Corporate Project Dashboard
August 2020

Portfolio of Projects:

Priority Flagship	Flagship	High	Medium	Service
EU Exit	Continuous Improvement Programme	GDPR – Steps to Compliance	Payment Allocation	Revamp of Intranet (Spelnet)
	Office 365	EDRMS	CIVICA Migration to SQL Server	Multi-use Bins in Parks
	Incubator	Corporate Hybrid Printing	CIVICA Disposal Module	River Ash Walk (Wetland Habitat Creation)
	Fordbridge Day Centre (Extension)	Rent Management and Homelessness System	Academy to 2012 / Ingres Upgrade	Refurbishment of Laleham Park Play Area
	SharePoint Development	LSVT (Large Scale Voluntary Transfer)	UNIFORM Disposal Module ***Completed***	Commercial Waste
	Door Entry System (HFX)	Replacement Phones	2008 R2 Upgrades to 2016 ***Completed***	Bartec for 'Refuse Enquiries'
	Webcasting	Enforcement Agents	Property Management Software	Enterprise (IDox)
	Replace "Skype for Business" / "Teams"	Knowle Green Works/Project Claude	Land Registry – LA Migration	Virtualising ORACLE
		Laleham Park Pavilion		
		Staines Jetty		
		Homeworking Kit: Roll-out		
		PA System		

Project: <u>Brexit/EU Exit</u>

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

- **Benefits Identified and Anticipated Delivery to Target:**
  To ensure Spelthorne Borough Council, its community and businesses are as prepared as possible, given the uncertainties of the EU Exit especially a "No Deal".
  It is anticipated the UK will now leave the EU on 31 December 2020. However, it is still not clear the precise impacts as a result. Milestone/s can be set once more is known.

- **Progress Against Milestones:**
  - As of 1 January 2020 the UK entered a transition period. Negotiations continue to be ongoing with the EU but with no sign of a firm deal the Local Resilience Forum has once again commenced contingency planning for a "No Deal". However, due to COVID-19 there has been no substantial activity over last 7 months.
  - Conducted / progressed assessments of a number of Food Banks in the Borough so as to determine what assistance might be necessary for those financially impacted by the EU Exit.

- **Identified Risks and Issues:**
  - <u>Risks:</u>
    1. **Impact of 'No Deal' exit:-** Likelihood 4 x Impact 4 = **Risk Score: 16**
  - <u>Issues:</u>
    1. **Uncertainty of position of UK on exiting the EU.**

- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	£12,000	
Actual Spend to Date	£12,.000	Budget spent to support food banks as requirements high in last 8 months
Projected Spend	TBC	
Variance From Agreed Budget	0%	

- **Stakeholder Engagement:**
  Plan in place.

- **Resources:**
  Resource requirement and availability shall receive prioritisation once the dates and tasks for EU Exit become more defined.

- **Anticipated Completion Date:**
  Spring 2021.

- **Comments:**
  As we are currently in the transition period we are still awaiting further understanding and direction but plans are now being put in place for a No Deal scenario and impacts on various aspects of trade, food availability and impacts on the financially vulnerable.

Project: Root and Branch Review/Continuous Improvement Programme

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. There are likely to be some 'cashable' savings, but, most are likely to be 'non-cashable'.
- **Progress Against Milestones:**
     1. <u>Last period Key Achievements:-</u>
     - End of 'Basic Discovery' – completed to schedule.
     - End of 'Phase 1 Discovery' ("Staff Impacting") – delayed due to capacity and engagement difficulties.
     - End of 'Phase 1 Discovery' ("Customer Impacting") – significantly delayed due to increased detail of discovery and engagement difficulties.
     - End of 'Phase 2 Discovery' – timescales reviewed with 8 month plan completed
     - Review of Project (internal) – from late April 2020
     - Presentation of R&B Project (May 2018-April 2020) outputs – in June 2020
     - Proposal for 'Annual Continuous Improvement Function for The Council' – for commencement in June 2020.
     - COVID-19 has led to difficulties in engagement with all teams due to emergency response in many areas but also undertaken some improvements which have assisted staff in that response

     2. <u>Next period Key Activities</u>:-

- Delivery of projects to ensure improvements made
- Further engagement with teams to see further benefits

- **Identified Risks and Issues:**
  <u>Risks:</u>
     1. **Lack of Officer resource in R&B Project:-** Likelihood 4 x Impact 5 = **Risk Score: 20**
     2. **Difficulty engaging with Staff:-** Likelihood 4 x Impact 5 = **Risk Score: 20**
     3. **Difficulty with Staff not being 'open':-** Likelihood 3 x Impact 4 = **Risk Score: 12**
     4. **Resistance to change/'Silo' working:-** Likelihood 3 x Impact 4 = **Risk Score: 12**
     5. **Loss of project focus due to breadth of task:-** Likelihood 3 x Impact 4 = **Risk Score: 12**
     6. **Outputs are insufficient for MAT/Cabinet:-** Likelihood 3 x Impact 4 = **Risk Score: 12**
  <u>Issues:</u>
  None offered.
- **Budget Management:**
  Projects costed and delivery plan constructed to identify priority areas and any invest to save growth items which provide opportunities for efficiency savings.
- **Stakeholder Engagement:**
  Regular and on-going meetings with:-
     o Staff team and individual level
     o Management Team and Group Heads
                         Project: <u>Root and Branch Review (cont'd:)</u>

- o Communication developed and issued on Spelnet together with IT tips - monthly updates on both IT tips and root and branch ideas and successes.
- **Resources:**
  Delivery:
  Business analyst for ICT started April and workload high. Resourcing – recruitment progressing to bring the Team numbers back to strength.
  Post-delivery / Implementation:
  Once have implementation plans likely to involve ICT solutions – availability of resource across the organisation likely to be a significant risk.
- **Anticipated Completion Date:**
  Ongoing work with individual projects and quick wins hence title change to Continuous Improvement Programme.
- **Comments:**

