

Strategy and Improvement

# Improvement and Recovery Board

Progress Report  
April 2023

*Report Owner: Sarah Hayward, ED Strategy and Improvement*  
*Report Author: Strategy and Improvement Team*

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# Open and Closing Actions

Ref	Status	Description of Action	Date Raised	Raised By	Owner	Progress	Date Last Updated	Target Date	RAG
AC-002	Open	Commissioners to set up a working session with a cross-party group to discuss how to implement recovery plans at the same time as running council services.	28-Jul-22	IRB	Gavin Jones	<p><b>26/01/23</b> - Discussion at IRB on whether to do it after the election. This was agreed by those present. Max will put it the calendar for all. Carry over for update after the election.</p> <p><b>28/11/22</b> - Pending the availability of approved Recovery Plans against all Directions.</p> <p><b>29/09/22</b> - TBC: Original date no longer available.</p>	09-Feb-23	31-May-23	
AC-007	Open	Stephen Brown agreed to take forward work to look into lessons learned from the capability assessments done as part of the 'Our Futures' restructure, including how the organisation who did 'gate one' assessments were commissioned and if scrutiny/audit should be involved in this processes.	29-Sep-22	IRB	Stephen Brown Sarah Wilson	<p><b>23/02/23</b> - Expect to be incorporated into Directions Workstream - carry over</p> <p><b>26/01/23</b> - This is expected to be incorporated into Directions Workstream</p> <p><b>20/12/22</b> - Task and Finish group evidence gathering sessions have been completed and report is being drafted in consultation with the chair.</p> <p><b>20/12/22</b> - Findings of Task and Finish Group will be reported to the O&amp;S Committee in January 2023 with recommendations to be made to cabinet and other member forums in January/February 2023.</p> <p><b>24/11/22</b> - The O&amp;S Committee has set up a task and finish group to look at the commissioning and contract management processes and this includes looking at how Gate One was commissioned and delivery measured. This follows a lead Member and Directors meeting on a learning lessons report where it was decided not to take this to a formal cabinet meeting, as the learning had been captured and not much to be gained from having a public ...</p>	23-Feb-23	TBC	
AC-014	Open	Pat Hayes to provide Commissioners with trend information	23-Feb-23	IRB	Pat Hayes		23-Feb-23	Before 23-Mar-23	
AC-015	Open	Max wanted to see the transformation and culture change accelerated and asked Stephen Brown and Sarah Hayward to prioritise this and to provide a full report to Cabinet as a matter of urgency.	23-Feb-23	IRB	Stephen Brown Sarah Hayward		23-Feb-23	Soonest, priority	

# Open and Closing Actions

Ref	Status	Description of Action	Date Raised	Raised By	Owner	Progress	Date Last Updated	Target Date	RAG
AC-016	Open	Sarah would report on progress at the March Board.	23-Feb-23	IRB	Sarah Hayward		23-Feb-23	23-Mar-23	
AC-017	Open	Claire to expedite getting the invitations done for Paul Moffat, Cllr Ajaib and Max Caller and IRB.	23-Feb-23	IRB	Claire Willerton		23-Feb-23	Soonest	
AC-018	Open	Chair of the audit committee to provide a report to Commissioners	23-Feb-23	IRB	Chair of Audit Committee Cllr Kelly		23-Feb-23	23-Mar-23	

Strategy and Improvement

# Improvement and Recovery Board

## Section Two - Headlines

### Positives:

- The level of organisational self awareness has improved with a greater recognition of the areas that need fixing including customer experience and the SEND Board
- Cabinet approved a new adaptive IT strategy which takes an innovative approach to rectifying deep rooted issues
- The assets target was exceeded
- Creation of a Slough Insights pack using latest Census and other data has meant that we are taking an evidence based approach to decision making in line with the directions including the refresh of the Corporate Plan

### Negatives:

- The scale of the cultural change required in key areas such as HR is revealing the extent of work still to do
- There are risks associated with the deliverability of budget savings this year
- The organisation needs to quickly get to a position where it is forward planning and project managing key issues as recent examples have revealed the challenges we face by being reactive

# Recovery Combined "Plan on a Page"

Note, RAG status against individual milestones does not represent overall service status

Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 > Jan-24

## Oversight

◆ IRB (Feb-23, Mar-23, Apr-23, May-23, Jun-23, Jul-23, Aug-23, Sep-23, Oct-23, Nov-23)  
 ◆ Letter to DLUHC (incl. Grant Thornton audit) (Mar-23), ◆ Letter to DLUHC (Jun-23), ◆ Letter to DLUHC (Sep-23), ◆ Letter to DLUHC (Dec-23)

## Financial Sustainability

Future Years Budget Exploration & Savings Ideation (Mar-23 to Jun-23)  
 2024/25 Draft Budget Preparation (Jun-23 to Sep-23)  
 2024/25 Budget Finalisation (Sep-23 to Jan-24)  
 S151 Arrives (Feb-23), ◆ 2023/24 Budget Update & Approval (Mar-23), ◆ 2024/25 Budget Update Available (Apr-23)  
 ◆ 2018/19 Accounts Audit Complete (Mar-23), ◆ 2019/20 Accounts Audit Complete (Aug-23), ◆ 2020/21 Accounts Audit Complete (Nov-23)  
 ◆ 2024/25 Draft Budget (Sep-23), ◆ Financial Settlement (Dec-23)

## Asset Disposal

On-going Asset Disposal Programme (Feb-23 to Jan-24)  
 \*\*\*Quarterly receipts forecasts to be revised.

## Procurement & Contract Mgmt.

Contracts Register Reviews (focussed to ensure up to date and robust, then six-monthly thereafter) (Feb-23 to Jun-23)  
 Six-Monthly Register Reviews Start (Jan-24) ◆  
 ◆ Mgmt. Framework (Feb-23), ◆ Contracts Register on Finance System (Mar-23)  
 ◆ KPI's Monitoring (Feb-23), ◆ Procurement process mapping (Mar-23)

## Subsidiary Companies

Increase Member Oversight (Feb-23 to Mar-23)  
 Present and Implement Annual Business Plans for JEH, GRE5, SCF (Mar-23 to Sep-23)  
 ◆ JEH, GRE5, SCF Business Plans to Cabinet (Mar-23)  
 ◆ 2023/24 Receipts forecast £7.5m (Sep-23), ◆ 2023/24 Receipts forecast £7.5m (Nov-23)  
 ◆ 2024/25 Receipts forecast £7.5m (Jan-24) ◆  
 ◆ DISH Review (Jun-23), ◆ Undertake and Implement Recommendations for Governance Reviews (Jul-23 to Jan-24)  
 Exit from GRE5 & SUR 2024/25 (Jan-24) ◆

## Democratic Governance & Scrutiny

P2a – Short Term (incl. CfGS review response) (Feb-23 to Mar-23)  
 P2b – Short to Medium Term (incl. improving Member and Officer decision making processes, introductory training) (Mar-23 to Jan-24)  
 P3 – Medium to Long Term (incl. improved partnership governance, longer-term planning & decision making) (Mar-23 to Jan-24)  
 ◆ Governance & Culture Workshop (Mar-23), ◆ Whole Council Elections (Apr-23)  
 Agree Member Dev Programme (Mar-23), Deliver Member Development Programme (Apr-23 to Jun-23)  
 ◆ Present Reports on T&F Groups linked to Recovery (Mar-23), ◆ Implement new Scrutiny Structure, delivery training and finalise annual work programme (Jun-23 to Jan-24)  
 Shadow O & S Arrangements (Feb-23 to Mar-23)  
 ◆ Post-Election Member Survey (Oct-23)

## Internal Audit

◆ First Tranche of IA Recruitment Complete (Feb-23)  
 Transition RSM to In-House Team (Mar-23 to Apr-23)  
 ◆ 2023/24 Audit Plan available (Apr-23)  
 ◆ Finance Board Update on IA way forward (Mar-23)  
 Review against PSIAS Standards (Jan-24) ◆

## ICT & Digital

Corporate Telephony (Feb-23), Updated ICT Strategy (Mar-23), ◆ Data-Centre Relocation Completes (Apr-23)  
 ◆ Security and Resilience, incl. DR Improvements (Apr-23)  
 ◆ Service Management Customer Portal Go-Live (Mar-23)  
 ◆ Mobile Telephony (Sep-23), ◆ Service Management – Ph 2 Go -Live (Sep-23)

