Quarter 2 Business Delivery Unit Change Programme 2017/18

Transformation Projects
Projects that the BDU supports to improve services or transform operational delivery.

Project Title	Project Description	Latest Status Update	Status Icon	Portfolio Holder	Lead Director
Borough Lottery	To provide project management support in the development of a Borough Lottery.	The lottery has been launched successfully and the first draw took place on 8th July. Good cause take up has been positive with 56 good causes now participating in the lottery. Ticket sales are currently exceeding projected volumes and running at 1040 tickets sold per week. The projected annual figure raised for Good Causes is currently on track to produce over £132k in revenue. Project Closure took place in September and running of the lottery has now passed into business as usual.	▶	Cllr Jane March	Paul Taylor
Public Realm 2	To provide project management support for the delivery of phase 2 of the Public Realm works	Milestone Project meeting 23-Aug re-set the scope of Public Realm 2 activities in two respects: 1) The design for the Public Realm area on Civic Way (outside the Cultural & Learning Hub). 2) The appetite for increased traffic restrictions through the established "Public Realm 2" area. Amey Design were asked to review the revised instructions, amend plans / costings to date and most importantly, assess impact on their proposed timeline. Due to known constraints around Memorial Services (VC ceremony Apr 2018 + Remembrance Sunday Nov 2018) the proposed 2018 construction work has defined start / end dates which may not flex to accommodate a delayed start. Under the provisions of a "Compensation Event" Amey's Colin Porter as CDM Principle Designer role has met with Lee Cunningham (Amey) and Alan Legg (06-Sep) to consider the implications of the altered instructions from TWBC. Minutes to the meeting capture next steps being, to incorporate revisions to draft plans drawn up for the session, to undertake a Stage F Road Safety Audit, to engage with bus and taxi companies and to hold a follow-up design meeting (all dates TBC).	▶	Cllr Alan McDermott	Paul Taylor

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Waste Contract	To provide project management support for the delivery of a tender process to support a new Waste Disposal Contract	Industry consultants WCL hosted a "Policy Moderation" workshop (25th Aug) highlighting several service / policy differences between partners which will need further review / decisions by individual councils. Dennis Gardner will draft ITT Specification material based on "proposed ideal resolutions" and it will remain for Heads of Service to engage and get Corporate buy in / agreement where they feel it appropriate. This is likely to be Oct / Nov prior to OJEU in Dec. Contractor Engagement sessions involving 8 Contractors (3x incumbents plus 5x new) were held on 6th 7th and 11th Sept. Interaction has crystalized Project thinking on several aspects of the Specification work and no "showstopper / red-line" elements have been encountered. All Contractors advised that the ITT must be clear on Options, Evaluation Criteria and the eventual management of the resulting contract (including identifying a Lead Partner for contractual purposes, supported by a Partnership Agreement that sets out the roles, responsibilities and commitments of the parties). A Target Operating Model will be drafted by the Project for clarification (yet to be assigned).	▶	Cllr Dr Ronen Basu	Paul Taylor

Transformation Challenge Award
The BDU are providing project management support to the MKIP partnership project, funded by £569,000 of the DCLG's Transformation Challenge Award.

Project Title	Project Description	Latest Status Update	Status Icon	Portfolio Holder	Lead Director
Single Customer Account (SCA)	Single Customer Account is the introduction of an online account for residents and businesses to use for transacting with the Council online, leading to the reduction of telephone and face-to-face contact.	• Abavus are nearing completion of the TW payment integration, which will allow us to take online payments on forms via the new platform. It is hoped that this will be ready for testing in mid/late October. • Work on system integrations with Capita Single Sign On, MKS Data Warehouse, Biffa Springboard and Idox have all made good progress over the past few months, with most now being available in our test environments. • The new replacement bins and bin repairs services are going live on October 16th and will be the first end-to-end digital services to go live in the platform. The service will include mobile working and be completely paperless. • Missed collection reporting will also go live on 16th October, along with Graffiti reporting and making a complaint about the collection crew or collection vehicle. • Lagan, the unsupported legacy system, will be replaced by the Abavus platform over the next few months, once the current Lagan services have been rebuilt in Abavus • Work has begun with ICT in order to use the Data Warehouse integrations mentioned above for the purposes of bulky waste collections, clinical waste, lost/found dogs and digital dashboards.	▶	Cllr David Reilly	Paul Taylor

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Unified Communications (UC)	Unified Communications is the replacement of our existing telephony system with a modern, digital communications platform incorporating telephony, video conferencing and instant messaging.	• TW went fully live with Skype for Business on 4 August. This means that staff are now using the system to handle internal and external calls.
		
