:**
  CONFIDENTIAL
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

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Project: <u>White House Redevelopment (Phase 1)</u>

Category: Priority Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  28 unit block for affordable rented accommodation which will provide housing for Borough residents whilst also bringing in an income stream
- **Progress Against Milestones:**
  Planning submission is imminent.
- **Identified Risks and Issues:**
  CONFIDENTIAL
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
    - Management team
    - Councillors
    - Design Team
- **Resources:**
    - Asset Management / Property Development
    - Project Team
    - Legal
    - Procurement
    - Communications
- **Anticipated Completion Date:**
  CONFIDENTIAL
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

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Project: <u>White House Redevelopment (Phase 2)</u>

Category: Priority Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  To provide options for housing for clients who would potentially go to costly emergency accommodation.
- **Progress Against Milestones:**
  Planning submission imminent.
- **Identified Risks and Issues:**
  CONFIDENTIAL
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
  - o Management team
  - o Councillors
  - o Design Team
  - o Management Operator (Phase 2)
- **Resources:**
  - o Asset Management / Property Development
  - o Project Team
  - o Legal
  - o Procurement
  - o Communications
- **Anticipated Completion Date:**
  CONFIDENTIAL
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

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Project: <u>Waterfront Redevelopment</u>

Category: Priority Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Regeneration of Staines-upon-Thames.
- **Progress Against Milestones:**
  Hotel consultant has been appointed.
  Feasibility works are ongoing to establish the appropriate densities and mix of uses.
- **Identified Risks and Issues:**
  CONFIDENTIAL
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
  - o Management team
  - o Councillors
  - o Design Team
  - o Construction Team
  - o Hotel operator
- **Resources:**
  - o   Asset Management / Property Development
  - o   Project Team
  - o   Legal
  - o   Procurement
  - o   Communications
- **Anticipated Completion Date:**
  CONFIDENTIAL
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

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Project: <u>Knowle Green West Wing</u>

Category: Priority Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  To provide much needed housing in the borough.
  To provide an income stream.
- **Progress Against Milestones:**
  Awaiting design fee approval.
- **Identified Risks and Issues:**
  CONFIDENTIAL
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
  - o Management team
  - o Councillors
  - o Design Team
- **Resources:**
  - o Asset Management / Property Development
  - o Project Team
  - o Legal
  - o Procurement
  - o Communications

- **Anticipated Completion Date:**
  CONFIDENTIAL
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

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Project: <u>Ashford Multi-Storey Car Park</u>

Category: Priority Flagship   **RAG Status: Amber**

- **Benefits Identified and Anticipated Delivery to Target:**
  In the stages of early feasibility
- **Progress Against Milestones:**
  The car parking enforcement has been extended until after Easter to allow us to capture the data for both holiday periods.
- **Identified Risks and Issues:**
  CONFIDENTIAL
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
    - Management team
    - Councillors
    - Residents
    - Design Team
    - Construction Team
- **Resources:**
  Healthy availability of both internal and external personnel
- **Anticipated Completion Date:**
  CONFIDENTIAL
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

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Project: <u>Thameside House</u>

Category: Priority Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  A predominantly residential scheme with a mix of affordable and privately rented apartments. Other uses to be determined. This will provide an on-going income stream along with providing a substantial amount of much needed housing.
- **Progress Against Milestones:**
  Feasibility options are still being tested to ensure the site is being optimised.
- **Identified Risks and Issues:**
  CONFIDENTIAL
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
  - Management team
  - Councillors
  - Design Team
- **Resources:**
  - Asset Management / Property Development
  - Project Team
  - Legal
  - Procurement
  - Communications
- **Anticipated Completion Date:**
  CONFIDENTIAL
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

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Project: <u>The Leisure Centre</u>

Category: Priority Flagship   **RAG Status: Red**

- **Benefits Identified and Anticipated Delivery to Target:**
  Long term public health of residents
  New facility addressing leisure needs of residents
  Greater capacity with broader range of facilities
  Fit for purpose
  Future proofing for the growing population
- **Progress Against Milestones:**
  Alternative sites are being looked at.
- **Identified Risks and Issues:**
  <u>Risks:</u>
    1. Delay to project will increase costs of eventual facility
    2. Delay to project will require temporary remediation to current facility
    3. Delay to delivering to benefits outlined above
    4. Decline in usage of current leisure facilities
    5. Decline in retention of staff operating current facility
  <u>Issues:</u>
- **Budget Management:**
  CONFIDENTIAL
- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
    o Management team
    o Councillors
    o Residents
    o Design Team
- **Resources:**
  Healthy availability of both internal and external personnel
- **Anticipated Completion Date:**
  CONFIDENTIAL
- **Comments:**
  Reported directly to Development Investment Group on a two weekly basis