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

Category: Flagship   **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:**
  - **Last Period Key Achievements:**
    - Nothing recorded.
  - **Next Period Key Activities:**
    - Continued Testing and checking of VDI profile for office 365
    - Migration of actual mailboxes for all users
    - Rollout of Office 365 to more users
    - Start of implementation of Microsoft Teams
- **Identified Risks and Issues:**
  <u>Risks:</u>
  1. **User Adoption:-** Likelihood: 4 x Impact: 2 = **Risk Score: 8**
  2. **Hardware Compatibility issues with MS Teams:-** Likelihood: 4 x Impact: 3 = **Risk Score: 12**
  3. **Lack of staffing resource:-** Likelihood: 3 x Impact: 5 = **Risk Score: 15**
  <u>Issues</u>:
  1. **VDI Template**
- **Budget Management:**
  - The 'Corporate Document Management Capital Budget is being used for this project
- **Stakeholder Engagement:**

- **Resources:**
  Need trainers to be identified and in place when roll out commences – increasing ICT Staff numbers should assist with this. Some delays due to ICY having to focus on issues related to COVID-19
- **Anticipated Completion Date:**
  2020 and fully operational by 2021.
- **Comments:**

Project: <u>Incubator</u>

Category: Flagship   **RAG Status: Red**

- **Benefits Identified and Anticipated Delivery to Target:**
    o Following the council's purchase of the Summit Centre at Sunbury Cross it is now hoped that the incubator project will be housed in the lower ground floor area. Once finalised there will be the need for some minor alterations to the functional layout.
    o Although progress has been slower than envisaged it has provided time to research other incubator models and the introduction to CoTribe, who remain committed to the project.
- **Progress Against Milestones:**
    1. Costings will need to be revisited once the venue is finalised.
- **Identified Risks and Issues:**
    <u>Risks:</u>
    The main risk to this project has been the change of locations, there have been 8 different locations identified for the incubator to date. However it is preferable to occupy premises owned by the Council rather than renting externally.
    <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.
- **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. Meetings have taken place with both SETsquared (a global business incubator and accelerator) based at Surrey University and the Royal Holloway University to pick up on previous discussions.
    Internally, meetings and conversations have taken place with:
    o ICT – who have provided a proposal for the installation and management of the ICT.
    o Asset Management who can assist with the preparations of the location to make it fit for purpose
    o Legal Services – who are managing the current negotiations with the Landlord.
    o Communications – who have been briefed to prepare a Communications plan.
- **Resources:**
- All resources have been identified and no issues are anticipated. The final plans cannot be drafted until we have access to the building and so full resource requirements are unclear. However, as previously stated, much work has been carried out previously when preparing for other locations, so a significant amount of knowledge has been built up, as well as contacts.
- **Anticipated Completion Date:**
- Accessing and renting a space/building is key to the success of the incubator. Subject to no major delays with the finalising of the purchase of the building it is hoped that occupancy will take place in April 2020 in order for a time frame of September 2020 if not before, to be achieved.
- Current discussions with Assets, Procurement and with a 3rd Party we are confident that the delivery of an operational Incubator will be by the end of 2020.

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

- **Comments:**
  The project had been given a 'Red' status due to:
  1. Deadlines for milestones have been missed as the location for the incubator was withdrawn at a several separate locations. As soon as an occupancy date is agreed, a delivery date will be confirmed but is expected to be no later than the end of 2020.
  2. The project was in Red due to missing the deadlines, but now the deadline has now been re-set due to lack of location.
- This project is likely to be rebranded and renamed, so as to include and emphasise the Spelthorne association. This is likely to confirmed during August 2020.

'Portfolio of Projects'

Project on hold following Senior Management Team instruction due to Covid

Project: <u>Fordbridge Day Centre (Extension)</u>

Category: Flagship   **RAG Status: Red**

- **Benefits Identified and Anticipated Delivery to Target:**
  Additional floor space for use by the Centre's visitors.
- **Progress Against Milestones:**
  1. <u>Last period Key Achievements</u>:-
     - Planning Application approved – 5 February 2020
     - Design received.
  2. <u>Next period Key Activities</u>:-
     - Prepare and complete Tender Specification.
     - Tenders return and review.
- **Identified Risks and Issues:**
  Project may not be delivered due to changing role of Day Centres post Covid
  <u>Risks</u>:
  1. **Build cost inflation considerations:-** Likelihood 3 x Impact 3 = **Risk Score: 9**
  <u>Issues</u>:
  1. Need to agree pedestrian access layout with highways officer.
  2. Full structural drawings not yet produced ~ which shall delay tendering the project.
- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	£130k	
Actual Spend to Date	£5.449k	
Projected Spend		
Variance From Agreed Budget	£124.551k	Unspent

- **Stakeholder Engagement:**
  Regular and on-going information sharing with:-
  1. Management Team
  2. Councillors
  3. Design team
  4. Contractors
  5. Day Centre manager
- **Resources:**
  1. Asset Management / Property Development
  2. Project Team
  3. Legal
  4. Procurement
  5. Communications
- **Anticipated Completion Date:**
  This project is being held in abeyance until such time as Independent Living have reviewed how they will be delivering services moving forward, and whether or not they now need the centre to be extended or not.
- **Comments:**

Project: <u>SharePoint Development</u>

Category: Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  To implement the project will greatly improve document storage of the organisation and assist further with meeting GDPR requirements.
  The project has not yet been initiated as need to roll out Office 365 first

- **Progress Against Milestones:**

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

- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**

  Late 2021

- **Comments:**

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Project: <u>Door Entry System (HFX)</u>

Category: Flagship   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The door entry system is out of date and plan is to replace.
  Project only just initiated and documentation being worked on so will update in next cycle.
- **Progress Against Milestones:**

- **Identified Risks and Issues:**
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  Approx £100k
- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**
  2021
- **Comments:**

'Portfolio of Projects'

Project: <u>Webcasting</u>

Category: Flagship   RAG Status: Green

- **Benefits Identified and Anticipated Delivery to Target:**
  To enable virtual meetings to be more easily broadcast to a wider audience

- **Progress Against Milestones:**
  Initiated – researching best equipment *etc*.

