

Appendix 7 – Corporate Project Register by Service Area 2015/16

| Corporate Project Register by Service       |               |  |   |                  |  |                                   |
|---|---------------|--|---|------------------|--|-----------------------------------|
| Projects contained in 2015/16 Service Plans |               | Project  | Project Manager   | Project Sponsor  | Project Board                              | Delivery Date                     |
| Accountancy                                 |               | Implementing E-Series 2 <ul style="list-style-type: none"> <li>• Testing</li> <li>• Implementation</li> </ul>  | Adrian Flynn  | Terry Collier    |  |                                   |
| Asset Management and Office Services        | Use of Assets | Airport Parking <ul style="list-style-type: none"> <li>• Survey</li> <li>• Relocate allotment plot-holders</li> <li>• Negotiations – to achieve maximum annual income stream for the Council through a lease</li> </ul>  | Cathy Munro   | Terry Collier    | Asset Management                           | Dec 2015                          |
|   |               | Ashford Multi Storey car park <ul style="list-style-type: none"> <li>• Review</li> <li>• Plan future use – with view to maximise capital receipt for Council for reinvestment whilst seeking to retain as much public parking capacity as possible</li> </ul>  | Cathy Munro   | Terry Collier    | Asset Management                           | Dec 2015                          |
|   |               | Local Housing/ Development Co <ul style="list-style-type: none"> <li>• Procure new buildings/dwellings</li> <li>• Convert SBC buildings</li> <li>• Extend property portfolio and generate an annual income stream for the Council</li> <li>• Development of affordable and private sector housing</li> </ul> | Jayne Brownlow  | Terry Collier    | Strategic Housing Group / Asset Management | Mar 2017                          |
|   |               | Short Lane <ul style="list-style-type: none"> <li>• Renovate and clean-up site</li> <li>• Options for future use – to maximise annual income stream for the Council through lease</li> </ul>   | Cathy Munro   | Terry Collier    | Asset Management                           | Nov 2015                          |
|   |               | Staines-upon-Thames programme <ul style="list-style-type: none"> <li>• Promotional document and website</li> <li>• Bridge Street</li> <li>• Riverside car park</li> </ul>  | Heather Morgan  | Roberto Tambini  | Asset Management                           | Oct 2017<br>June 2016<br>Dec 2017 |
|   |               | Knowle Green   | Agile working <ul style="list-style-type: none"> <li>• Home working / Mobile working / Hot desking</li> <li>• Software solutions</li> <li>• Community Hubs</li> </ul> | Sonia Hazlehurst | Linda Norman                               | Asset Management                  |
|   |               | ICT Infrastructure relocation <ul style="list-style-type: none"> <li>• An infrastructure which shall be able to continue to function, grow and develop as technology advances and so as to meet changing demands of the Council's services</li> </ul>  | Helen Dunn  | Dave Philips     | ICTSIG                                     | TBA                               |
|   |               | Telephone relocation <ul style="list-style-type: none"> <li>• Co-ordinate telephone requirements for the relocation to new offices</li> </ul>  | Linda Norman  | Dave Phillips    | ICTSIG                                     |                                   |
|   |               | Implementation of Corporate Electronic Document Management <ul style="list-style-type: none"> <li>• Electronic Document Management options (EDMS)</li> <li>• Business Analysis</li> <li>• Document Retention Policy</li> <li>• Project delivery</li> </ul>   | Jayne Brownlow  | Linda Norman     | ICTSIG                                     | June 2017                         |
|   |               | Redevelopment of Knowle Green <ul style="list-style-type: none"> <li>• Options analysis</li> <li>• Delivery</li> </ul>   | Heather Morgan  | Terry Collier    | Asset Management                           | March 2019                        |
|   |               | Relocation of Council Offices <ul style="list-style-type: none"> <li>• Options analysis</li> <li>• move</li> </ul>   | Dave Phillips   | Terry Collier    | Asset Management                           | March 2019                        |

