

# Transformation Programme Project Dossier

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Key:

Stage = project lifecycle stage, i.e. Discovery (chartered), Initiation (PID / PDD), Prototype (design service), Implementation (transformation), Closure

RPA = Risk Potential Assessment, i.e. M – Medium, H – High

Scrutiny = Scrutiny Committee, i.e. C – Communities, R – Resources, N – Neighbourhoods, G – Governance, X – Overview & Scrutiny

## Workstream 1 - Customer Experience

Programme title	Stage	RPA	Start date	Due date	Progress	Scrutiny	Sponsor	Manager
<b>P001 Customer Service Programme</b>	Prototype	H	01-Apr-2016	31-Mar-2019	59%	X	Chief Executive (XEX01); Assistant Director - Governance (GPM01)	Head of Customer Service (XEX04)
Project title	Stage	RPA	Start date	Due date	Progress	Scrutiny	Sponsor	Manager
<b>P142 Customer Satisfaction and Standards</b>	Prototype	H	01-Nov-2016	30-Nov-2017	61%	X	Assistant Director - Governance (GPM01); Head of Customer Service (XEX04)	Head of Customer Service (XEX04)
<b>P145 Customer Reception</b>	Prototype	H	01-Apr-2016	31-Mar-2019	57%	X	Assistant Director - Governance (GPM01)	Head of Customer Service (XEX04)
<b>P146 Corporate Customer Team</b>	Prototype	H	01-May-2016	31-Dec-2017	68%	X	Assistant Director - Governance (GPM01)	Head of Customer Service (XEX04)
<b>P147 Systems and Digital Development</b>	Prototype	H	01-Jun-2016	31-Dec-2017	50%	X	Assistant Director - Governance (GPM01)	Assistant Director - Revenues (RRE01); Head of Customer Service (XEX04)
Project title	Stage	RPA	Start date	Due date	Progress	Scrutiny	Sponsor	Manager

<i>Project title</i>	<i>Stage</i>	<i>RPA</i>	<i>Start date</i>	<i>Due date</i>	<i>Progress</i>	<i>Scrutiny</i>	<i>Sponsor</i>	<i>Manager</i>
<b>P004a Corporate Communications - External</b>	Prototype	H	01-Jun-2016	31-May-2018	64%	G	Chief Executive (XEX01)	PR & Marketing Officer (GPR01)
<b>P130 Corporate Online Bookings System</b>	Implement	H	01-May-2016	30-Jun-2017	100%	R	CSA & P Manager (CCA01)	ICT Program Manager
<b>P134 Licensing Self-Service Applications</b>	Prototype	M	22-Aug-2016	31-Aug-2017	57%	N	Assistant Director - Environment & Neighbourhoods (NNS01)	Licensing Manager (NLS01)
<b>P138 Waltham Abbey Wayfinding</b>	Prototype	M	28-Sep-2016	30-Nov-2017	92%	N	Director of Neighbourhoods (NDR01)	Economic Development Officer (NED03)
<b>P139 Pandemic Flu Plan</b>	Prototype	M	27-Sep-2016	31-Jul-2017	80%	N	Director of Neighbourhoods (NDR01)	Emergency Planning Officer (NEP01)

## Workstream 2 - Business Culture

<i>Project title</i>	<i>Stage</i>	<i>RPA</i>	<i>Start date</i>	<i>Due date</i>	<i>Progress</i>	<i>Scrutiny</i>	<i>Sponsor</i>	<i>Manager</i>
<b>P003 Establish Programme and Project Management</b>	Prototype	H	22-Feb-2016	31-Oct-2017	87%	X	Chief Executive (XEX01)	Head of Transformation
<b>P004b Corporate Communications - Internal</b>	Prototype	H	01-Jun-2016	30-Apr-2018	77%	G	Chief Executive (XEX01)	PR & Marketing Officer (GPR01)
<b>P008 Museum Development Trust</b>	Prototype	H	26-Feb-2016	31-Mar-2018	88%	C	Director of Communities (CDR01)	Assistant Director - Community Services & Customer Relations (CSS01)
<b>P010 Review of the Careline Alarm Monitoring Service</b>	Prototype	M	26-Feb-2016	31-Jan-2018	86%	C	Director of Communities (CDR01)	Assistant Director - Housing Operations (COP01)

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<b>P013 Maximising Corporate Debt Collection</b>	Closure	H	01-Apr-2014	31-May-2017	100%	R	Chief Executive (XEX01)	Assistant Director - Revenues (RRE01)
<b>P050 Reprographics Service Review</b>	Prototype	H	15-Jun-2016	31-Jan-2018	81%	R	Director of Resources (RDR01)	Assistant Director - Human Resources (RHR01)
<b>P105 Civic Office Waste and Recycling</b>	Implement	M	01-Mar-2016	31-Jul-2017	100%	N	Assistant Director - ICT & FM	Environmental Co-ordinator (NEC01M)