- **Identified Risks and Issues:**
  <u>Risks:</u>
  <u>Issues:</u> best equipment to use

- **Budget Management:**
  Approx £12k

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**
  Initiation of project is imminent
  To be updated once equipment identified

Project: Replace "Skype for Business" / "Teams"

Category: High   **RAG Status: Green**

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

- **Progress Against Milestones:**
  - **Last Period Key Achievements:**
    - New project.
    - PO has been raised
    - Awaiting 'Start Date' from Supplier
  - **Next Period Key Activities:**
    - Nothing Recorded
    - Nothing Recorded
- **Identified Risks and Issues:**
  Risks:
        1.
  Issues:
        1.
- **Budget Management:**
  Approved Budget: £ xx,xxx.xx
  Actual Spend (To Date): £ xx,xxx.xx

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**

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Project: General Data Protection Regulation (GDPR) Steps to Compliance

Category: High   **RAG Status: Red**

- **Benefits Identified and Anticipated Delivery to Target:**
  To achieve compliance and avoid risks.
- **Progress Against Milestones:**
- Many services have failed to meet the deadlines in the DP Compliance Plan for Services.
- **Identified Risks and Issues:**
  Risks:
    1. **IC fine following non-compliance:-** Likelihood: 3 x Impact: 5 = **Risk Score: 15**
    2. **Further compensation claims following non-compliance:-** Likelihood: 4 x Impact: 5 = **Risk Score: 20**
    3. **Reputational damage following non-compliance:-** Likelihood: 4 x Impact: 5 = **Risk Score: 20**
    4. **Loss of Public confidence following non-compliance:-** Likelihood: 4 x Impact: 5 = **Risk Score: 20**
  Issues:
    1. Non-compliance with data protection legislation. Increased risk from 25 May 2018 when GDPR became enforceable.
    2. Compensation claims following non-compliance.
    3. Lack of engagement by many staff.
    4. Despite support by MAT+ of the DP compliance plan for services; the original deadlines were not met and continue not to be met (despite reassurances at MAT+).
    5. Failure of some staff to attend meetings.
    6. Failure of some staff to complete work identified in Information Asset Register meetings.
    7. Failure of many managers to comply with timelines for Data Protection Compliance Plan for services.
- **Budget Management:**
  No budget.
- **Stakeholder Engagement:**
  Regular and on-going information sharing with MAT+. Data protection compliance plan for services supported by MAT+.
- **Resources:**
  All departments/staff who process personal data are involved however many staff view data protection as an "add on". 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. MAT+ agreed that the Compliance Plan for services is a priority.

Project: General Data Protection Regulation (GDPR) Steps to Compliance (cont'd:)

- **Comments:**
Current status of the project: significantly behind schedule.

In November 2019 a German company received the first GDPR fine triggered by their non-compliance with data retention apparently due to their use of a software system that did not automatically delete obsolete information.

The case is important because there was no misuse of actual data but a breach of admin obligations under GDPR. Many SBC services are not complying with their retention periods, even in those areas that have software systems that are capable of deleting personal information that is outside of its retention period.

- **Comments:**
Current status of the project: significantly behind schedule.

Project:Electronic Document and Records Management System (EDRMS)

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
The main benefits of EDRMS are:
    - Document security rules advised, implemented and adhered to (public and sensitive)
    - Easier retrieval and linking of documentation
    - Effective management of documents in relation to retention and destruction
    - Reduction in paper usage and storage facilities
    - Meeting GDPR requirements

Departments currently benefitting the most from the service:
    - Building Control
    - Planning
    - Environmental Health
    - Some work in relation to assets also undertaken

- **Progress Against Milestones:**
    <u>Little progress had been made on scanning since the start of the Covid emergency</u>.
    1. <u>Last period Key Achievements:-</u>
        - Template work for the Planning DM team (to enable them to use IDOX Enterprise) is almost complete
        - Re-categorisation of Planning applications submitted as merely "Other Plans" has been done while working from home
        - Created volunteer passes one day a week for 2 months - for the S4S Hub activities
        - Scan the plans in the applications received by post to help the Planning DM admin team
        - Spent 5 days making phone calls to businesses to tell encourage them to apply for the discretionary grant
    2. <u>Next period Key Activities:-</u>
        - Continue with Planning DM scanning now there is a partial return to the office an using the scanners
        - Complete the Template work. (10 days to go.)
        - Complete the scanning of the journals
        - Complete the Surrey Youth Games scanning. 2009 -2013
        - Find an optimum mix of the other scanning (Building Control, Interment forms etc.)

- **Identified Risks and Issues:**
    <u>Risks:</u>
    1. **Originals are destroyed before scanning:-** Likelihood: 3 x Impact: 4 = **<u>Risk Score: 12</u>**
    2. **Data quality and retrieval time concerns:-** Likelihood: 2 x Impact: 5 = **<u>Risk Score: 10</u>**

    <u>Issues:</u>
    1. Space concerns – files and filing cabinets.
    2. Data retrieval.
    3. Data retrieval for FOI requirements.
    4. Resource availability/priority of work.
    5. Scanning maybe inefficient.

Project: <u>Electronic Data Resource Management System (EDRMS) (cont'd;)</u>

- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	**£61,200**	
Actual Spend to Date	**£13,284**	
Projected Spend	**£60,000**	
Variance From Agreed Budget	**TBA**	**Variance as a percentage (%)**

Stakeholder Engagement:

Discussed at MAT, so the Group Heads are aware.

- **Resources:**

One Team Member is now assisting with Planning DM projects.

- **Anticipated Completion Date:**

Required actions and volume terms to be discussed on an on-going basis until all services requiring back scanning are project scoped.

- **Comments:**
  o Review of longer term scanning strategy and agreed to progress with two staff.
  o 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. Retention periods widely differ between departments from 6/7 years to indefinitely so each section will need to be evaluated separately.
  o 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.
  o 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.
  o Sharepoint will be utilised once Office 365 is implemented as it comes as part of the package. This will be a new version of Sharepoint as the current version becomes unsupported by 2020.

Project: Corporate Hybrid Printing

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Project hopes to deliver real, and substantial, savings in the Authority's printing, postage and advertising expenditure plus time efficiencies whereby staff will not have to "stuff" envelopes. Once the contract is in place be more effective in measuring outputs

- **Progress Against Milestones:**
  1. Last period Key Achievements:-
     - Feasibility study approved by MAT
     - Specification document created and RFQ sent to three suppliers
  2. Next period Key Activities:-
     - To secure legal contract for pilot.