## Mgmt. Structure & Recruitment

Recruitment Process Optimisation (Feb-23 to Mar-23)  
 ◆ ED & AD Levels Complete (Mar-23)

## Workforce & Culture

P1 - Defining Future & Quick Wins (Feb-23 to Mar-23)  
 P2 - Reshaping for Performance (Mar-23 to Sep-23)  
 P3 – Optimised Delivery (Sep-23 to Jan-24)  
 ◆ Leadership Roadshow (Mar-23), ◆ CLT & Governance Restructure (Apr-23), ◆ Q'ly Perf Rep (Jun-23)  
 ◆ Leadership Roadshow (Sep-23), ◆ Q'ly Perf Rep (Oct-23)  
 ◆ Staff Survey (Jan-24)

# Directions Progress Summary

Ref	Direction	CLT Lead (Strategic)	SLT Lead (Operational)	Member (Political)	Target Completion	RAG		Commentary / Progress
						Curr.	Trend	
1	Functional Capability Assessment	Sarah Hayward	Dean Tyler		01-Dec-22		=	<b>14/10</b> - Service plans have been completed, which will address gaps in capability. These are continuing to be iterated to ensure coherence across services and alignment with the corporate plan. SLT will act as the governance body for the service planning. Next steps are to develop reporting arrangements for monitoring progress in delivery, and ensure lessons for next year are captured.
2	Avoid Poor Governance or Financial Mismanagement	Adele Taylor	Steve Muldoon / Liton Rahman	Leader / Cabinet Member for Financial Oversight & Council Assets	Continuous		=	<b>13/04</b> Finance action plan will be refreshed during April/May to reflect continued improvements for medium term <b>28/10</b> - Extensive finance business plan completed March 2022. Developed a medium and long term financial planning framework. Implemented changes to obtain best value for money. Ensuring financial implications of decisions are understood. Improving capacity, capability and culture to enable future success and monitoring of progress through the Finance Action plan. Embedding strong Financial Governance and risk management. Further improvements in Governance and Culture across the council will also contribute towards the delivery of this direction.
3a	Financial Sustainability Action Plan	Adele Taylor	Steve Muldoon / Liton Rahman	Leader / Cabinet Member for Financial Oversight & Council Assets	31-Mar-29		=	<b>13/10</b> - The Finance action plan covers 10 years in detail from 2015/16 to 2024/25 and is supplemented by a 14 year active financial model (to 2028/29). Key elements are: Accounts, Assets sales, Capitalisation direction, Revenue budgets, Borrowings, MRP, DSG, Internal audit, Risks and mitigations Finance structure and Directions/recommendations from DLUHC, GT, CIPFA, Directions. The plan is regularly updated.