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<b>P106 People Strategy</b>	Prototype	H	22-Apr-2016	31-Aug-2017	-	R	Director of Resources (RDR01)	Assistant Director - Human Resources (RHR01)
<i>Project or programme title</i>	<i>Stage</i>	<i>RPA</i>	<i>Start date</i>	<i>Due date</i>	<i>Progress</i>	<i>Scrutiny</i>	<i>Sponsor</i>	<i>Manager</i>
<b>P170 Establish a Common Operating Model</b>	Prototype	H	03-Jul-2017	31-Mar-2019	33%	R	Chief Executive (XEX01)	Assistant Director - Human Resources (RHR01)
<b>P171 Corporate Business Support Team Review</b>	Discovery	H	30-Aug-2017	30-Mar-2018	31%	R	Head of Transformation	Assistant Director - Human Resources (RHR01)
<b>P172 Corporate ICT Team Review</b>	Discovery	H	01-Aug-2017	30-Apr-2018	12%	R	Director of Resources (RDR01)	Assistant Director - ICT & FM

<b>P107 Estates Service Review</b>	Implement	M	05-Apr-2015	29-Sep-2017	94%	N	Director of Neighbourhoods (NDR01)	Chief Estates Officer (NEV01)
<b>P108 Shared Services Review</b>	Prototype	H	20-May-2016	30-Apr-2018	90%	X	Chief Executive (XEX01)	Head of Transformation
<b>P117 Building Control Profile</b>	Closure	H	20-May-2016	31-Mar-2018	100%	G	Director of Governance (GDR01)	Building Control Manager (GBC01)

<b>P124 Corporate and Business Planning</b>	Prototype	H	01-May-2016	01-May-2018	78%	X	Chief Executive (XEX01)	Head of Transformation
<b>P126 Modern.Gov Report Management</b>	Prototype	M	26-Jul-2016	31-Mar-2018	48%	G	Director of Governance (GDR01)	Democratic Services Manager (GDS01)
<b>P140 District Emergency Control Centre Plan</b>	Prototype	M	18-Oct-2016	31-Jul-2017	30%	N	Director of Neighbourhoods (NDR01)	Emergency Planning Officer (NEP01)

### Workstream 3 - Resources, Accommodation and Technology

<i>Project title</i>	<i>Stage</i>	<i>RPA</i>	<i>Start date</i>	<i>Due date</i>	<i>Progress</i>	<i>Scrutiny</i>	<i>Sponsor</i>	<i>Manager</i>
<b>P014 HR Payroll IT System</b>	Implement	H	04-Mar-2016	30-Mar-2018	90%	R	Assistant Director - Human Resources (RHR01)	Human Resources Manager (RHR03)
<b>P019 BC/DC Quality Improvement and File Scanning</b>	Prototype	M	01-Jan-2016	31-Mar-2019	88%	G	Assistant Director - Development Manager (GDM01)	Service Business Manager (GAD01)
<b>P020 Legal Document Scanning</b>	Prototype	M	25-Feb-2016	25-Apr-2018	97%	G	Director of Governance (GDR01)	Assistant Director - Legal Services (GLG01)
<b>P033 Printer Migration</b>	Closure	H	01-Jun-2013	16-Aug-2017	100%	R	Chief Executive (XEX01)	Assistant Director - ICT & FM
<b>P043 Mail, Correspondence and Document Management</b>	Prototype	H	01-Jun-2016	31-Mar-2018	67%	R	Assistant Director - Benefits (RBE01)	Business Manager (RAD01)
<b>P044 Electronic Invoicing</b>	Prototype	H	01-May-2016	31-Dec-2017	73%	R	Assistant Director - Accountancy (RAC01)	Procurement Manager (RFP02)
<b>P109 ICT Strategy Implementation</b>	Implement	H	01-Apr-2013	30-Nov-2017	96%	R	Assistant Director - ICT & FM	ICT Program Manager