Project: <u>Supporting Spelthorne Secondary Shopping Areas</u>

Category: Flagship **RAG Status: Amber**

- **Benefits Identified and Anticipated Delivery to Target:**
  As per the original application, the improvements will enhance the appearance of the locations making it a more desirable location for a business; it will also make the shopping experience for local residents more attractive and help strengthen the viability of local shopping parades against the competition of shopping in the towns.
  The project is expected to be delivered in this financial year (2018/19).
- **Progress Against Milestones:**
  Edinburgh Drive and Groveley Road have been completed.
  All licences have now been acquired for the remaining shopping parades.
  Work has been scheduled to take place after the festive period so as to not adversely affect business.
  Construction will commence on 7th January at Clare Road, Stanwell, this should take 4 weeks.
  In early February work will then commence at Woodlands Parade, again this will take about 4 weeks to complete.
  This will then complete the project of improvements and will be delivered in the current financial period.
  Identified Risks and Issues:
  <u>Risks:</u>
  The main risk to delay with this project would be weather related. All documentation and resources are now in place to proceed.
  <u>Issues:</u>
  Budget Management:
  As mentioned in the previous update, there has been a 5% increase in the quotes for the remaining 3 parades which is in the region of £9k due to the 2 years it has taken to acquire licences to start work from SCC.
- **Stakeholder Engagement:**
  All Councillors and shopkeepers have been directly notified of forthcoming work at Clare Road and Woodlands Parade and an update has been placed on the SBC website for the wider general public. Visits to the shopping parades has taken place to personally update them of the timeframe of the forthcoming works.
- **Resources:**
  No issues.
- **Anticipated Completion Date:**
  The project was funded in July 2016 and is anticipated to be completed by March 2019.
- **Comments:**
  The delay in this project is due to SCC taking an extraordinary amount of time to process S278 applications. Given that this issue is so close to being resolved, there are no obvious issues to be addressed.

Project: <u>Root and Branch Review</u>

Category: Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  To identify efficiencies and savings wherever feasible and improved processes to ensure the authority delivers its services in the most effective manner for the Council and residents.
- **Progress Against Milestones:**
  <u>Phase 1</u>: Team Reviews – Revised completion date September 2018
  <u>Phase 2</u>: Customer Services, Independent Living implementation plans – December 2018
  <u>Phase 2</u>: Detailed Discovery – March 2019
- **Identified Risks and Issues:**
  <u>Risks</u>:
  Resource – in particular ICT personnel.
  <u>Issues</u>:
- **Budget Management:**
  Projects coming out of Root and Branch will need to be costed and put together as growth items.
- **Stakeholder Engagement:**
  Regular and on-going meetings with:-
    - Staff
    - Councillors
    - Management Team and Group Heads
- **Resources:**
  <u>Delivery</u>:
  Loss of business analyst and workload – recruited temporary root and branch officer plus recruiting business analyst for ICT.
  Also one Team Member on compassionate leave reduced resource. This has led to some delays.
  <u>Post-delivery / Implementation</u>:
  Once have implementation plans likely to involve ICT solutions – availability of resource likely to be a significant risk.
  Need to recruit a Business Analyst as soon as possible.
- **Anticipated Completion Date:**
  June 2019
- **Comments:**
  Discovery Phase progressed and large number of services covered at a high level.
  Now moving onto the details and some Phase 1 and Phase 2 merged due to cross cutting issues identified.
  Summary presentation given to November MAT+ providing and update.
  Independent Living taking forward some of the initiatives highlighted by the Root and Branch Team.

Project: <u>Heathrow Launch Pad (Incubator)</u>

Category: Flagship   **RAG Status: Red**

- **Benefits Identified and Anticipated Delivery to Target:**
  This project will provide below market rate desk space for start-up businesses plus a comprehensive programme of business support. Planned partnerships with SETSquared and Royal Holloway's Creative Hub bid should bring new innovative tech entrepreneurs into the borough. The project will also provide wider support for the local business community. Anticipated project completion date of April 2019 looks likely to be achieved. A meeting with Royal Holloway this month confirmed they are committed to supporting the project.
- **Progress Against Milestones:**
  This is the 4th location for the incubator. We have £150k allocated from the Business Rates retention Fund to deliver this project over 3 years. Our legal team are currently negotiating a lease for the offices above Marianne's Café in the centre of Staines-upon-Thames. Prior to taking up residence we need to apply to Planning Department for a change of use from retail to business use. Whilst this takes place, we will be preparing the building so it is fit for purpose to accommodate the entrepreneurs. On 24th January we have advertised an open evening targeting the high tech / digital community, this is in order to set up a pipe-line for potential residents for the space. So far we have had 22 requests to attend on the Event Bright booking system.
  Initial milestones have been missed due to 3 changes of location for this project. Final costings are being completed in the light of information about the operating costs of locating in Marianne's Café. Office fit out should be completed by April 2019. Business support partners are in place. Workshops and support programme will be launched, once a move in date is agreed.

Identified Risks and Issues:
  <u>Risks:</u>
  1) The main risk to this project has been the changes of location which threatened to lose the scheme momentum. However, partners have been maintained and use of the space has been agreed in principal with Surrey Disabled People's Partnership.
  2) License negotiations are underway and it is important to agree a timescale to take occupancy as soon as possible to allow the project to progress.
  <u>Issues:</u>
- **Budget Management:**
  Budget of £150K has been ring-fenced to cover initial life of the project from the business rate retention pilot. This has been modified from original projections to fit the new venue.
- **Stakeholder Engagement:**
  Stakeholders have been kept up to date. Plans are in place to introduce key stakeholders to the space to ensure commitment to support the project. We have met at the location with representatives from Royal Holloway University and Set Squared based at Surrey Research Park, Guildford.
- **Resources:**
  All resources have been identified and no issues are anticipated. The website is already live (although hidden) and will be updated with the new location to allow marketing to commence.
- **Anticipated Completion Date:**
  Target completion date of April 2019. This project has been live since October 2017.

- **Comments:**
  Once the legal agreement for use of the space has been agreed the other aspects of the project will be able to get underway. The fact there have been 4 locations proposed for this project has impacted on progress to date, but assuming occupancy of this new space is confirmed the project will be successfully completed.

  The project has been given a 'Red' status due:
  - o Deadlines for milestones have been missed.
  - o Amber for risks and issues until the legal agreement has been completed for the new site.
  - o Green for stakeholder engagement, which remains strong. Ruth Lambert, the Project manager left SBC on 12th October, but meetings took place so as to hand over planning to the wider Economic Development Team with the support of Projects to ensure momentum is not lost.