# Directions Progress Summary

Ref	Direction	CLT Lead (Strategic)	SLT Lead (Operational)	Member (Political)	Target Completion	RAG		Commentary / Progress
						Curr.	Trend	
3b	Democratic Governance Action Plan	Stephen Taylor	Alexander Polak	Leader	01-Dec-23		=	<p><b>09/03</b> – Updates to a number of workstreams this month as preparation for the election, May AGM, new member cohort, updated constitution, new scrutiny arrangements, induction etc move into their final stages. This workstream’s relationship with the culture change programme is becoming clearer as the project environment continues to mature, making it easier to spot and make use of interdependencies.</p> <p><b>17/02</b> - The action plan is progressing, with two key governance culture workshops held with the extended CLT in January and February, facilitated by Bethan Evans. Actions from these sessions are being reviewed for addition to the plan. A Project Support Officer has been requested, and will be provided in the near future to help consolidate and deliver plans.</p> <p><b>10/02</b> - Project Support Officer recruitment is underway to assist with planning / tracking.</p> <p><b>20/01</b> - The action plan is progressing. A Project Support Officer has been requested, and will be provided in the near future to help consolidate and deliver plans.</p> <p><b>17/11</b> - Democratic governance action plan updated and reported to Overview &amp; Scrutiny Committee on 17th November as part of wider update.</p>
3c	Scrutiny Action Plan	Stephen Taylor	Alexander Polak	Chair, Overview & Scrutiny Committee	01-Dec-23		=	<p><b>11/04</b> – The Scrutiny Annual Report and Commissioners’ One year report were received at the last O&amp;S meeting of the year on 22 March. Full Council received the Scrutiny Annual Report on 28 March, and Members’ comments both in the report and at the meeting reflect improvements from the year-to-date. Following input from the member working group, constitutional changes to adjust the structure and practice of O&amp;S in Slough are being prepared for the AGM in May. Preparation is underway for induction with input from the Centre for Governance and Scrutiny and work programming with the new committee.</p> <p><b>09/03</b> – The council’s most robust ever Budget Scrutiny process concluded in this period and the member Survey and a Scrutiny Annual Review workshop have provided opportunities for members to reflect on the year as it draws to a close. Annual Report and Commissioners’ one-year report will be received at the last O&amp;S meeting of the year on 22 March.</p> <p><b>17/02</b> - Excellent feedback from all quarters at the conclusion of the T&amp;F groups pilot, providing an excellent evidence base and lessons learned for next year’s new ways of working. The action plan is progressing, with the second meeting of the member working group on scrutiny taking place on 22 February to continue defining the detail of next year’s arrangements. There were no applicants to the advertised Scrutiny Officer post ....</p>

# Directions Progress Summary

Ref	Direction	CLT Lead (Strategic)	SLT Lead (Operational)	Member (Political)	Target Completion	RAG		Commentary / Progress
						Curr.	Trend	
3d	Internal Audit Action Plan	Adele Taylor	Mike Thomas	Cabinet Member for Financial Oversight & Council Assets	31-Mar-23			<p><b>13/04</b> - Actions have been reviewed by finance team to ensure that action owners reflect current structure and will be taken to each DLT for progress updates with exceptions to be reported into Finance and Commercial DLT for follow up by S151</p> <p><b>16/02</b> - The new Head of Fin Gov, Internal Audit, Counter Fraud, Risk and Insurance began work with the Council on 3 Feb, Audit Manager starts on 13 /3 and Senior Auditor on 14/4. Two internal auditors need to be recruited or sourced via an agency or consortium. The new team will transition from the current suppliers RSM in the next three or four months. The Internal Audit Plan for 2023/24 is being drafted between RSM and the new in-house team. Concerted efforts are being made to respond to and complete all <b>22/23</b> internal audit reports. There are 135 internal audit recommendation from 2021/22 that need to be actioned of which 15 are rated high priority. These have been shared with Department Leadership teams for action and follow up will continue in the coming months. The new Internal Audit team will need to develop an action plan in terms of its set up and operations once the RSM contract is completed.</p> <p><b>05/12</b> - Pre <b>21/22</b> internal audits - there are now 269 actions or 97 per cent completed from a total of 276 actions. There is a concerted management effort to complete the remaining recommendations which are rated low. For the <b>21/22</b> internal audits - there are now 105 actions or 36% completed from a total of 288 actions. A further 51 or 20% ....</p>
3e	Procurement and Contract Management Action Plan	Adele Taylor	Clare Priest	Cabinet Member for Customer Services, Procurement & Performance	12-Jan-23			<p><b>05/04</b> - Forward planning for 2023/24 financial year has been completed with all directorates, using the contracts register as a key source of information and reported at April Cabinet. Training sessions for staff continue, with a further session on 27 April. Process mapping in procurement to externally validate processes and procedures has completed and an improvement plan to implement recommendations is live. Work to develop a contract management framework and establish a contract management assurance board has commenced.</p>