<i>Project title</i>	<i>Stage</i>	<i>RPA</i>	<i>Start date</i>	<i>Due date</i>	<i>Progress</i>	<i>Scrutiny</i>	<i>Sponsor</i>	<i>Manager</i>
<b>P116 HRA Financial Plan Review</b>	Closure	H	13-May-2016	30-Jun-2017	100%	C	Chief Executive (XEX01)	Director of Communities (CDR01)
<b>P122 Information Management</b>	Prototype	H	28-Jun-2016	31-Mar-2018	80%	G	Director of Governance (GDR01)	Chief Internal Auditor (GIF01)
<b>P125 Off-Street Parking Review</b>	Closure	M	01-Dec-2015	31-May-2017	100%	N	Assistant Director - Technical (NTS01)	Car park & Street Furniture Mgr Support Officer (NTP02)
<b>P131 Northgate Mobile Working (Planning &amp; BC)</b>	Prototype	M	01-Jan-2016	31-Aug-2017	73%	G	Assistant Director - Development Manager (GDM01)	ICT Program Manager
<b>P133 Scanning Residual Hard Copy Records - Communities Directorate</b>	Prototype	H	01-Aug-2016	31-Jul-2018	0%	C	Director of Communities (CDR01)	Asst. Director; Private Housing & Communities Support

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<b>P160 Service Accommodation Programme</b>	Prototype	H	22-Feb-2016	31-Mar-2023	16%	R	Chief Executive (XEX01)	Head of Transformation
<i>Project or programme title</i>	<i>Stage</i>	<i>RPA</i>	<i>Start date</i>	<i>Due date</i>	<i>Progress</i>	<i>Scrutiny</i>	<i>Sponsor</i>	<i>Manager</i>
<b>P002 Service Accommodation Review</b>	Prototype	H	22-Feb-2016	31-Jan-2018	47%	R	Director of Resources (RDR01)	Head of Transformation
<b>P150 Relocation of Housing Repairs Service</b>	Prototype	H	03-Apr-2017	31-Aug-2018	50%	C	Director of Communities (CDR01)	Assistant Director - Housing Property (CPY01)
<b>P161 Civic Office Refurbishment</b>	Hold	H	-	31-Mar-2023	0%	R	-	-
<b>P162 Civic Office Car Parks</b>	Hold	H	-	31-Mar-2023	0%	R	-	-
<b>P163 Relocate Hemnall Street Operations</b>	Hold	H	-	01-Apr-2020	0%	C	-	-
<b>P164 Relocation from</b>	Prototype	H	-	30-Sep-2018	0%	C	Director of	Assistant Director -

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<b>Homefield House</b>							Communities (CDR01)	Community Services & Customer Relations (CSS01)
<b>P166 Relocate Pyrles Lane Nursery</b>	Prototype	H	11-May-2017	30-Nov-2018	32%	N	Assistant Director - Technical (NTS01)	General Manager (NGM01)
<i>Project title</i>	<i>Stage</i>	<i>RPA</i>	<i>Start date</i>	<i>Due date</i>	<i>Progress</i>	<i>Scrutiny</i>	<i>Sponsor</i>	<i>Manager</i>
<b>P165 Major Tree Works Procurement</b>	Prototype	H	24-Jul-2017	01-Aug-2018	59%	N	Senior Project Improvement Officer (GPI01)	Assistant Director - Technical (NTS01)

#### Workstream 4 - Major Projects

<i>Project title</i>	<i>Stage</i>	<i>RPA</i>	<i>Start date</i>	<i>Due date</i>	<i>Progress</i>	<i>Scrutiny</i>	<i>Sponsor</i>	<i>Manager</i>
<b>P112 Operating Partner for North Weald Airfield</b>	Prototype	H	20-May-2015	31-Jul-2017	56%	N	Director of Neighbourhoods (NDR01)	Assistant Director - Environment & Neighbourhoods (NNS01)
<b>P113 Epping Forest Shopping Park</b>	Implement	H	20-May-2015	31-Dec-2017	93%	N	Director of Neighbourhoods (NDR01)	Director of Neighbourhoods (NDR01); Asset Management Development Consultant
<b>P114 St John's Road Development</b>	Implement	H	20-May-2015	31-Dec-2019	90%	N	Director of Neighbourhoods (NDR01)	Director of Neighbourhoods (NDR01); Chief Estates Officer (NEV01)
<b>P115 Local Plan Programme</b>	Prototype	H	17-May-2016	01-Apr-2019	30%	N	Chief Executive (XEX01)	Interim Assistant Director (NFP502);

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								Director of Neighbourhoods (NDR01); External Consultant (Local Plan)
<b>P120 Council Housebuilding Programme</b>	Implement	H	01-Dec-2015	31-May-2019	74%	C	Director of Communities (CDR01)	Assistant Director - Housing Property (CPY01)
<b>P135 New Leisure Management Contract Programme</b>	Prototype	H	20-May-2015	31-Dec-2020	42%	N	Director of Neighbourhoods (NDR01)	Assistant Director - Environment & Neighbourhoods (NNS01)
<b>P136 Hillhouse Development</b>	Closure	H	01-Feb-2016	31-Dec-2018	100%	C	Chief Executive (XEX01); Director of Neighbourhoods (NDR01)	Director of Communities (CDR01); Assistant Director - Environment & Neighbourhoods (NNS01)