Appendix 7 – Corporate Project Register by Service Area 2015/16

| Service                              |   | Project  | Project Manager                       | Project Sponsor | Project Board    | Delivery Date  |
|--------------------------------------|---|--|---------------------------------------|-----------------|------------------|----------------|
| Asset Management and Office Services | Structure Review                              | Alternative Service Delivery models <ul style="list-style-type: none"> <li>• Mutuals</li> <li>• LATCs</li> <li>• Partnerships</li> </ul>   | Lee O'Neil / various Heads of Service | MAT             | MAT              | March 2017     |
|                                      |   | Service Redesign <ul style="list-style-type: none"> <li>• Corporate Plan</li> <li>• Service delivery</li> <li>• Performance Management</li> </ul>  | TBA                                   | MAT             | MAT              | Jan 2016       |
|                                      |   | Democratic review <ul style="list-style-type: none"> <li>• Portfolio</li> <li>• Cabinet</li> </ul>   | TBA                                   | MAT             | MAT              | TBA            |
|                                      | Service                                       | Spelthorne Leisure Centres <ul style="list-style-type: none"> <li>• Feasibility study</li> <li>• Next steps</li> </ul>   | Cathy Munro                           | Lee O'Neil      | Asset Management | Dec 2015       |
| Communications                       |   | No projects identified   |                                       |                 |                  |                |
| Community Development                |   | No projects identified   |                                       |                 |                  |                |
| Customer Services                    | Enhancing the customer experience programme   | Customer Relationship Management (CRM) <ul style="list-style-type: none"> <li>• Transactional contact through web self service <ul style="list-style-type: none"> <li>○ Booking engine - Artifax – new on-line booking system - Residents to book events through the website</li> <li>○ Garden waste - S.Sheet</li> <li>○ Missed Bins - S.Sheet</li> <li>○ Revs and Bens - Capita</li> <li>○ Building control/Planning and Environmental Health - Caps</li> <li>○ Allotments – Access db.</li> <li>○ Parking – SPUR- cancelled</li> <li>○ AUDDIS compliant for Sundry Debts</li> <li>○ Graffiti and fly tipping –Access db.</li> </ul> </li> </ul> | Michael Pegado                        | Linda Norman    | ICTSIG           | March 2016     |
|                                      | Transitional contact through web self service | Business Rate Hub <ul style="list-style-type: none"> <li>• Business rates retention to maximize income</li> </ul>  | Ian Buddery                           | Linda Norman    | ICTSIG           | March 2016     |
|                                      |   | Expansion of AVR (Automated Voice Recognition AVR payment system) to miscellaneous payments  | Michael Pegado                        | Linda Norman    | ICTSIG           | March 2016     |
|                                      |   | Out of hours telephony <ul style="list-style-type: none"> <li>• Fast track Recover – Sept 2015</li> <li>• Phase III - Customer satisfaction survey – Feb 2016</li> <li>• Miscellaneous payment module</li> </ul>   | Michael Pegado                        | Linda Norman    | ICTSIG           | Various phases |
|                                      |   | Telephony Relocation   | Linda Norman                          | Dave Phillips   | ICTSIG           | TBC            |
|                                      |   | ICT Infrastructure Relocation  | Helen Dunn                            | Dave Phillips   | ICTSIG           | TBC            |
|                                      |   | Re launch of Capita mobile app   | Linda Norman                          | N/A             | N/A              | Oct 2015       |
|                                      |   | Agilyses Engage Citizen experience <ul style="list-style-type: none"> <li>• To improve the customer journey across the Council's website</li> </ul>  |                                       | Linda Norman    | ICTSIG           | 2016/17        |
| Economic Development                 |   | Implement and make best use of CoStar <ul style="list-style-type: none"> <li>• Desktop browser based suite verified source of commercial property data</li> <li>• 2 licenses purchased (Economic development – business enquiries) (Customer Services for identifying new business rate payers</li> <li>• To support inward investment, local businesses and SBC</li> </ul>  | Keith McGroary /Sam Ridley            | Terry Collier   | ICTSIG           | September 2015 |