Project: <u>Greeno Centre Extension</u>

Category: Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The new extension will allow the Centre to accommodate more visitors to the Centre. The project is currently on schedule to be finished to target date.

- **Progress Against Milestones:**
  Asset Management were notified at end of May 2018 that a Capital project had been agreed to provide a conservatory/extension for the Greeno Centre. The budget was £100,000. Asset Management spoke with the Centre Manager to establish what their requirement and intended use for the extension was. DNA Architectural practice were instructed in June to produce a design that met the requirements. DNA provided draft design plans in July. The planning application for the extension was submitted in August and received planning consent on 24 September. The tender package was published in early October and closes on 2 November. Tender evaluation will then take place. The project is scheduled to start on site on 3 December.

- **Identified Risks and Issues:**
  <u>Risks:</u>
  The main risk is that inclement weather or other on-site complications may delay the build resulting in a delayed completion. The build programme is very tight for completion before March 27th.
  <u>Issues:</u>

- **Budget Management:**
  The architect who designed and specified the extension was fully briefed on the budget for the project and Runnymede who are managing the tender and build are aware of the capital budget for the project.

- **Stakeholder Engagement:**
  Asset Management have liaised extensively with Housing and Independent Living, the Centre Manager *etc.* to ensure the project delivers what is required.

- **Resources:**
  Asset Management will attend site to monitor progress of the build and will liaise extensively with Runnymede. The build programme will be closely managed to ensure that the completion date is achieved.

- **Anticipated Completion Date:**
  The project completion date is scheduled for 8 March.

- **Comments:**
  This project is being run on a very tight schedule due to the requirement for a mid-March 2019 completion date. With the project starting on site in December there is a chance of weather delays. Should this occur it will be challenging to make up time on such a tight build schedule. However, every effort is being made to achieve the target completion date.

Project: GDPR Compliance

Category: High   **RAG Status: Amber**

- **Benefits Identified and Anticipated Delivery to Target:**
Compliance with data protection legislation and ultimately better use of the Council's information assets.
- **Progress Against Milestones:**
Staff awareness has increased as shown by the growth in requests for guidance made to the IG Officer. Progress against milestones has slowed since the departure of the interim resource, but a new resource is now in place.
- **Identified Risks and Issues:**
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 became enforceable. GDPR is recognised as a step up from the Data Protection Act (1998) even for organisations who are working at the best practices.
- **Budget Management:**
There was no budget allocated originally. However funding was made available for the interim resource's wages and further funding has been made available for the data protection administrator's salary.
- **Stakeholder Engagement:**
Stakeholders - both staff and members of the public are showing increased awareness of data protection and their rights under GDPR as evidenced by the increase in the questions asked by both groups.
- **Resources:**
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. Demonstrating compliance with the GDPR is only one of its manually intensive requirements which has a significant impact on all departments. Some services have moved staff from other tasks in order to concentrate on data protection.
- **Anticipated Completion Date:**
It is difficult to anticipate a completion date. A data protection Compliance Plan for services with target dates was agreed by MAT on 7 August 2018 and sent to all Group Heads and Managers. However, ensuring services complete the Compliance Plan in a timely manner is not assisted by the frequency of meetings, which have been set up with the Data Protection Administrator, being cancelled at the last minute, or Staff not turning up.

Project: GDPR (cont'd:)

- **Comments:**

A fulltime (9 month contract) data protection administrator has been appointed and is working to progress the Information Assets Registers with services.

Project: <u>Electronic Data Resource Management System (EDRMS)</u>

Category: High   **RAG Status: Amber**

- **Benefits Identified and Anticipated Delivery to Target:**
- **Progress Against Milestones:**
  Good progress has been made in: - Planning, Building Control and Environmental Health.
- **Identified Risks and Issues:**
  <u>Risks</u>:
  <u>Issues</u>:
  Staff being aware of 'retention periods' and ensuring adherence to them
- **Budget Management:**
  Scanning tem of 2 plus one recruited for asset work.
- **Stakeholder Engagement:**
  Discussed at MAT, so the Group Heads are aware.
- **Resources:**
  Two scanning Staff and temporary appointment to deal with asset information.
- **Anticipated Completion Date:**
- **Comments:**
  Review of longer term scanning strategy is now taking place.
  Agreed by MAT that need a scanning team is required and current 2 casual Staff made permanent. Currently fully evaluating amount of material to be scanned with retention times allocated – if start with recent material may be able to remove and destroy older material as it goes past the retention period.
  The Council has a number of document management systems and need to evaluate whether those we have or a new one is the best long term solution for the Council.
  The systems available do not easily 'talk' to each other, so which ever route new system focus on one, or two, will involve some expense.

Project: <u>Agile Working</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The benefits of agile working include providing staff with greater flexibility and choice in terms of where they work (the space), their workstation (sit-stand facility) and how they work (technology). Once Project Lima is complete, teams will look at developing more hot-desking and interchangeability of staff across teams. Staff who have moved under Phases 1-3 are already benefitting from the Agile working elements of Project Lima.

- **Progress Against Milestones:**
  The Agile Working Project is currently combined with Project Lima in terms of creating different working environments. Project Lima will create modern flexible workspace and will change the culture of how staff meet, where they meet and the technology they will use. As part of Project Lima, the Agile Working objectives are on course with Phase 4 having commenced on 19 November with completion due for 1 March 2019.

- **Identified Risks and Issues:**
  Risks:
  1. Staff refuse to accept their new office environments and that this has an effect on productivity and morale.
  2. Staff refuse to accept the new facilities and options for meetings and collaboration.
  3. Staff resist change and refuse to embrace future hot-desking.
  4. Risks identified for delivery of Project Lima in turn affect the Agile Working project.

