



CAI.40 13/14
Challenge and Improvement Committee
Date 18 March 2014

Subject: Update on e-accessibility programme

Report by:

Customer Strategy and Services Manager

Contact Officer:

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Purpose / Summary:

Provide committee with an update on the e-accessibility programme

RECOMMENDATION(S):
 The committee are requested to note and comment upon:

- (i) The project governance arrangements that have been put in place to manage, control and report upon the progress of the E-accessibility project.
- (ii) The actual progress being made on the implementation of the E-accessibility Project.

IMPLICATIONS

Legal: N/A

Financial : FIN/89/14 Current budget for this project is £60k capital and £100k revenue. At this point in the project it has been highlighted that some of the estimated capital costs do not meet the capital definition and will therefore be treated as revenue. In addition as there has been no requirement to backfill for staff engaged on this project, an overall surplus is likely to be realised of £58k. As the project progresses this situation may change in also additional IT requirements may be necessary, therefore, budgets and funding will be realigned as required and approved.

Staffing : None at this stage

Equality and Diversity including Human Rights :
N/A

Risk Assessment : N/A

Climate Related Risks and Opportunities : N/A

Title and Location of any Background Papers used in the preparation of this report:

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman) **Yes** **No**

Key Decision:

A matter which affects two or more wards, or has significant financial implications **Yes** **No**

1 Introduction

- 1.1 The Policy & Resources Committee at its meeting on 7th November 2013 gave approval for the Council to implement eight strategic objectives for improving customer accessibility to council services.
- 1.2. This report provides committee with an update on progress made.

2. Project Governance

- 2.1 Governance arrangements are in place with a Project Sponsor, Manager and Board to oversee delivery.
- 2.2 Interim Director Jeanette McGarry is the Project Sponsor responsible for ensuring the successful delivery of the project.
- 2.3 Project management support is secured till the end of April 2014 by appointing Mike Sofianos as Project Manager for 2 - 3 days per week.
- 2.4 The membership of the Project Board with governance arrangements is shown at Appendix A.

3. Project Resources

- 3.1 Resources required are provided from several areas:
- 3.2 Firm step (software supplier) has allocated a Project Manager and Technical Officer to support the implementation of the new software with on-going support whilst using the software.
- 3.3 North Kesteven District Council are to provide a resource to support development and implementation of the forms where both local authorities will be using the same forms.
- 3.4 Internal resource support will be provided from a number of areas:
 - (i) **The Services** - assist with design of new e-accessibility services of Achieve Forms, Services and Self, by attending workshops for business process, form design, signing off requirements and revised web content.
 - (ii) **The WEB Team** - support the design/implementation of revised and new forms, web functionality/navigation and development of the citizen account.
 - (iii) **ICT** - requirement to develop/implement integrations between forms with back office business systems.
 - (iv) **Customer Services** - development/implementation of Forms, Services and Self.
 - (v) **Business Improvement** - provide support for business process re-engineering and identification of potential efficiencies.
 - (vi) **Communications** - provide advice/support on communications.

4. Project Planning

- 4.1 A detailed project plan sets out project activities, resource requirements, timelines and milestones to monitor delivery of the project.
- 4.2 Regular meetings of Project Board and Team take place to review/monitor the project plan.

5. Project Reporting – see Appendix A

6. Communications

- 6.1 There will be a need for internal and external communications and the project plan incorporates the communications required for:-
 - (i) Internal - keeping members/staff informed on the progress.
 - (ii) External – promotion of the new forms when “live” on the web site.