- **Identified Risks and Issues:**
  Risks:
  1. **Resource availability from stakeholder departments for Feasibility study:-**
     Likelihood: 4 x Impact: 5 = **Risk Score: 20**
  2. **Potential risk of Covid-19 second wave resulting in staff redeployment:-** Likelihood: 3 x Impact: 3 = **Risk Score: 9**
  3. **Potential risk of supplier being unable to continue with study due to Covid-19:-**
     Likelihood: 2 x Impact: 5 = **Risk Score: 10**

  Issues: Obtaining all relevant data from services

- **Budget Management:**
  To be advised.

- **Stakeholder Engagement:**
  'Key Delivery Partners'
  1. Legal / Procurement
  2. ICT
  3. Communications
  4. Finance
  5. Customer Services and Elections

- **Resources:**
  Project managers allocated and taking forward with procurement staff.

- **Anticipated Completion Date:**
  Autumn 2020. Piot to run to autumn 2021

- **Comments:**

Project: <u>Rent Management and Homelessness System Replacement Project – Integra and CIVICA</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
    1. Replacement of the client recording element of the 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.
    2. Replacement of the current Rent Assure Scheme (SRA) management processes (mainly spreadsheets) by a system developed within Civica to record and monitor all aspects of the 'people' (Landlord and tenant) element of the scheme in a more structured way.
    3. 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.
    4. Introduction of a weekly interface between Integra and Academy Housing Benefits system to update client payments status
    5. Development of a system of recording both B&B and SRA payments on Integra to include monitoring of rent account status and a series of debt management letters generated based on non-payment of rent.
    6. 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:**
  A revised timeline project plan was produced in September 2019 amalgamating the two projects. Target dates were set to start parallel running in January 2020 and go live at the end of March 2020, however this has slipped due to Covid pressures on staff and difficulties encountered whilst working from home.. Work on the project picked up again in June 2020 and all key elements of the B&B Rent Management is now live on the new Integra system. There are still a few outstanding issues with the Civica process maps which are due to be resolved in the next few weeks. The B&B rent management continues to run in parallel for the time being Work is continuing on the RGS Rent Management process.

  This is scheduled to be completed by the middle of September.

Project: <u>Rent Management and Homelessness System Replacement Project –</u>

Integra and CIVICA (cont'd:)

- **Identified Risks and Issues:**
  Risks:
  1. **Reconciliation of Integra and B&B systems for parallel running:-** Likelihood 3 x Impact 4 = **Risk Score: 12**
  2. **All element being ready on time for parallel running:-** Likelihood 3 x Impact 3 = **Risk Score: 9**
  3. **Resource availability to deliver project requirements:-** Likelihood 4 x Impact 4 = **Risk Score: 16**
  4. **Slippage due Covid-19:-** Likelihood 4 x Impact 5 = **Risk Score:20**

  Issues:
  Delay in rolling out completed product due to Covid pressures.

- **Budget Management:**
  Project on budget. There have been no change control items affecting costs. To date all of the known costs have been paid. There is no residual budget for this project, and no budget overspend.

Item	Amount	Date and Comments
Approved Budget	£22.5K	
Actual Spend to Date	£22.5K	Budget spent
Projected Spend		
Variance From Agreed Budget		0%

  Civica module – cost £17.5K, (Paid)
  Locata interface development cost £7.5K (Paid)
  Ad hoc expenses for training - £500 (Paid)
  Integra development work – FOC – Sourced internally

- **Stakeholder Engagement:**
  Regular fortnightly development sub team meetings are scheduled for the duration of the project. Monthly Project Board meetings are also scheduled. Both meetings include representatives from Housing, Finance, and ICT. In addition the head of Commissioning and Transformation attends the project board meetings.
  Legal, Procurement and Comms have no input into the delivery of this project at this point in time.
  Updates have been provided to staff through team meetings and training sessions.

- **Resources:**
  Additional resource to help Housing in the delivery of the project has been agreed. A resource from Finance has been identified to work alongside Housing until the end of the year for 2 days per week and an additional temporary resource is due to be recruited to assist with the financial administration tasks.

- **Anticipated Completion Date:**
  Mid-September 2020.

- **Comments:**

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 and any new builds since LSVT date.
- **Progress Against Milestones:**
  LSVT changes have been agreed in principle with A2D and with both organisations.
  Legal teams to finalise. Legal requested to follow up in November and December
- **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.
  Ongoing 'Legal Services' costs.
- **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:**
  February 2020
- **Comments:**
  <u>Please note</u> this was agreed some years ago. The issues in principle have been agreed between the two parties, however the legal teams (A2D and SBC) need to finalise.
  This is taking a long time and we are over time.

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

Category: High   **RAG Status:**

- **Benefits Identified and Anticipated Delivery to Target:**
  Provide better customer experience allow for 1 number and automatic routing to departments. Integrated email routing facility. Customer service skilling and in built CRM history. Allow for add on such as live chat. Give Customer Services Greater control on managing front end options. Allow for phone calls to be routed for home working.
- **Progress Against Milestones:**
  Project has been on hold due Covid-19 emergency.
    1. <u>Last period Key Achievements</u>:-
       ▪
    2. <u>Next period Key Activities</u>:-
       ▪ PM to be assigned Aug/Sep 20
- **Identified Risks and Issues:**
  <u>Risks</u>:
  Disaster Recovery considerations to be fully understood and risks mitigated.
  <u>Issues</u>:
    1. Covid-19 associated delay
    2. Delivery to coincide with that of the ICT "Microsoft Teams" project ~ likely to be that delivery date +6weeks
- **Budget Management:**
  Expenditure is anticipated to be in the £50,000 - £90,000 range as the ultimate delivery shall be dependent upon our module selection/use it is anticipated that a phased install will allow for costs to be spread.
- **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:**
  2021 date which aligns with the ICT delivery of the migration to "Microsoft Teams"
- **Comments:**
  The telephony comes with a CRM (Customer Relations Management) system, and it may lead to the discontinuation of the Civica version which will be evaluated prior to implementation.

Project: <u>Enforcement Agents</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Provision of an 'in-house' enforcement service is to be considered alongside the option/potential to extend that service Surrey-wide.
- **Progress Against Milestones:**
  Project has been on hold due Covid-19 emergency.
    1. <u>Last period Key Achievements</u>:-
        - ▪
    2. <u>Next period Key Activities</u>:-
        - ▪ Project to resume in September 2020
- **Identified Risks and Issues:**
  <u>Risks</u>:
  <u>Issues</u>:
- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**
  March 2021
- **Comments:**
  Joint Venture considerations currently being pursued.