  Issues:

- **Budget Management:**
  The Agile Working budget is being used to cover the elements of Project Lima which relate to facilitating new ways of working e.g. collaboration. The budget will be used but not exceeded.

- **Stakeholder Engagement:**
  Meetings with staff reps have taken place as part of Project Lima. Agile working elements have been discussed and addressed e.g. meeting style, future potential of hot-desking to accommodate growth of teams.

- **Resources:**
  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.

- **Anticipated Completion Date:**
  1 March 2019

- **Comments:**
  The Agile Working Project is running as part of Project Lima and is likely to split off again to explore future opportunities.

Project: <u>Search Moves Partnership & Update Allocations Policy</u>

Category: High   **RAG Status: Amber**

- **Benefits Identified and Anticipated Delivery to Target:**
  - New Allocations Policy in place which complies with case law and is legally robust.
  - A further term agreed for the Search Moves partnership to operate
  - A series of updates to the Locata software used by partners to improve the customer experience. Updates include;
    - A new electronic housing register application form to reflect the new Allocations Policy
    - An updated Search Moves Website with new and more relevant features
    - The move to daily bidding for properties allowing accommodation to come on line and turn around faster and to help RPs get a quicker void turnaround time and therefore reduce lost income.
- **Progress Against Milestones:**
  - Allocations policy implemented on schedule in April 2017 alongside the new e-form for registering for inclusion on the Housing register.
  - New Search Moves website and daily bidding went live autumn 2017
  - Search Moves contracts still not completed and signed. Still with Elmbridge to agree wording. PA Housing have agreed. Regular chases take place through Legal Services
  - Due to the continued lack of progress with the contract, a Steering Group meeting for Search Moves Partners has been arranged for mid-January to discuss contracts and get updates from other members on how they are progressing with the partnership elements of the agreement, in particular the implications of the withdrawal of the common allocation policy.

Identified Risks and Issues:

Risks:

Failure to delay the signing of the Search Moves partnership Agreement means there is no formal agreement in place covering the terms of reference for the partnership. This could prove problematic if there are any issues between partners.

Issues:

Existing RP tenants now have to apply directly to SBC housing register. It was anticipated this would mean 300 new applications at short notice. It has been raised by Officers that this has given rise to verbal complaints from tenants who feel they are now disadvantaged because they are applying from scratch and previous time waiting has not been taken into consideration.

- **Budget Management:**
  Project delivered on time and on budget. No further cost implications
- **Stakeholder Engagement:**
  A partnership steering group meeting has been arrange for mid-January to take stock of the arrangements and how they are working for all partners.
- **Resources:**
  Although most of the work to deliver this project is complete and the Search Moves elements are live, there is still some legal input to progress the Search Moves contracts. Legal Services are aware and actively chasing.

- **Anticipated Completion Date:**
  All Search Moves elements were live in the autumn of 2017.
  Outstanding are the Search Moves contractual elements. Anticipated completion date is now March 2019
- **Comments:**
  Most Search Moves tasks have been completed but the final sign-offs (with Legal) have caused the timescales to slip. This slippage has been attributed to late contributions and engagement from Elmbridge with regard to Search Moves.

Project: <u>Large Scale Voluntary Transfer (LSVT) Update</u>

Category: High   **RAG Status: Amber**

- **Benefits Identified and Anticipated Delivery to Target:**
  Changes needed to the current LSVT ensure a legal basis for ongoing increased supply of former Airways Housing Units
- **Progress Against Milestones:**
  LSVT changes have been agreed in principle with A2D and with both organisations. Legal teams to finalise.
- **Identified Risks and Issues:**
  <u>Risks:</u>
  Failure to update the LSVT may disadvantage Spelthorne with reference to Housing nominations from A2Dominion ongoing.
  <u>Issues:</u>
- **Budget Management:**
  There is no cost associated with the project to update the LSVT agreement.
- **Stakeholder Engagement:**
  A2D are the main stakeholders. They are fully engaged with the process.
- **Resources:**
  There is still some legal input from both sides to progress the LSVT and the Search Moves contracts. Spelthorne Legal Services are actively chasing.
- **Anticipated Completion Date:**
  Outstanding is the LSVT contractual elements. A2 have been chased again this month (December) but not hear back so completion date now moved out to March 2018.
- **Comments:**
  The LSVT sign off is close to agreement.

Project: <u>CIVICA / Locata Housing Module LG2</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  - Replacement of Emergency Accommodation (Bed and Breakfast placements) monitoring system which is no longer fit for purpose and no longer supported, allowing for it to be decommissioned.
  - Replacement of the current Rent Assure Scheme management processes (mainly spreadsheets) by a system developed within Civica to record and monitor all aspects of the scheme in a more structured way.
  - Development and Roll out of an overnight interface between Locata (Housing management system) and Civica to automatically replicate/ update customer information entered into Locata within Civica hence negating the need to create customers and stop double entry in both systems. Also minimises risk of errors.
  - Benefits include :
    - the improved ability to monitor and manage placements into accommodation in both areas;
    - the mitigation of risks around the software used being unfit for purpose or difficult to navigate;
    - negates the need to double enter financial information in 2 systems and the potential of errors occurring during this process;
    - better transparency and continuity between the Civica and Integra data held.
- **Progress Against Milestones:**
  The Civica Housing module has been;
    - Developed for use by the Rent Assure Scheme - work completed;
    - Configured and process maps developed for the new Housing module. The implementation will be staggered into 2 phases
      Phase 1 – Went live August 2018 and included the migration of all users' accounts and associated documents from Contact Manager to the Housing module. Staff training completed -this element is live.
      Phase 2 – due February 2019 – The process maps to guide staff through the workflow for booking a household into emergency accommodation are complete. Go Live delayed due to key staff holidays, sickness and other work pressures.
      Phase 3 – due February 2019 – Roll out of letter templates within Civica. These are mostly completed but testing and further refinement is required and dependant on the preferred Integra solution.
    - The Locata Civica interface has been developed, tested and set live.