Appendix 7 – Corporate Project Register by Service Area 2015/16

| Service  |                                | Project  | Project Manager                               | Project Sponsor          | Project Board           | Delivery Date                             |
|--|--------------------------------|--|---|--------------------------|-------------------------|---|
| Environmental Health and Building Control      |                                | Environmental Health LATC <ul style="list-style-type: none"> <li>Explore and develop the potential to establish a LATC</li> </ul>  | Tracey Wilmott-French                         | Lee O'Neil               | MAT                     | March 2016                                |
|  |                                | Implement the Council's ICT strategy changes within Environmental Health <ul style="list-style-type: none"> <li>Introduction of the Document Management System</li> <li>Uniform 10 - upgrade</li> <li>Introduction of Idox enterprise</li> <li>Implementation of selective back-scanning</li> </ul>  | Lorraine Macey                                | Tracy Willmott-French    | ICTSIG                  | In accordance with the Councils programme |
| Housing and Independent living                 | Service plan not yet available | Stanwell New Start   | Karen Sinclair                                | Terry Collier            | Housing and Community   |   |
|  |                                | Housing / Development Company <ul style="list-style-type: none"> <li>Procure new buildings/dwellings</li> <li>Convert SBC buildings</li> <li>Extend property portfolio and generate an annual income stream for the Council</li> <li>Development of affordable and private sector housing</li> </ul> | Heather Morgan / Cathy Munro / Jayne Brownlow | Terry Collier            | Strategic Housing Group |   |
|  |                                | Landlord Rent Guarantee scheme <ul style="list-style-type: none"> <li>Develop Landlord offer</li> <li>Operational Management</li> <li>Launch scheme</li> </ul>   | Jayne Brownlow                                | Terry Collier            | Strategic Housing Group |   |
|  |                                | Property Procurement for B&B/Hostel <ul style="list-style-type: none"> <li>Extend property portfolio</li> <li>Conversion to B&amp;B units</li> <li>B&amp;B allocation and ongoing management</li> </ul>  | Jayne Brownlow                                | Terry Collier            | Strategic Housing Group |   |
| Human Resources                                |                                | Support the Towards a Sustainable Future programme <ul style="list-style-type: none"> <li>Staff changes</li> <li>Staff transfers to alternative delivery models</li> <li>Senior management restructure</li> <li>Support new managers</li> </ul>  | Jan Hunt                                      | MAT                      | MAT                     |   |
|  | High Service                   | I-trent - Integrated HR/Payroll system including capability for automated processes <ul style="list-style-type: none"> <li>Extension of self service</li> <li>Manager access</li> <li>Introduction of workflows</li> <li>Feasibility of developing E-recruitment process</li> </ul>                  | Debbie O'Sullivan                             | Jan Hunt / Terry Collier | ICTSIG                  | Autumn 2015 but dependent on HR work      |
| ICT  |                                | Supporting CRM project in particular Replacement of Artifact room booking system   | Helen Dunn                                    |                          |                         | End of calendar year                      |
|  | Flagship                       | EDMS / IDOX Enterprise -Document Management System Implementation <ul style="list-style-type: none"> <li>Planning</li> <li>Building Control</li> <li>Environmental Health</li> <li>Licensing</li> <li>Streetscene</li> <li>Sustainability</li> <li>Rent deposit scheme</li> </ul>                    | Jayne Brownlow                                | Helen Dunn               | ICTSIG                  | EDMS – Oct 2015<br>IDOX Nov 2015          |
| Internal Audit                                 |                                | No projects identified   |   |                          |                         |   |
| Legal Service including Land charges and ctees | Service Plans not available    | Service plans not available  |   |                          |                         |   |
| Leisure Services                               |                                | Part of a Surrey Wide project to co-ordinate the Community Activation project<br>Action Surrey have been awarded funding in liaison with several borough councils  | Mary West                                     | Sandy Muirhead           | N/A                     |   |
|  |                                | Part of Spelthorne Leisure Centre project  |   |                          |                         |   |