Project: <u>Knowle Green Works/Project Claude</u>

Category: High **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  To provide modern and fit-for-purpose facilities by conducting the:-
    1. Refurbishment of WCs and showers
    2. Creation of new disabled toilets and showers
    3. Refurbishment of the Social Club and kitchen
- **Progress Against Milestones:**
    o <u>Last period Key Achievements</u>:-
        ▪ Delayed appointment of contractor and delayed start on site.
    o <u>Next period Key Activities</u>:-
        ▪ Tender Review and appointments for kitchenette, toilets and washrooms.
        ▪ Design review for the Social Club
- **Identified Risks and Issues:**
  <u>Risks:</u>
    1. **Contractor timeframe problems:-** Likelihood 3 x Impact 3 = **Risk Score: 9**
    2. **Design Approval:-** Likelihood 3 x Impact 4 = **Risk Score: 12**
    3. **Staff inconvenience:-** Likelihood 5 x Impact 3 = **Risk Score: 15**
  <u>Issues:</u>
    1. Management's approval of budget for Social Club works.
- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	£184,000	
Actual Spend to Date		
Projected Spend		
Variance From Agreed Budget		

  The £184k figure is for the toilet refurbishments only. The work for the Social Club is to be tendered separately.

- **Stakeholder Engagement:**
  Plan in place and being progressed.
- **Resources:**

- **Anticipated Completion Date:**
  Summer 2020
- **Comments:**

Project: Laleham Park Pavilion

Category: High   **RAG Status: Red**

- **Benefits Identified and Anticipated Delivery to Target:**
    - To provide seasonal catering facility and reduce Health & Safety risks by the demolition of a redundant pavilion building
    - Provision of new toilet facilities.
- **Progress Against Milestones:**
    - Last period Key Achievements:-
        - EA objecting to flood risk assessment and presence of bats identified
    - Next period Key Activities:-
        - To move project forward as flood risk assessment agreed and appropriate plans in place to safely move the bats late spring 2021
- **Identified Risks and Issues:**
    Risks:
    Issues:
- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	£250K	
Actual Spend to Date	£10.5K	
Projected Spend	£250K	
Variance From Agreed Budget	Nil	

- **Stakeholder Engagement:**
    Regular and on-going information sharing with:-
    - Management Team
    - Councillors
    - Design team
    - Contractors
    - Liaising with Jackie Taylor, Heather Morgan and Mark Rachwal
- **Resources:**
    - Asset Management / Property Development
    - Project Team
    - Legal
    - Procurement
    - Communications
- **Anticipated Completion Date:**
    Late summer 2021
- **Comments:**
    Anticipated completion date is subject to Planning and Ecology surveys being processed as quickly as possible.

    'Portfolio of Projects'

Project: <u>Staines Jetty</u>

Category: High   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  To provide jetty facilities at a key strategic point upon the River Thames within the Borough. Activity to help deliver the long desired aim to make more of the River Thames as one of Spelthorne's key assets, to encourage visitors and support the visitor economy

- **Progress Against Milestones:**
  1. Last period Key Achievements:-
     - COVID-19 caused project to be stalled ~ due contractors having to furlough Staff.
     - Contractors had to re-prioritise their workload/delivery.
  2. Next period Key Activities:-
     - Jetty has been fully constructed and positioned in its final location

- **Identified Risks and Issues:**
  1. <u>Risks:</u>
     1. Localised lock-down due COVID<u>.</u>
     2. <u>Issues:</u>

- **Budget Management:**
  Project to deliver on budget.

- **Stakeholder Engagement:**
  Councillors
  MAT
  Legal
  Procurement
  Environment Agency

- **Resources:**
  River Thames Task Group
  Economic Development Manager
  Neighbourhood Services

- **Anticipated Completion Date:**
  Complete.

- **Comments:**
  The River Thames Task Group meets on a regular basis and members of the group will be updated accordingly.

Project: <u>Homeworking Kit</u>

Category: High   **RAG Status: Green**

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

- **Progress Against Milestones:**
    - **Last Period Key Achievements:**
        - Nothing recorded.
    - **Next Period Key Activities:**
        - Finish build of 50 new laptops
        - Make sure all 50 laptops have the same build
        - Staff to collect kit
- **Identified Risks and Issues:**
    <u>Risks</u>:
    2. **Damage to new kit:-** Likelihood: 2 x Impact 4: = **Risk Score: 8**
    3. **Running out of stock of new kit:-** Likelihood: 1 x Impact 5: = **Risk Score: 5**
    4. **Kit not being returned:-** Likelihood: 1 x Impact 5: = **Risk Score: 5**
    5. **Users misplacing kit:-** Likelihood: 4 x Impact 4: = **Risk Score: 8**
    <u>Issues</u>:
    1. Requirements for the laptops keep changing
    2. ISPs/Users not providing their internet speeds
- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**
    Complete
- **Comments:**

Project: Public Address System

Category: High   RAG Status: Green

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

- **Progress Against Milestones:**
    - **Last Period Key Achievements:**
        - Nothing recorded.
    - **Next Period Key Activities:**
        - Resolving Issues
        - Recall of "Google Home Minis"
- **Identified Risks and Issues:**
    Risks:
    Issues:
        1. Crackling sound from CX's microphone
- **Budget Management:**
    Approved Budget: £12, 650
    Actual Spend (To Date): £12,650
- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**
    Completed on time and to budget
- **Comments:**

Project: <u>Payment Allocation</u>

Category: Medium   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The new e-form will be easier to use for the resident. It will also allow us more control over the tracking of these payments
- **Progress Against Milestones:**
  1. <u>Last period Key Achievements:</u>-
     - Internal Stakeholders agreed priorities
     - Capita changes to the website have been made and are in test. Just waiting on the new GOSS header to implement
     - ICT have almost completed the new e-form. Including understanding how to interface with the Capita payment taking module to return the payment reference
  2. <u>Next period Key Activities</u>:-
     - Obtain GOSS header so that website changes can be made
     - Complete the new e-form and testing
     - Create flow diagram from call script notes and discuss with Customer
- **Identified Risks and Issues:**
  <u>Risks:</u>
  1. **User complaints if delay in improvements to web payment process:** - Likelihood: - 5 x Impact: - 1 = **Risk Score: 5**
  <u>Issues</u>:
  1. Dependent on GOSS changes
  2. Dependent on SCP changes
  3. Dependent on Firmstep changes
- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**
  November 2020
- **Comments:**
  This project may close due to other priorities..