# Directions Progress Summary

Ref	Direction	CLT Lead (Strategic)	SLT Lead (Operational)	Member (Political)	Target Completion	RAG		Commentary / Progress
						Curr.	Trend	
3f	Information Technology Action Plan	Stephen Brown	Simon SharkeyWoods	Cabinet Member for Customer Services, Procurement & Performance	11-Jan-23			<p><b>11/04</b> - ICT&amp;D 3 year strategy formally adopted by the council. Final wording strengthened following Commissioner feedback and it is now clearer about corporate oversight and control. New IT service management system deployed and well received. Overall quality of the support service was negatively impacted by end-of-year activities, such as removal of legacy hardware, required to ensure savings targets could be met.</p> <p><b>03/03</b> - Telephony project commenced and the contact centre and IT ServiceDesk have migrated to the new technology. Resourcing pressures increasing due to contract staff resignations and limited progress on permanent recruitment. The Housing Management System project is taking significant effort from the team but changes to the project team are planned to improve governance and transparency.</p> <p><b>07/02</b> - Our Technology Operations Manager and Project Support Officer have started with the team and are supporting staff with progressing modernisation works. The ICT &amp; Digital strategy has commenced its passage through governance before being presented to Cabinet in March.</p>
3g	Suitable Officer Structure and Scheme of Delegation	Stephen Brown	Sarah Wilson (MO)	Leader	01-Oct-22			<b>Please see direction 8.</b>
4	Improvement Plan Monthly Reporting	Sarah Hayward	Tony Wisken	Leader	01-Sep-23			<p><b>13/04</b> - Gavin has signalled a readiness to move to a more summarised approach to IRB reporting, however the detail of this has yet to be determined. As agreed with Sarah Hayward, reporting for the Apr IRB will proceed as previous months.</p> <p><b>13/04</b> - CLT have agreed to stand up a "Recovery and Transformation Board" to govern the transformation agenda of the organisation. This will meet monthly aligned to the IRB schedule such that papers / materials can be agreed before going to IRB.</p> <p><b>09/02</b> - Work continues to increase the quality and depth of reporting, particularly to ensure at outcomes focus. The continued rollout of tools and guidance from the Transformation Team is supporting these efforts.</p>

# Directions Progress Summary

Ref	Direction	CLT Lead (Strategic)	SLT Lead (Operational)	Member (Political)	Target Completion	RAG		Commentary / Progress
						Curr.	Trend	
5	Culture Change	Stephen Brown	Sarah Hayward	Leader	31-Dec-23		=	<p><b>13/04</b> - Plans and overall governance around the Culture Change Programme continues to develop / build. Whilst progress is not as fast as we would like, momentum is growing and the increased support the Transformation Team is now able to offer is helping the workstream leads develop their plans.</p> <p><b>10/03</b> - 'Concept on a Page' agreed with Stephen Brown. Approval to be sought at Mar IRB by Commissioners to ensure our thinking is aligned. Plans continue to develop, however progress across all streams is being made, but the reporting needs to be improved.</p> <p><b>09/01</b> - Deemle Brain, the new Programme Manager has started as planned. Formal Programme definition and planning is now happening to ensure the work progresses in a coherent manner with all key stakeholders aligned.</p> <p><b>18/01</b> - Programme Manager to lead on Cultural Change expected to start w/c <b>23/01</b>. Workstream level plans continue to develop.</p> <p><b>01/12</b> - Briefing by Nick Kemp has taken place with SLT / CLT on <b>30/11</b>.</p> <p><b>14/11</b> - A consultant, Nick Kemp, has been appointed to support the Programme. Scoping of key activities is currently being progressed.</p>
6	Subsidiary Company Review	Adele Taylor / Sarah Wilson	Carmel Booth	Cabinet Member for Financial Oversight & Council Assets	02-Apr-23		=	<p><b>06/04</b> - GRE5 business plan and extension of loan facility agreed March cabinet. New non-executive director appointed for SCF to focus on financial management.</p> <p><b>20/12</b> - Agreement from leader to extend terms of reference of cabinet committee to include companies, SCF governance review update presented to December Audit and CG Committee, SCF articles of association reviewed and due for approval January cabinet, JEH, GR5 and SCF annual business plans to be presented to cabinet by end of FY. I would tentatively suggest this could be green, but we have not made progress on DISH, but should have done by April. Maybe we should wait for the business plans to go through and the committee to receive its first report.</p> <p><b>05/12</b> - Update given to commissioners and elected members with timescale for formal cabinet reporting on each council as part of annual business planning. Of the eleven companies, six have been shut, four are currently being very actively managed, one, low risk, will follow in <b>23/24</b> (DISH). Capital programme reduced by c £65m, capital receipts of circa £50m will be generated</p>