Appendix 7 – Corporate Project Register by Service Area 2015/16

|                               | High Service | Kenyngton Manor Pavilion Refurbishment prior to self-management <ul style="list-style-type: none"> <li>Refurbish to create fit for purpose facility</li> <li>Self-management by Colne Valley ladies football club</li> </ul>   | Mary West                           | Sandy Muirhead                  | Asset Management      | Sept 2015  |
|-------------------------------|--------------|--|-------------------------------------|---------------------------------|-----------------------|--|
| Corporate Project Register    |              |  |                                     |                                 |                       |  |
| Service                       |              | Project  | Project Manager                     | Project Sponsor                 | Project Board         | Delivery Date  |
| Leisure Services              |              | Orchard Meadow Natural Play Area <ul style="list-style-type: none"> <li>Select contractor</li> <li>Obtain planning permission</li> <li>Management of installation of play area</li> </ul>  | Lisa Stonehouse                     | Sandy Muirhead                  | Asset Management      | Dependent on out come of public consultation and obtaining planning permission |
|                               |              | Stanwell BMX / Skate Park <ul style="list-style-type: none"> <li>Contractor selected</li> <li>Awaiting final planning condition sign off</li> <li>Build in autumn</li> </ul>   | Lisa Stonehouse / Dave Phillips     | Lisa Stonehouse / Dave Phillips | Asset Management      | Autumn 2015  |
|                               |              | BMX Track Hengrove Park, Ashford<br>Project cost £70k  | Sabena Sims<br>(Anniqah supporting) |                                 |                       |  |
| Planning and Housing Strategy |              | Part of Towards a Sustainable Future programme <ul style="list-style-type: none"> <li>Digital working and document storage to support remote working</li> <li>Updating the Local Plan?</li> </ul>  | John Brooks                         |                                 | ICTSIG                | Dec 2016   |
| Streetscene                   |              | DCLG waste collection <ul style="list-style-type: none"> <li>Weekly collection of rubbish, Weekly collection co mingled recycling and weekly food waste to 2000 difficult properties across the borough, who are unable to access the wider alternate weekly collection service</li> </ul>   | James Weedon                        | Jackie Taylor                   | Waste Management      | March 2016   |
|                               | High         | Law Enforcement Team (JET Scheme) <ul style="list-style-type: none"> <li>Pilot scheme between SBC and Surrey Police</li> <li>Covers all aspects of enforcement</li> </ul>  | Keith McGroary/ Steve Connor        | Lee O'Neil                      | Housing and Community | Dec 2015   |
|                               | Flagship     | Procurement of New Spelride fleet <ul style="list-style-type: none"> <li>4 of 5 buses to be replaced</li> <li>Procure through a Yorkshire Purchasing Organisation (YPO) framework</li> </ul>   | Jackie Taylor                       | Terry Collier                   | Procurement           | March 2016<br>Revised 01/07/16<br>Budget carry forward 16/17                   |
|                               | Flagship     | Secondary Shopping Centre Regeneration <ul style="list-style-type: none"> <li>Obtain matching funding from SCC</li> <li>Identify potential sites</li> <li>Identify risks to the potential sites</li> <li>Communication plan for each site identified and involvement of stakeholders including SCC</li> <li>3 weeks of public consultation of proposals</li> </ul> | TBA                                 | Jackie Taylor / MAT             | MAT                   | TBC  |
| Sustainability                | Flagship     | Waste Service and waste vehicles programme <ul style="list-style-type: none"> <li>Research opportunities to increase kerbside recycling rates</li> <li>Provide a more efficient rubbish and recycling collection service</li> <li>Recommend the model of refuse vehicles and tender for delivery</li> </ul>  | Sandy Muirhead                      | Lee O'Neil                      | Procurement           |  |
|                               | Low          | Solar PV generation on day centre buildings <ul style="list-style-type: none"> <li>Feasibility study</li> <li>Next steps</li> </ul>  |                                     | Sandy Muirhead                  |                       |  |
|                               | High         | Replace payment system in Elmsleigh surface and multi storey car park <ul style="list-style-type: none"> <li>Procurement</li> <li>Installation</li> </ul>  | Tomasz Sapinski                     | Sandy Muirhead                  | Procurement           | Oct 2015   |
|                               | Low          | Energy reduction measures introduced across the council's estate <ul style="list-style-type: none"> <li>Identify measures needed</li> <li>Installation</li> </ul>  |                                     | Sandy Muirhead                  |                       |  |