		• Mid Kent ICT and Freedom Communications are now working through the last few configuration items to complete the full build of Skype for Business. A tremendous amount of work has gone in to a very complex and challenging system build.
		
		• TW are already starting to see the benefits of Skype for Business, with a year on year reduction in calls costs of £825 in August and £910 in September. Call cost reduction is just one part of the savings that can be realised through Skype for Business, and work will continue over the coming months to see how we can maximise the potential benefits of the system.
		
		• Mop up training and 'master class' sessions will be held later in the year for those staff who are interested in using some of the new collaboration features introduced with Skype. These include desktop sharing, whiteboard sessions, screen sharing and video conference calling.
		
		• Swale Borough Council and some Mid Kent shared services are now using Skype for internal communications and also outbound external calls. The go-live dates for external calls to be switched into Skype at Swale and Maidstone are now:
		
		   o Swale – Wednesday 11 October
		
		   o Maidstone – Friday 10 November
		
		• The Skype for Business project team was nominated for 'Team of the year' at the recent TW Celebrate staff awards and was awarded a Highly Commended certificate.
			▶	Cllr David Reilly	Paul Taylor

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Business Intelligence (BI)	Business Intelligence software combines the information held within the Council's systems to reduce clerical and administrative work associated with creating management information for reports, strategies and policies.	• TW are working with KCC to identify where we might be able to assist, and potentially lead on, the continuation of a project being undertaken by the Kent Intelligence Network (KIN). The KIN project is aiming to pull data from all Kent LA's into the Connexica CXAIR BI software, and use it to try and identify potential benefit fraud. Discussions as to how TW might be able to assist with this are taking place in October • TW are continuing to look at options for using the Connexica CXAIR BI software to create a Digital Dashboard for monitoring the impact of new digital services as they are made live.	▶	Cllr David Reilly	Paul Taylor

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Smarter Digital Services - Kent Customer Services Group Project	To offer external challenge, expert advice and valuable resources to help our partners achieve their digital ambitions. SDS operate as a responsive, independent, not for profit consultancy helping local authority partners to improve and increase their digital and online services, realising efficiency savings and enhancing customer experience. Funded by contributions from: Gravesham BC Kent CC Maidstone BC Sevenoaks DC Swale BC Tunbridge Wells BC Ashford BC Shepway DC Medway Council Tonbridge and Malling BC Tandridge DC Cambridge CC	In this quarter Medway and Tonbridge and Malling joined the SDS partnership so the team are now working with and sharing learning between twelve local authority partners. The SDS leaflets, website and team's attendance at conferences continues to drive up new interest, the latest enquiries coming from Kent Fire, Southend and Litchfield. The SDS team have arranged a number of high profile external speakers for the bi-monthly Kent Customer Service Group meetings. On the 11th September Neil Spencer, Business Development Executive at Vanad Enovation discussed Artificial Intelligence and Robotic Process Automation with the group. The team are currently preparing a three year business plan exploring ways to generate more income from the services they provide. Current projects include: • **Ashford Housing Process Review:** Reviewing Contact Centre and Housing Team processes, identifying areas for automation and recommended process redesigns. • **KCC Digi-GIF Development:** Exploring ways for the data that makes up the Kent wide Growth and Infrastructure Framework (GIF) to be more open, accessible, relevant and interactive. • **Tunbridge Wells Abandoned Vehicles and Fly-tipping:** Facilitating a workshop with staff to map out the current 'as is' process, followed by user experience research and then designing a new 'to be' process that meets both user and business needs. • **Tonbridge and Malling Website:** Review current website, carry our user testing and suggest recommendations for improvement based on user needs and current best practice. • **Swale Online Knowledge Test:** Developing an electronic knowledge test for taxi drivers, user testing and training staff on how to use the software.	▶	Cllr David Reilly	Paul Taylor