Project: <u>CIVICA / Locata Housing Module LG2 (cont'd:)</u>

- **Identified Risks and Issues:**

  <u>Risks</u>:

  1. The main risk is around the alignment of the process maps on the Civica system for the administration of emergency accommodation and the financial elements which are managed through Integra. At present the Integra financial processes are being developed so risks and benefits are not identified.
  2. Availability of resources to roll out the next phases of the project is a risk. January is a busy month in Housing Options and it may prove difficult for staff to dedicate time to this project.

  <u>Issues</u>:

  Concern over the change of staff within ICT has been mitigated and a full handover took place. New support staff are up to speed with this system development and engaged in further work required to complete the development and roll out.

- **Budget Management:**

  Project on budget. There have been no change control items affecting costs. To date, most of the costs have been paid.

  Civica module - £17.5K,

  Locata interface development £7.5K

  Ad hoc expenses for training - £500

- **Stakeholder Engagement:**

  Regular project team meetings have taken place throughout the project including representatives for Housing, Finance and ICT.

  Updates have been provided to staff through team meetings and training sessions.

- **Resources:**

  Further systems testing and training is required to complete the roll out. Staff input has been identified and accounted for to allow progression against timescales and targets.

- **Anticipated Completion Date:**

  Full roll out (excluding the financial elements on Integra) will be completed by March 2019. This is delayed due to unavailability of expert staff resource to move the project forward.

- **Comments:**

  This update does not include details on the Integra development element of this project as this is being managed separately due to the specific nature of the brief.

  See the "Rent Management and B&B" update (below) for the status of that project.

Project: <u>Rent Management and B&B (Finance)</u>

Category: High **RAG Status: Red**

- **Benefits Identified and Anticipated Delivery to Target:**
  Reduction in manual tasks with the introduction/implementation of 'automated' processes.
  The need to have the Integra and Crystal Reports tested in the Customer environment has been delayed, as some new processes need to be tested with others dependent upon resource (across the areas) being available to write, develop and test the new processes (*e.g.* Credit Control Letters in Crystal reports).

- **Progress Against Milestones:**
  The availability of resource (ICT/Housing/Finance) was managed with the assistance of A Deputy Chief Executive. However, the coordination of these key delivery partners soon unearthed a major issue with the record management within Housing.
  These issues, and 'data cleansing' are now being addressed and a review of progress, with a plan, shall take place in March 2019.

- **Identified Risks and Issues:**
  <u>Risks:</u>
  Resource availability
  <u>Issues</u>:
  Loss of key (experienced) personnel before the 'Go-live' date.

- **Budget Management:**
  No budget.

- **Stakeholder Engagement:**
  Regular meeting with Project Delivery Team and 'resource owners' are now taking place with a view to understanding the service line demands alongside the project delivery expectations.

- **Resources:**
  Resource availability and prioritisation of tasks have been escalated for support and direction.

- **Anticipated Completion Date:**
  The early October 2018, has now been 'revised' for late Spring 2019.

- **Comments:**
  The delivery of this work stream was anticipated to 'dovetail' with the delivery of the Civica/Locata LG2 Module so as to deliver savings by way of the improvement to internal processes, and data/record management.
  Resource availability across the services areas has proven difficult, and even more so, now that we ICT have lost key Staff.
  Senior Management are now assisting in the understanding and management of the resource requirement, in efforts to achieve the revised 'Go-Live' date.

Project:Contract for Strategic Asset Valuations

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The valuation of the investment portfolio is required to meet the Council's financial reporting obligations for the year end. The valuation reports will be provided before the 31 December 2018. A further review and update will be provided in March.
- **Progress Against Milestones:**
- Carter Jonas are undertaking the valuation on the portfolio at present. We expect them to report draft figures in early December.
- **Identified Risks and Issues:**
  Risks:
  Issues:
- **Budget Management:**
  £54,000 contract value.
- **Stakeholder Engagement:**
  The following departments have all been consulted in drafting the Business Requirements Document; ICT, Legal, Finance and Audit.
- **Resources:**
  Not applicable
- **Anticipated Completion Date:**
  The contract will start immediately and has been awarded for a two year period.
- **Comments:**

Project: <u>Staines Market Tender</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Provision of an on-going stable environment for the Operators and Traders of Staines High Street Market.
  Delivery is on track.
- **Progress Against Milestones:**
  On schedule.
  Tender has been finalised on 'Due-North', clarification stage has been rolled out, finalising with evaluation/scoring matrix.
- **Identified Risks and Issues:**
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**
  Key delivery partners who have been consulted, include:-
  ICT – no IT requirement
  Legal Services
  Procurement
  Communications Team are to become involved during the course of 2019
- **Anticipated Completion Date:**
  February 2019.
- **Comments:**
  Clarification stage has been rolled out. Contract re-issued on 7 December 2018.

Project: <u>Property Management Software</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The Property Management Software is essential for the effective management of the Council's assets.

- **Progress Against Milestones:**
  The tender was posted on the In-Tend procurement platform on 22nd November. Tenders returns are due on 3rd January 2019. In the meantime Ian Pickard has been employed as a Contractor to review the legal documentation and data capture the information needed to be uploaded to the new software once it has been purchased. Keri Willis who has been recruited on a temporary basis to scan the legal documentation is now starting on 3rd January 2019 moved from 5th November. To assist with the data capture Megan Finnally and Nicole Green will start the scanning process.