7. Position Statement

- 7.1 During December 2013 we completed the procurement of the new software.
- 7.2. The software package includes:
 - (i) Achieve Forms – enables development and implementation of flexible on-line forms.
 - (ii) Achieve Services – ability to capture customer contact in one place.
 - (iii) Achieve Self – ability to implement a “Citizen Account” for customer to access their own records.
- 7.3 We also completed the following:
 - (i) The new software for the above has been installed and activated. Technical testing has been completed to ensure the software is in sound working order.
 - (ii) Established a project office, project governance and project reporting, held meetings with Heads of Service to determine priorities for the development of the forms: Appendix B
- 7.9 During January 2014 we are progressing with business reviews, design of forms, reviewing customer journeys/navigation on the website.
- 7.10 Business reviews have started in Waste, Building Control and Revenues, looking at how we can be more efficient/ effective with the introduction of the forms and integration to back office systems.
- 7.11 Design of new forms has commenced on:
Waste Services - missed bin collection

Waste Services – New, replacement, stolen bins
Building Control - Demolition Notice
Building Control - Building Regularisation
Revenues - Direct Debit

- 7.12 A review of the website is looking at information, customer journeys and navigation for the following:
Waste Services
Revenues and Benefits
Building Control
- 7.13 Work has started on the gathering of benchmarking data for all the above services to establish baseline data on contact volumes. This will provide valuable information when reviewing the success of the programme.

E-Accessibility Project - Governance Arrangements

Challenge and Improvement Committee

Leaders Panel

Portfolio Holder - Cllr Welburn

Corporate Management Team

Commercial Board

PROJECT BOARD

Senior User (s)	Executive	Senior Supplier (s)
Customer Services Lyn Marlow	Interim Director Jeanette McGarry	Firmstep (supplier) David Rees
Alan Robinson Revenues & Benefits		Alex Reeks Assistant Chief Executive
Michelle Carrington North Kesteven DC		Julie Heath Communications
Other Officers (as required)		Sarah Staff Finance
	Project Manager Mike Sofianos	
Project Assurance Mathew Waller – Internal Audit	Project Support Margaret Freeman	

Project Board

The Board represents the interest of the business, user and supplier, and provides overall direction and management of the project. The Board has responsibility and authority for the project within its remit set by the CMT. The Board is also responsible for assurance that the project remains on course to deliver the desired outcome as defined in the business case.

Roles and Responsibilities

Executive This is the individual with ultimate accountability for the successful delivery of the project, will ensure that the project represents value for money and follows a cost-conscious approach whilst balancing the needs of the business, users and suppliers.

Senior User (s) Is accountable for ensuring that requirements are fully and accurately specified, making sure that what is delivered is fit for purpose and that the solution meets user's needs.

Senior Supplier (s) Ensures resources to provide design, development, facilitation, procurement and implementation is available.

Project Manager Daily management of the project, with prime responsibility for ensuring that the project delivers the required outcomes, to required standard of quality and within constraints of time and cost.

Project Assurance Ensures that the project meets its requirement, along with members of the Project Board.

Project Support The role of Project Support is to provide administration over project documentation and control, reviews, meetings, and communications.

Project Team

Project Manager (WLDC)	Mike Sofianos
Project Manager (Firmstep)	David Rees
Customer Services Manager	Lyn Marlow
Senior Customer Services Officer	Janine Nixon
Jeanette Anderson	ICT
Jackie McGeachie	Web Manager
Julie Heath	Communications
Darren Mellors	Business Process Re-design
Sarah Staff	Finance
Karey Barnshaw	North Kesteven DC
Other Officers (as required)	TBD

Project Reports

Project reports will consist of:

- (i) Project Manager Highlight Report
- (ii) Budget Report
- (iii) Resources
- (iv) Project Interdependencies
- (v) Risk Register
- (vi) Issues Log

West Lindsey District Council

E-Accessibility Project

Achieve Forms

Priority List of Forms

Apply For IT

Building Control

Demolition Notice application
Regularisation application

Revenues

Applying for an Exemption or Discount
Cancellation of Exemption or Discount
Direct Debits
Single occupancy

Waste Services

Apply for Bulky Waste Collection
Fly tipping
Missed bins
New and replacement bins

Licensing

Hackney Carriage licence application
Hackney Carriage licence renewal
Hackney Carriage licence medical form
DVLA driver consent form

Report IT

Revenues

Report a change of circumstances

Public Protection

Pest Control (partnership)