Project: <u>CIVICA Migration to SQL Server</u>

Category: Medium   **RAG Status: Green**

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

- **Progress Against Milestones:**
    1. <u>Last period Key Achievements:-</u>
        - Upgrade Civica to version 26
        - Move the database server
        - Allocated space on the new server to receive the migrated data.
    2. <u>Next period Key Activities:-</u>
        - Civica to Run a script to transfer live data to the new SQL database
        - Civica to Run testing to ensure documents are accessible
        - Civica to Switch off old data store
        - Civica to Move links in the test area to point to the new data store
- **Identified Risks and Issues:**
  <u>Risks:</u>
    1. **Document accessibility post switch-over:-** Risk: 3 x Impact: 5 = **Risk Score: 15**
    2. **Resourcing within the CIVICA Project team:-** Risk: 4 x Impact: 3 = **Risk Score: 12**
  <u>Issues:</u>
- **Budget Management:**
  Approved Budget: £18,000
  Actual Spend (To Date): £18,000
- **Stakeholder Engagement:**
  Plan to be prepared and implemented.
- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**

Project: <u>CIVICA Disposal Module</u>

Category: Medium   **RAG Status: Amber**

- **Benefits Identified and Anticipated Delivery to Target:**
  Improved data management and meeting of GDPR requirements.
- **Progress Against Milestones:**
  Due to lack of resources, the project was not able to progress as planned
    1. <u>Last period Key Achievements:-</u>
    2. <u>Next period Key Activities:-</u>
    - Start implementing retention policies where appropriate
    - Look on solutions on how to implement HB policies
- **Identified Risks and Issues:**
  <u>Risks:</u>
  <u>Issues</u>:
    1. Housing Benefits retention policies are heavily dependent on outcome from Academy
    2. Due to the pandemic, teams have become busy in responsive work
    3. Member of the project team left
- **Budget Management:**
  Approved Budget: £10,000.05
  Actual Spend (To Date): £10,000.05
- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**
  Ongoing
- **Comments:**

'Portfolio of Projects'

Project: <u>Academy to 2012 / Ingres Upgrade</u>

Category: Medium   **RAG Status: Red**

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

- **Progress Against Milestones:**
    - <u>Last period Key Achievements:-</u>
        - Capita completed work to migrate the servers in Test
        - Testing carried out by ICT and System Administrators.
        - Migration work completed – weekend of 30 November 2019.
        - All scripts, integrations, printers and client machines updated.
    - <u>Next period Key Activities:-</u>
        - Complete project.
- **Identified Risks and Issues:**
    <u>Risks:</u>
    <u>Issues:</u>
- **Budget Management:**
    No information supplied.
- **Stakeholder Engagement:**
    Plan to be prepared and implemented.
- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**
    Academy Migration to 2012 complete, however, Capita have not yet released the 'Ingres' upgrade, so the delivery is postponed.

Project: <u>UNIFORM Disposal Module</u>

Category: Medium   **RAG Status: Green**

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

- **Progress Against Milestones:**
  - Last period Key Achievements:-
    - Rule Creation and Testing by Environmental Health
    - Building Control - Test rule setup – awaiting feedback from dept.
    - Estates Management - Test rule setup – awaiting feedback from dept.
    - Street Naming & Numbering - Test rule setup – awaiting feedback from dept.
    - Planning - Test rule setup – awaiting feedback from dept.
    - Licensing - Test rule setup – awaiting feedback from dept.
    - Housing - Test rule setup – awaiting feedback from dept.
  - Next period Key Activities:-
- **Identified Risks and Issues:**
  <u>Risks:</u>
    1. **Non take up by Departments:-** Likelihood 4 x Impact 4 = **Risk Score: 16**
  <u>Issues:</u>
    1. **Non take up by Departments.**
- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	£1k	
Actual Spend to Date	£750	
Projected Spend		
Variance From Agreed Budget		

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**
  Completed and "Closure Report" provided.
- **Comments:**

Project: <u>2008 R2 Upgrades to 2016</u>

Category: Medium   **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:**
  Completed – except for Sharepoint which shall be progressed as part of the Office365 project.
- **Comments:**
  "Closure Report" provided.

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

Category: Medium   **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:**
    1. <u>Last period Key Achievements</u>:-
    - Data entry:-
        - All properties
        - Property types
        - Property unit codes
    - Leases:-
        - Investment property entries continue
        - Municipal properties are about 50% entered via MOJO (Bluebox front-end).
    - E-Discussions with Dwellant about this product – implementation now on hold.
    - Technical training day completed.
    - Property Manager providing 'quality assurance'.
    - Portal content has been created for the template and the first property
    - Discussions with Dwellant to ensure they can meet the timetable. They have helped with portal structure and content.
    - Logo change scheduled
    - Conversations with KGE secretary to keep informed.

    2. <u>Next period Key Activities</u>:-
    - Bank account decision to be made – wish appropriate signatories.
    - Dwellant implementation and training.
    - Continue with 'quality assurance'.
    - Test the tenant portal and have a tenant test it
    - Demo the portal for our first property to get feedback
    - Present the portal to the key approvers.
    - Create content pages for the West Wing and Ceasar Court.
    - Investigate the possibility of using the portal for a document repository for the directors and councillors.

- **Identified Risks and Issues:**
  <u>Risks</u>:
    1. **GDPR data considerations**:- Likelihood: 1 x Impact: 5= **Risk Score: 5**
  <u>Issues</u>:
    1. E-mail considerations.
    2. Bank Account concerns/considerations.
    3. Interface with Integra requirement.
    4. Lack of clarity as to roles and responsibilities.
    5. GDPR privacy requirement in contract.

Project:<u>Property Management Software (cont'd:)</u>

6. Lack of resource/capacity/availability.
7. Lack of skillset (ICT) – for Test Plans.
8. Lack of skillset (general technical).
9. No parallel running opportunities.
10. Data Loss.
11. System integrity – confidence within Finance/Sales Ledger.
12. Process concerns.

- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	£226k	over 4 years including initial consultancy
Actual Spend to Date		
Projected Spend		
Variance From Agreed Budget		

- **Stakeholder Engagement:**
  The following departments have all been consulted in drafting the Business Requirements Document; ICT, Legal, Finance and Audit.
  Fortnightly meetings are conducted.
- **Resources:**
- Fully resourced.
- **Anticipated Completion Date:**
  September to December for uploading and migrating the data. Objective to run a rent raising exercise for the February month's rent charges and Go Live on 1st April 2020.
- **Comments:**

Project: <u>Land Registry – LA Migration</u>

Category: Medium   RAG Status: Green

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

- **Progress Against Milestones:**

- **Identified Risks and Issues:**
  <u>Risks:</u>
  1. **COVID - 19 second Wave: Likelihood**: - 3 x Impact:- 4 = **<u>Risk Score: 12</u>**
  <u>Issues:</u>
- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**

Project: <u>Revamp of Intranet (Spelnet)</u>

Category: Service   **RAG Status: Green**

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

- **Progress Against Milestones:**
  Project has been on hold due Covid-19 emergency
- **Identified Risks and Issues:**
  <u>Risks</u>:
  <u>Issues</u>:
- **Budget Management:**

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**
  Meeting to be scheduled with iGoss (Supplier) post the Covid-19 emergency and that shall determine delivery dates.

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

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  - Potentially an annual saving due to a change in supplier
  - Staff time for other duties increased due to less bins to service
  - No loss of facilities for members of the public using the parks
  - Less "Clutter " in parks with duplicated furniture
  - The level of dog bag usage is significantly reduced
- **Progress Against Milestones:**
  1. Lammas Park trial – Complete
  2. Plan developed for parks across the borough
  3. Installation of bins and signage has commenced at the first park (Littleton)
  4. Survey work complete at 9 sites
- **Identified Risks and Issues:**
  None currently identified.
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**
  Figures to be provided for next report.
- **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:**
  - Installation of new furniture and removal of redundant bins will be undertaken by in house staff.
  - Cost of external contractor to carry out this work was found to be excessive.
- **Start and Anticipated Dates:**

Started	To Commence	Completed
Woodthorpe Rd. Rec. – Mar. '19*	Studios Rd.	Lammas Park – Nov. '18
Stanwell Moor Rec. – Mar. '19*	Splash Meadow	Littleton Rec. – Feb. '19*
Shepperton Rec. – Mar. '19*	Groveley Rec.	
Staines Park – Mar. '19*	Alexandra Rd. Rec.	
Bishop Duppas Park – Mar. '19*	Kenyngton Manor Rec.	
Russell Rd. – Mar. '19*	Nuthatch Close	
Long Lane – Mar. '19*	Russell Rd.	
Feltham Hill Rd. Rec. – Mar. '19*	Greenfield Rec.	
Woodlands Parade – Mar. '19*	Manor Park	
	Clockhouse Rec.	
	Fordbridge Park	
	Fordbridge North	

	Moormede	
	Halliford Green (by Goat)	
	Cedars Rec.	
	Sunbury Park	
	Rivermead Island	
	Lower Hampton Rd.	
	Flowerpot Green	
	Old Bathing Station	
	Halliford Park	
	Donkey Meadow	
	Littleton Green	
	Manor Farm Avenue	
	Woodthorpe Rec.	
	Hetherington Rec.	
	Catlin Crescent	
	Hengrove Rec.	
	Village Park	
	Staines Riverside	
	Birch Green	

Nb. Sites marked with an asterisk (*) are those which have undergone surveys.

- **Comments:**
  - Following the trial at Lammas Park, there has been no negative feedback received.
  - Survey work has been completed at the first 9 sites on the list
  - Orders placed for new furniture
  - Bases completed at Littleton, awaiting delivery of bins
  - Littleton Rec now completed.
  - We have no dedicated budget for the installation of new furniture and are reliant on staff carrying out this on overtime.
  - Other pressures have resulted in a delay in carrying out this work.
  - We have now sourced quotations from external contractors to carry out this work.
  - We are using the most advantageous of quotes received.
  - Anticipate completion of Long Lane Rec and Woodthorpe Rec by mid-September.
- Awaiting the return to duty of the Project Manager.

Project: River Ash Walk (Wetland Habitat Creation)

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  The project chiefly encompasses the restoration of the river Ash (approx. 300m) section South of Bronzefield prison, this will provide a varied flow and an increase in habitat value. Seasonal ponds will also be created to provide riparian habitat. It was originally hoped that a looped walk could be created incorporating the existing pond to the rear of the prison, but this might not be achievable, instead a walkway will be created to the east of the pond, still creating a circular path (River Ash walk).
  - Ecological enhancement
  - Increased recreational value
- **Progress Against Milestones:**
  - **Last Period Key Achievements:**
    - Tender for detail specification of works via – contractor attained.
  - **Next Period Key Activities:**
    - Stakeholder agreement with final detail design.
- **Identified Risks and Issues:**
  Risks:
  Issues:
- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	£23k	Capital funding
External Funding	£58,490	
Total Funding	£81,490	
Actual Spend to Date	£	Budget spent
Projected Spend		
Variance From Agreed Budget		0%

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**
  Between September and November 2020.
- **Comments:**

ON HOLD

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:**
  - Two tenders were received in January 2019
  - Both tenders were not quite right for the area
  - Will work with Asset Management to review what is going to be installed and then work out the requirement for the area.
- **Identified Risks and Issues:**
  <u>Risks:</u> Installing equipment in the correct season.
  <u>Issues:</u>
- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget	£60,000	
Actual Spend to Date		
Projected Spend		
Variance From Agreed Budget		

- **Stakeholder Engagement:**

- **Resources:**
  Key Delivery Partners include:-
  - Asset Management
  - Finance
  - Legal
  - Communications
- **Anticipated Completion Date:**
  Currently 'ongoing' due to research in the latest equipment becoming available.
- **Comments:**
  Project withdrawn/paused whilst Asset Management progress with work to the pavilion. When that work is completed this project shall be reassessed.