- **Identified Risks and Issues:**
  <u>Risks:</u>
  If the Property Management Software is not purchased then the Council does not have a comprehensive asset register. This has both serious legal and financial implications.
  <u>Issues:</u>

- **Budget Management:**
  We do not have a budget figure for this project. The cost will be dependent on the modules purchased and the number of users/licences purchased. We will have a better understanding of the cost after the tender process.

- **Stakeholder Engagement:**
  The following departments have all been consulted in drafting the Business Requirements Document; ICT, Legal, Finance and Audit.

- **Resources:**
  At the moment the project is adequately resourced with Leigh Street and myself leading the project from the Asset & Property Team. Legal, Land Charges and ICT are assisting where needed. Resourcing may need to be reviewed once the system has been purchased and the system goes 'live'.

- **Anticipated Completion Date:**
  The project commenced back in March/April with soft marketing presentations. In line with the revised timetable we anticipate having appointed a software supplier by mid-February with a 'live' system by the end of March.

- **Comments:**

Project: <u>Cleaning Contract</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  May Harris are delivering a more responsive service and engaged service. We have had two on-site cleaning audits/inspections to date and are highlighting areas for improvement etc.
- **Progress Against Milestones:**
  May Harris, started cleaning at Knowle Green, Fordbridge Centre and Car Parks office on 3rd September 2018. They started cleaning at the Greeno Centre on 17 September 2018, the wo week delay was due to needing to recruit staff to clean the Greeno as Procter's cleaners did not TUPE over.
- **Identified Risks and Issues:**
  <u>Risks:</u>
  Risk that May Harris do not continue to strive for improvement and fail to build on an encouraging start. Facilities will continue to engage with May Harris and schedule in cleaning audits/inspections to ensure level of performance.
  <u>Issues:</u>
- **Budget Management:**
  Invoices from May Harris will be scrutinised to ensure they are in line with budget expectations as projected in their tender.
- **Stakeholder Engagement:**
  Facilities Management continue to engage with Independent Living who manage the day Centres to ensure the level of service/performance received from May Harris meets expectations.
- **Resources:**
  Facilities Management continue to be actively involved with the provision of cleaning at Knowle Green.
  The Independent Living & Day Centre staff feedback on any issues with   service provision that affect their ability to function efficiently.
- **Anticipated Completion Date:**
  Start dates as previously informed.
   Atlas cleaning who clean Staines Community Centre have been given their contractually required 3 month notice period and May Harris will start cleaning the Community Centre on 21 January 2019.
- **Comments:**
  May Harris have shown a significant performance improvement on the previous cleaning contractor. It is recognised that it will not be an overnight transformation. They continue to engage with their staff to work to scheduled processes and schedules. This has resulted in improved results and we expect these improvements to continue. Facilities Management will continue to schedule in cleaning/audit inspections to monitor and record performance.

Project: <u>Web Upgrade</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The benefits for users are that the site will be more accessible, it will be easier to find content, and therefore help reduce calls.
- **Progress Against Milestones:**
  Goss (suppler) has created the new website templates, the first stage of user testing has been completed. The second stage involves transferring of content and further user testing has commenced.
  User testing continues.
- **Identified Risks and Issues:**
  <u>Risks:</u>
  1) It is unclear as to which budget is to be used: at the time the budget commenced, Communications came under the Deputy Head of Customer Relations and he committed to finding the budget on the basis that an upgraded website would lead to savings from an increase in self-serving.
  2) Content relies on web librarians finding time to update their content for transferring.
  3) Integration with third party software will lead to additional cost.
  4) If we choose not to integrate the third party software (*i.e.* change the look and feel to match the website), then there is a risk that residents will lose trust that it is genuinely our site (*e.g.* for making payments);
  <u>Issues:</u>
  Budget Management:
  The budget is being managed by Deputy Group Head of Customer Relations.
- **Stakeholder Engagement:**
  Web librarians, portfolio holders, Customer Services, Group Heads and MAT have been kept informed of progress.
- **Resources:**
  The project will be mainly led by the Web Officer in Communications with web testing, review of content and integration with third party software will require work from web librarians.
- **Anticipated Completion Date:**
  End of January 2019.
- **Comments:**
  No Further comment.

Project: **CallSecure**

Category: High   **RAG Status: Green**

- **Comments:**
  Implemented in August 2018.
  Training of Staff/users between August and October 2018.
  Fully live in October 2018.

Project: <u>Every Ward at Its Best</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  A number of quick wins have been identified and delivered. These will be reported in March 2019.
  A number of other benefits have also been identified and can be delivered within budget or additional monies made available from spare windfall grant.
  A number of ideas have been ruled out of scope. These have been reviewed with the Leader.
- **Progress Against Milestones:**
  Project is progressing as anticipated.
  The next milestone is to prepare an article for the Borough Bulletin in March 2019. There are a number of improvements coming out of the project. Some of these will be delivered in that timescale, some may take a little longer.
- **Identified Risks and Issues:**
  Early issue of councillor engagement has now resolved itself.
  No other reported risks have materialised.
  A requirement for further funding was identified and has been dealt with.
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  £25k budget will be exceeded but other funds have been made available.
- **Stakeholder Engagement:**
  Stakeholder engagement has proceeded as anticipated. No adverse feedback.
  Engagement with Comms undertaken as they are crucial for the final stage of reporting publicly.
- **Resources:**
  No problems identified.
- **Anticipated Completion Date:**
  On track for delivery in Spring 2019 as anticipated.
- **Comments**:
  Will consider how to feedback to councillors about issues which were dealt with and resolved or those which could not be dealt with.