# Directions Progress Summary

Ref	Direction	CLT Lead (Strategic)	SLT Lead (Operational)	Member (Political)	Target Completion	RAG		Commentary / Progress
						Curr.	Trend	
7	Evidence Based Decision Making	Sarah Hayward	Sarah Wilson	Cabinet Member for Customer Services, Procurement & Performance	02-Apr-23			<p><b>06/04</b> - Action plan incorporated into democratic governance action plan and includes brief bites training programme for officers.</p> <p><b>14/04</b> - position statement developed for agreement with CLT including proposals for introduction for new technology to improve data collection and management.</p> <p><b>09/02</b> - First draft of Data Strategy created. Due at CLT in March.</p> <p><b>20/12</b> - Data and insight elements incorporated into democratic governance action plan. Lessons learned incorporated into member level reports, including asset disposals, complaints and procurement reports. Progress updates being taken to formal member meetings to demonstrate progress against strategic priorities, with first progress update taken to Asset Disposal Cabinet Committee in December.</p> <p><b>16/11</b> - Following the Commissioner review meeting, the Data Strategy and Governance Board met to scope actions for 2023. The first milestone will be writing and sign-off of a Corporate Data Strategy. The key messages are included in the slide pack. Budget discussions remain on-going and whether additional investment can be identified will determine if the council can pursue a Growth/Transformative path or a Foundations/Incremental path in responding to this Direction in 2023.</p>
8	Senior Officer Structure and Recruitment	Commissioners	Stephen Brown		31-Mar-23			<p><b>13/04</b> - Now considered BAU, however a restructure at the AD and levels immediate below is about to get underway.</p> <p><b>03/02</b> - ED for Strategy and Improvement has been appointed. This was the last remaining vacancy in CLT.</p> <p><b>20/01</b> - Recruitment of the S151 has been completed and two deputies is in progress. Director of Children's Services has been appointed and has started 16th January. Two interim AD have been engaged in Property and Housing. ED Strategy and Improvement interviews taking place at the end of January.</p>

Strategy and Improvement

# **Improvement and Recovery Board**

## **Section Three – Directions Summary**

2023/24 Savings Delivery Risk Assessment (figures in £'000s)

As @ 12-Apr-23	Saving Totals		Deliverability RAG Assessment					Saving Mitigations		
	Original (Baseline)	Total so far (excl. Non-Deliverable)	Non-Deliverable	Red (no credible plan)	Amber (at risk)	Green (on track)	Delivered	Agreed Sustainable	Agreed One-off	Proposed
Adults	5,688	5,688	0	0	763	4,925	0	0	0	0
Childrens	805	805	0	0	305	500	0	0	0	0
Strategy & Improvement	1,823	1,823	0	0	0	1,823	0	0	0	0
Finance	7,506	7,506	0	0	0	7,494	12	0	0	0
Place	3,700	3,700	0	0	0	3,680	20	0	0	0
Housing, Property & Planning	750	750	0	0	0	750	0	0	0	0
Cross-Council	2,150	2,150	0	750	200	1,200	0	0	0	0
<b>Total Slough Savings</b>	<b>22,422</b>	<b>22,422</b>	<b>0</b>	<b>750</b>	<b>1,268</b>	<b>20,372</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>0</b>
			0.0%	3.3%	5.7%	90.9%	0.1%			



Movement from Previous Period	0	0	0	0	0
Previous Period	0	750	1,268	20,372	32

Figures are the same as March. Suggest that once Hitesh Jolapara is in place, functional Finance Leads should take ownership of maintaining this data.

1. Accounts, budget and CTS agreed at Council on 9<sup>th</sup> March 2023.
2. Contract received from DfE for £27m historic debt. Signed and confirmed with DfE and £10.8m was subsequently received in cash by the end of March 2023. Ongoing reporting on a periodic basis will be expected by DfE through the coming year/s.
3. Key focus now has to be delivery of all savings from 1<sup>st</sup> April 2023, or other planned date where applicable. At this stage there is no update to the RAG status of the savings on the previous slide.
4. Focus also on developing savings options for 2024/25 with an initial discussion having taken place at CLT on 12/04 to agree key themes and targets.
5. Weekly asset sales schedule of pipeline capital receipt forecast now in place.
6. Recruitment of remaining permanent staff for Finance and Commercial planned with adverts opening from 24/04. Interim appointments Alistair Rush and Hitesh Jolapra in Dep S151 roles.