Project: <u>Commercial Waste (Spelthorne Direct Services)</u>

Category: Service   **RAG Status: Green**

- **Benefits Identified and Anticipated Delivery to Target:**
  Additional customers wanting to sign contracts
- **Progress Against Milestones:**
  Legal and Finance are slightly behind schedule.
  - **<u>Last Period Key Achievements:</u>**
    - Company incorporated with registration for VAT and HMRC complete
    - JT & CT company directors and VS Company Secretary
    - IT equipment purchased with KEENIT
    - Back office system for trucks purchased with VWS
    - Customer contracts to be signed by the end of this week 3rd Aug
    - Currently writing new risk assessments which will include sections for Driving, loading, personal, H&S regulations etc.
    - Website (Cloud based) and branding achieved, 365 with encrypted emails
    - Communications terms currently being drafted for use of information
    - Lloyds bank account
  - **<u>Next Period Key Activities:</u>**
    - Contracts to be sent out
    - Invoices raised
    - Marketing letters/campaigned with business rates depts.
    - Website released
    - Purchase of bins
    - HR contracts to be written
- **Identified Risks and Issues:**
  <u>Risks:</u>
  <u>Issues:</u>
- **Budget Management:**

Item	Amount	Date and Comments
Approved Budget		£450,000 anticipated spend.
Actual Spend to Date	£18,000	
Projected Spend		
Variance From Agreed Budget		

- **Stakeholder Engagement:**
- **Resources:**
- **Anticipated Completion Date:**
  To be assessed with Covid-19 considerations.
- **Comments:**

Project: <u>Bartec for 'Refuse Enquiries'</u>

Category: Service   RAG Status: Green

- **Benefits Identified and Anticipated Delivery to Target:**
  Those identified thus far include:-
    - Time and Cost savings
    - Reduction in calls to the service
    - Improved all-round Customer experience
    - Reduction in paper process/usage
    - In Depot reporting/analysis
- **Progress Against Milestones:**
  The relevant Project Documentation is currently being prepared.
  The Project Team have been continuously working with ICT and Bartec to roll actions to reach milestones. Training, testing the new system upgrade, testing web view and route optimisation for road sweepers.
    - **Last Period Key Achievements:**
        - Continuous work on overview of current waste management system
        - Training for in-cab terminals has been provided for the Operations Manager
        - Garden Waste new customers are now been added to Bartec by the Admin Team
        - Spelthorne upgrade to test session R16 is currently underway
        - R16 training for our Bartec champion
        - Access to web view is now live
        - Demonstration of the functionality of the system provided by Bartec to ICT
    - **Next Period Key Activities:**
        - To determine the possibility of Customer Services Officers to have access to Bartec web view
        - Define what automated processes are required
        - Decide processes and arrange workshops for ICT and Bartec
        - Internal workflows for admin team
- **Identified Risks and Issues:**
  <u>Risks:</u>
    1. **Software:-** Likelihood 3 x Impact 4 = **Risk Score: 12**
    2. **New workflows not adhered to:-** Likelihood: 2 x Impact: 3 = **Risk Score: 6**
  <u>Issues:</u>
    1. **Project timeframe/delivery delay**
    2. **Covid-19 emergency**
- **Budget Management:**
  To be confirmed.
- **Stakeholder Engagement:**
- **Resources:**
  Anticipated Completion Date:
  To be confirmed.
- **Comments:**

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'Portfolio of Projects'

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Project: Enterprise Project – iDOX (Planning)

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:**
  1. Last period Key Achievements:-
  - New process set up for 'Authorisation of Decisions' via Uniform.
  - All acknowledgements, site notices, Public Speaking letters and statutory consultees set to be E-mailed directly from Uniform and stored in EDRMS.
  - All invalid letters to be generated directly from Uniform and stored in EDRMS.
  - Delegated Report generated from Uniform (as a Word document to allow track changes by Authorising Officer).
  - Decision Notices generated directly from Uniform and E-mailed to Agent (or printed if no E-mail address).
  2. Next period Key Activities:-
  - Continue testing DM and ENF Mobile Apps.
  - Develop Enterprise – 3 Days IDOX consultancy booked
  - Standard Templates and Processes to be set up within Uniform Enforcement Module
- **Identified Risks and Issues:**
  Risks:
  1. Sufficient planning staff resources and ICT resources available with the required skills.
  2. Availability of IDOX Consultancy for Planning and Enforcement Audits has affected the projected completion dates of the project.
  3. Sufficient Budget.
  Issues:
- **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 November 2019.
- **Comments:**

Project: <u>Virtualising ORACLE</u>

Category: Service **RAG Status: Green**

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

- **Progress Against Milestones:**
  - **Last Period Key Achievements:**
    - New project.
  - **Next Period Key Activities:**
    - Server Validation
    - Server move, Oracle Upgrade and testing
- **Identified Risks and Issues:**
  <u>Risks</u>:
    1. **Server move and upgrade to take longer than anticipated:-** Likelihood: 3 x Impact 4: = **Risk Score: 12**
    2. **Server validation to raise issues:-** Likelihood: 2 x Impact 3: = **Risk Score: 6**
  <u>Issues</u>:
    2. Systems on other servers were locking data, leading to spacial migration failing halfway through the process, causing downtime
- **Budget Management:**
  Approved Budget: £ 8,200
  Actual Spend (To Date): £ 5,500
- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**

'Portfolio of Projects'

Project: <u>BLANK</u>

Category: Service   RAG Status: Green

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

- **Progress Against Milestones:**
    - **Last Period Key Achievements:**
        - New project.
    - **Next Period Key Activities:**
        - Nothing Recorded
        - Nothing Recorded
- **Identified Risks and Issues:**
    <u>Risks</u>:
    6. **Xxxxx xxxx:-** Likelihood: 1 x Impact 2: = **Risk Score: 2**
    7. **Xxxxx xxxx:-** Likelihood: 1 x Impact 2: = **Risk Score: 2**
    8. **Xxxxx xxxx:-** Likelihood: 1 x Impact 2: = **Risk Score: 2**
    <u>Issues</u>:
    3.
- **Budget Management:**
    Approved Budget: £ xx,xxx.xx
    Actual Spend (To Date): £ xx,xxx.xx

- **Stakeholder Engagement:**

- **Resources:**

- **Anticipated Completion Date:**

- **Comments:**

'Portfolio of Projects'