Project: <u>Replacement Room/Venue Booking System</u>

Category: Medium   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Cost savings – substantial over the previous supplier's product/service.
    - Previous supplier: £35,000 set-up cost + on-going £9,000pa
    - BookingLive: £11,000 set-up cost + on-going £3,500pa
  Enhancement to our 'customer self-service' policy.
  Time savings – permitting reallocation of Staff to other duties.
- **Progress Against Milestones:**
  Delivery has been delayed on a few occasions – totalling a month – due to availability   of supplier's resource.
- **Identified Risks and Issues:**
  <u>Risks:</u>
  Service may not be used to its full capabilities.
  <u>Issues:</u>
- **Budget Management:**
  On target with no increased spend.
- **Stakeholder Engagement:**
  ICT and SBC user base.
- **Resources:**
  In-house training requirement.
- **Anticipated Completion Date:**
  Delivered by end of December 2018.
- **Comments:**
  BookingLive product has been awarded 'Room Booking System of the Year – 2019'.

Project: <u>Replacement of Mitel/LiquidVoice Phone Systems</u>

Category: Medium   **RAG Status: Amber**

- **Benefits Identified and Anticipated Delivery to Target:**
  To follow - Dan

- **Progress Against Milestones:**
  The delivery schedule has slipped as the system/requirement specifications are currently being reviewed/revised by Customer Relations and ICT. The tender process shall have to be re-initiated once the specification has been agreed.
  Cost evaluations are being progressed by site visits to existing users.

- **Identified Risks and Issues:**
  <u>Risks:</u>
  Potential integration issues with existing systems.
  Disaster Recovery considerations to be fully understood and risks mitigated.
  <u>Issues</u>:

- **Budget Management:**
  Expenditure is anticipated to be in the £40,000 - £90,000 range as the ultimate delivery shall be dependent upon our module selection/use.
  Dan to confirm on-going figures.

- **Stakeholder Engagement:**
  ICT, Customer Relations, Procurement/Legal and the various service lines as necessary.

- **Resources:**
  ICT (delivery) and general Staff for training.

- **Anticipated Completion Date:**
  Summer 2019 – though this shall be very much dependent upon resource availability during the delivery phase.

- **Comments:**
  With intent to implement a new CRM (Customer Relations Management) system, both projects shall benefit from each other..

Project: <u>Virtual Desktop Infrastructure (VDI)</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
- **Progress Against Milestones:**
  To date, with the additional influences of the 'Project Lima' delivery schedule, the VDI roll-out has achieved a 70% completion figure.
- **Identified Risks and Issues:**
  <u>Risks:</u>
  Systems not working on CITRIX or those not identified to ICT but used by services.
  <u>Issues:</u>
  Reticence of Staff to embrace the concept due to the perception of technology
- **Budget Management:**
  On track.
- **Stakeholder Engagement:**
  The roll-out to each individual service line has been thorough and methodical so as to ensure that all their systems continue to work in the VDI 'environment'. It has also been 'dovetailed' wherever possible with Project Lima.
- **Resources:**
  ICT Staff have been stretched to deliver this and Project Lima though the latter has provided a good base for he roll-out.
- **Anticipated Completion Date:**
  January 2019.
- **Comments:**
  On target and continuing to be rolled out.

Project: <u>Exchange to MS 2016 Solution</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Provision of an 'up-to-date' system and platform.
  Increase in mailbox size (doubled).
- **Progress Against Milestones:**
  On schedule.
  All mailboxes migrated successfully.
- **Identified Risks and Issues:**
  <u>Risks:</u>
  <u>Issues</u>:
  Budget Management:
  No additional spend over the term of the project.
- **Stakeholder Engagement:**
  As this impacted ALL users, communications have been regular and timely ~ including "IT Alerts".
- **Resources:**
  ICT Staff.
- **Anticipated Completion Date:**
  Remaining tasks include:-
  - Switch off old server and to redirect software applications to the new one.
  - Set-up SMTP (Simple Mail Transfer Protocol) relay.
  End of January 2019.
- **Comments:**
  On target and continuing to be rolled out.

Project: <u>SQL Server Upgrade</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  SQL2008 R2 is to have support withdrawn by Microsoft at the end of 2018.
  A number of software suppliers have yet to confirm which version of SQL they will support after Microsoft withdraw their support of the product.
- **Progress Against Milestones:**
- **Identified Risks and Issues:**
  <u>Risks:</u>
  Lack of resource to complete due to service demands taking precedence.
  <u>Issues:</u>
- **Budget Management:**
  Budgeted.
- **Stakeholder Engagement:**

- **Resources:**
  ICT Team
- **Anticipated Completion Date:**
  April 2019
- **Comments:**
  The largest systems have been moved and server upgrades completed. Further work to be managed over the next 4 months.

Project: <u>Office 365 Upgrade</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The current Microsoft product is being replaced with the Office 365 product.
  As Office 365 is a hosted product, the training programme, along with the actual roll-out, shall prove to be 'significant'.
- **Progress Against Milestones:**
- **Identified Risks and Issues:**
  <u>Risks</u>:
  Resource to deliver.
  <u>Issues</u>:
- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**
  Need trainers to be identified and in place when roll out commences – increasing ICT Staff numbers should assist with this.
- **Anticipated Completion Date:**
  2020 and fully operational by 2021.
- **Comments:**

Project: <u>Refurbishment of Shepperton Lock Facilities</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Neighbourhood Services are responsible for the management of all Council owned facilities within Spelthorne. This facilities have been installed for a long period of time and are in need of refurbishment
- **Progress Against Milestones:**
  September 2018 - Procurement process commenced.
  February 2019 – Anticipated purchase of necessary equipment.
  February 2019 – Anticipated installation of equipment.