The priorities for the Asset Disposal Programme over the next month include:

- Driving for best bids for the sites that are currently being marketed and secure the approvals necessary to move forward with transactions.
- Issue instructions for a third tranche of sites to be marketed.
- Follow up on the successful ‘Sitematch’ event (19/4/2023), which was attended by nearly 80 people. Further meetings are being arranged for 3/5/2023.
- Progress the Estate Strategy work to identify further disposal opportunities and to help clarify the size of the retained portfolio, moving forward. A baseline report has been drafted and is now being verified. Stakeholder Engagement schedules are being planned and are likely to take place in May/June.
- Draft a Cabinet report to recommend improvements to the current process, including:
  - The approach to valuations and demonstrating Best Consideration
  - Increasing the delegation levels to the Executive Director, to reduce an otherwise excessive need to use the urgency procedures and to reduce the risk of compromising SBC’s commercial position
  - Appropriation from HRA to GF

## Progress

1. Continued pressure at CLT level to improve timeliness and quality of report writing, now supported by RAG-rated corporate schedule, with all reports cleared by the Monitoring Officer and S151 Officer prior to submission to Commissioner.
2. Review of constitution has commenced and is in progress to inform review at annual council.
3. Member Survey results have been shared with key officer teams and work is underway to identify new actions etc – was published for Standards Cttee on 6 April however the meeting was not quorate.
4. Proposed Member development and induction plans published for 6 April Standards Committee however the meeting was not quorate – will proceed with small member working group instead.
5. Contributing to revised staff induction programme with key governance / political environment content.
6. New Member Allowances Scheme agreed by Full Council 28 March following recommendation by IRP.
7. Reviewed Significant Officer Decision-making guidance and streamlined publication criteria (for inclusion in review of constitution), re-circulated to Extended CLT.

## Next Steps

1. Preparation for election, onboarding and induction of new Members, AGM 18 May, revised constitution etc.
2. Extended CLT session on member survey, scrutiny annual report and member induction, rescheduled to April.
3. Launch 'Bitesize Leadership Learning' governance training.
4. A process for the management of Asset Disposals is being developed in order to assist with the workflow of those decisions.

## Progress

1. The Scrutiny Annual Report and Commissioners' One year report were received at the last O&S meeting of the year on 22 March. Full Council received the Scrutiny Annual Report on 28 March, and Members' comments both in the report and at the meeting reflect improvements from the year-to-date.
2. Preparation is underway for induction and work programming with the new committee.
3. Annual Review and Work Programming Workshop held 2 March, shaping the Scrutiny Annual Review to be received by committee 22 March.
4. Member Working Group on Scrutiny (set up by Council) has completed its meetings, with decisions made about the shape of scrutiny next year. Following input from the member working group, constitutional changes to adjust the structure and practice of O&S in Slough are being prepared for the AGM in May.

## Next actions

1. Extended CLT item to review Scrutiny Annual Report – emphasis on peers feeding back on the benefits of officers involving themselves in T&F activity, with lessons learned.
2. Constitution redrafting is now under way to bring Member Working Group on Scrutiny's recommendations to reality via the Constitution Working Group and Council (AGM).

- **A new Internal Audit team has been recruited** and the 'Head of Internal Audit' has been in post since 3<sup>rd</sup> February 2023 and the Internal Audit Manager since 13<sup>th</sup> March 2023. Also, the Senior Internal Auditor joined on the 11<sup>th</sup> April 2023.

### **Pre 21/22 internal audits:**

- There is one action (out of 257) rated as low priority outstanding with actions in place to complete these in the near future.

### **21/22 internal audits:**

- Actions completed as at end of March number 143 or 46% of the total due with a further 12 or 4% not yet due. A concerted effort is being made by CLT to close the remaining 162 actions that are overdue.

