



## Quarter 4 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
Public Realm 2	To provide project management support for the delivery of phase 2 of the Public Realm works	<p>The Feasibility design is complete. Amey are required to finalise this prior to the contract expiring at the end of March. The provision of a contractor to undertake Detailed Design is an immediate priority.</p> <p>Options considered were contracting directly with Amey Design, KCC to commission the project directly or to directly procure a supplier via ESCO Framework. (Based upon KCC steerage). The timescale now does not allow a tender process to be undertaken.</p> <p>Management Board and Leadership Board have now agreed that the option for KCC to commission the project directly should be pursued. This approach was ratified at CAB on 21st March and will be presented to Cabinet on 12th April.</p> <p>A meeting has been set up with KCC on 13th April 2018 to determine project structure, governance and TWBC oversight requirements.</p> <p>The Project is reporting Red as a project plan does not exist currently. However a way forward is being agreed that will lead to clarity and a plan emerging.</p> <p>Additionally a known risk for this Project has been the balance of the spend profile across financial years to ensure KCCs LEP funding continued to be available (i.e. £1m needs to be fully spent by end 2018/19). Again until a project plan emerges the spend profile can not be validated.</p>		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	<p>The Project published its OJEU notice and Invitation to Tender material as planned (31st Jan 18).</p> <p>Priority focus is currently on answering potential bidders' questions via the formalities of the Procurement Portal. Indicative volume of questions: Tally is rapidly approaching 100 individual submissions – but many of those submissions carry multiple questions. Service officers from both TMBC + TWBC are jointly providing clarifications as required + progress is good (despite the interruption of the snow conditions).</p> <p>One potential bidder has requested an extension to the Tender deadline of 2 weeks to allow them additional time to complete their submission. The Partnership will concede to a one week extension, with this time being absorbed within the schedule rather than extending the entire timetable. Closing date for the tender submissions is now 9<sup>th</sup> May.</p> <p>Contract Mobilisation planning will need to draw resources from across the organisation (incl Digital, IT, Comms &amp; Marketing, Finance and Gateway). A TWells workshop took place on 27th March prior to a wider meeting with Tonbridge &amp; Malling BC. The Project is looking to identify issues / risks / opportunities associated with mobilisation, prior to the Evaluation exercise (where bidders' Mobilisation plans will come under scrutiny).</p>		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
<b>Single Customer Account (SCA)</b>	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.	<ul style="list-style-type: none"><li>• New live services this quarter include: Reporting graffiti, dead animals, missed recycling site collections, refuse complaints, ordering black sacks, street cleaning as well as a series of parking, environmental health and housing forms.</li><li>• Abandoned vehicles, bulky waste, lost/found dogs, fly tipping, fly posting and clinical waste services are all in development and scheduled to go live at the end of April, which will enable us to retire our old CRM.</li><li>• IDOX integration is nearing completion and testing is underway.</li><li>• Continue to experience delays with the Civica payment integration. Work is ongoing.</li></ul>		Cllr David Reilly	Paul Taylor
<b>Unified Communications (UC)</b>	Unified Communications is the replacement of our existing telephony system with a modern, digital communications platform incorporating telephony, video conferencing and instant messaging.	<ul style="list-style-type: none"><li>• 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.</li><li>• Swale Borough Council went live on 11<sup>th</sup> October, Maidstone Borough Council on 10<sup>th</sup> November.</li></ul>		Cllr David Reilly	Paul Taylor

## Kent Customer Services Group Project

At the request of the Kent Chief Executive's Customer Services Group, the Business Delivery Unit is leading a partnership-funded project team, with the mandate to increase the amount of customer transactions completed online in order to realise efficiency savings through reduced telephone and face-to-face contact.

Project Title	Project Description	Latest Status Update	Status Icon	Portfolio Holder	Lead Director
<b>Smarter Digital Services - Kent Customer Services Group Project</b>	<p>To offer external challenge, expert advice and valuable resources to help our partners achieve their digital ambitions.</p> <p>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.</p> <p>Funded by contributions from:</p> <p>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</p>	<p>The team have agreed a three year business plan exploring ways to generate more income from the services they provide.</p> <p>Funding of £20k from the LGA has been secured to roll out online housing and homelessness software to 5 local authorities in the UK.</p> <p>Current projects include:</p> <ul style="list-style-type: none"> <li>• User testing of Swale Borough Council's new website.</li> <li>• New homelessness legislation workshops with Ashford Borough Council</li> <li>• Research into Single Customer Accounts in use at local authorities</li> <li>• Customer demand analysis at Shepway District Council, Tandridge District Council</li> <li>• Taxi licensing process review for Swale Borough Council</li> <li>• Taktix review for KCC</li> <li>• Information architecture studies for TWBC.</li> </ul>		Cllr David Reilly	Paul Taylor