Identified Risks and Issues:
  <u>Risks:</u>
  Due to internal structure issues determined since the original quote a revised quote is required. There is therefore an associated risk that the costs may increase.
  <u>Issues:</u>

- **Budget Management:**
  Total agreed original project budget: £60,000
  Actual 'Spend to Date':   £ 4,745
- **Stakeholder Engagement:**

- **Resources:**
  Key Delivery Partners include:-
    - Specialist Staff
    - Assets
    - Finance
    - Legal/Procurement
    - Communications
- **Anticipated Completion Date:**
  Original completion date of October 2018 has been revised to February 2019.
- **Comments:**

Project: <u>Multi-use Bins in Parks</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Potential annual savings due to contract/supplier management.
  Reallocation of Staff to other duties due to fewer bins to be serviced.
  No loss of facilities for members of the Public when using the parks in the Borough.
- **Progress Against Milestones:**
  - Lammas Park trial has completed successfully.
  - Agreement to trial another park (Feltham Hill Recreation Ground) has been reached.
  - Following the completion of the second trial, the results shall be evaluated with the view to extending the initiative to other parks and open spaces in the Borough based upon the information gleaned.
- **Identified Risks and Issues:**
  None currently identified, but shall be re-evaluated post the completion of the trial.
  <u>Risks:</u>
  <u>Issues</u>:
- **Budget Management:**

- **Stakeholder Engagement:**
  Key Delivery Partners (ICT, Legal Services, Procurement and Communications) have been consulted with involvement of only the Communications Team being deemed as being required for delivery of this project.
- **Resources:**
  None at present.
- **Anticipated Completion Date:**
  Lammas Park Trial – 5th November 2018 to 30th November 2018
  Feltham Hill Rec. – 7th January 2019 – 1st February 2019
- **Comments:**
  Lammas Park was selected for the trial due to the diversity and range of visitors at this popular venue.
  The trial shall assist in the determination and understanding of costs and timescales when the initiative is to be taken further.

Project: <u>Enterprise Project - iDOX</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Improved processes by the use of workload reports to identify red/amber/green status of target dates. Listing officer workload priorities to assist with allocation of cases and management of officer workload to help with achieving target dates for determination. Greater use of electronic systems and consultations to enable working towards being paper lite. This will help to improve workload monitoring, achieve greater accuracy and efficiency and assist in meeting Government Performance Targets.

- **Progress Against Milestones:**
  - Target Date – 1 October 2018. To set up a task to identify key dates within the appeal procedures (site visits, questionnaires *etc.*).
  To be identified and discussed at the IDOX Planning Audit.
  - Target Date – 1 November 2018. Set up Enforcement Module within Enterprise, including a process for closing cases.
  A purchase order was raised with IDOX for an audit of the Enforcement Module and then consultation on how to set up Enterprise to assist with the management of Enforcement Cases. Consultancy dates agreed with IDOX for Thursday 28 February 2019 for the onsite visit day and Friday 1st March for the offsite write. Meeting arranged on Wednesday 28 November with the Enforcement Team to agree priority list of requirements to the system.

- **Identified Risks and Issues:**
  Risks:
  - Sufficient planning staff resources and ICT resources available with the required skills.
  - Availability of IDOX Consultancy for Planning and Enforcement Audits has affected the projected completion dates of the project.
  - Sufficient Budget.
  Issues:
  - One of the ICT Officers assisting with this project has now left the authority.

- **Budget Management:**
  Within existing budgets and on track.

- **Stakeholder Engagement:**
  Engagement with planning staff, ICT and IDOX Consultants.

- **Resources:**
  Planning staff, ICT support and IDOX Consultants.

- **Anticipated Completion Date:**
  The project started in December 2017 and it is anticipated will be completed by March 2019.

- **Comments:**

Project: <u>Waste and Recycling in Schools</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Working towards a more sustainable future
- **Progress Against Milestones:**

10 Schools adding food waste to their additional service	March 2019
All invoicing correct with schools and purchase ledger	March 2019
Continue with review meetings with schools	March 2019

- **Identified Risks and Issues:**
  <u>Risks</u>:
    1. Contamination at school
    2. Cancelling of service

  <u>Issues</u>:
    1. Missed collections
    2. Incorrect invoicing

- **Budget Management:**
  None at present
- **Stakeholder Engagement:**
  Key Delivery Partners:-
    o ICT   n/a
    o Legal Services   n/a
    o Procurement   n/a
    o Communications Team   when required
- **Resources:**
  None identified
- **Anticipated Completion Date:**
  No variance anticipated, completion date is March 2019
- **Comments:**
  We are working on a drip feeding method with the schools to encourage more recycling and identifying that food waste is a service for them

Project: <u>Refurbishment of Laleham Park Play Area</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Neighbourhood Services are responsible for the management of all Council owned play areas within Spelthorne. This play area has been installed for a long period of time and is in need of refurbishment

- **Progress Against Milestones:**
  November 2018 - Procurement process commenced (documentation sent to Legal).
  January 2019 – Anticipated purchase of necessary equipment.
  March 2019 – Anticipated installation of equipment.

- **Identified Risks and Issues:**
  <u>Risks:</u>
  <u>Issues:</u>

- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**
  Key Delivery Partners include:-
  - Specialist Staff
  - Assets
  - Finance
  - Legal/Procurement
  - Communications

- **Anticipated Completion Date:**
  March 2019

- **Comments:**

Project: <u>BLANK</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**

- **Progress Against Milestones:**

- **Identified Risks and Issues:**
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**