### **22/23 internal audits:**

- 12 reports have been finalised and a further 12 reports are in draft and being responded to by management.
- 171 actions have been raised for 2022/23 from these reports.
- 57 actions are overdue and 19 complete.
- 64 are awaiting management responses (action owners and implementation dates).

### **23/24 Internal Audit Plan**

- The Audit Plan was approved by the Audit and Corporate Governance Committee on 14 March 2023. The Plan will be reviewed and updated by the in-house Head of Internal Audit in Q1 2023/24.
- Reports on progress of implementing recommendations are made to the Audit and Corporate Governance Committee, Risk & Audit Board, Finance Board and CLT Assurance meetings.

Contracts register is being used as a business as usual tool in forward planning procurement activity, this includes consideration of longer term procurement activity required for high value, high risk contracts. It has been used to develop the forward plan/contracts over £180k report reported to April Cabinet.

Utilising existing IT systems for the contract register – implementation on Agresso due to be complete by the end of June 2023

The training programme on the council's contract procedure rules continues and reflects the revised rules approved by Council in November, a further course took place in April

Moved away from relying on expensive consultancy support, by initiating recruitment to a permanent in-house team, engaged a cheaper consultancy to support specialist procurement where needed and to plug short term gaps in resources.

*Note, for detailed Action Tracker, refer to appendix.*

**Further key development activities**

1. Implement the contracts register on the council's finance system – by June 2023 (slight delay due to onboarding of managed service provider).
2. Develop a framework to ensure there is a co-ordinated and consistent approach to contract management. This is being done with the contract management pioneer programme– from January 2023.
3. Process mapping procurement - focus is on governance to provide the council with external validation on its processes and to make recommendations on improvements which are being implemented – From April 2023.
4. Establishment of contract management assurance board to drive best practice in contract management . As part of this process, the contract register steering group will be disbanded and the project ended as the project has met its aims and objectives. A lessons learned review was undertaken in April 2023.
5. Ensure KPI's are meaningful and monitored effectively – from January 2023.
6. Programme of continuous contracts register reviews to ensure the council is getting the best value for money – from September 2023 and six monthly thereafter.
7. Implement the actions in the procurement and contract management strategy that have not yet been undertaken, throughout the 2023/24 financial year.
8. Report went to February Overview & Scrutiny Committee on the Contracts T&F Group recommending improvements to contract management. Recommendations also reported to Cabinet on 27 February.

## The ICT & Digital Team Strategy and Plan

1. The new strategy for ICT & Digital was approved by Cabinet on the 20<sup>th</sup> March and was formally adopted by the Council on the 29<sup>th</sup> March following the call-in period. As per the request by Commissioners the final paper was strengthened around the corporate control of ICT & Digital to ensure that there is minimal duplication and increased impact for any investments made.
2. The strategy is now a key point of reference for the ICT&D team and the wider Council as we prioritise the large amount of ongoing initiatives established to modernise and remediate our technology portfolio.
3. The strategy has been designed to be flexible enough to accept and welcome change. The opportunity provided by new technologies and/or new ways of working should be exploited more quickly and enable Slough to adapt without major disruption. The rise of generative AI and large language models is expected to be the biggest technology shift for a generation and the strategy enables us to plan for the expected impact of these new tools.
4. Some difficult decisions will be required around what we prioritise for improvement and the team will continually engage with CLT and members to ensure that the work being undertaken by the team is aligned to areas of greatest need and impact for residents. The ICT&D team is working increasingly closely with Customer Services to identify opportunities for improvements and efficiencies.

## Current activity and next steps

1. Currently undertaking a review of the governance and effectiveness of the way key platforms are supported and developed. Focus is currently on the platforms that support both Adults and Childrens Services. A proposal for a sustainable way forward will be completed before the end of April.
2. Maintaining the momentum on the ICT modernisation programme. The newly established governance for the housing management system project has begun and the work will be a significant focus for ICT&D during 2023. Telephony services will continue to be rolled out after an issue linked to hardware updates stalled progress, and the new IT service management system will have additional modules implemented following the successful delivery of the call logging module in March.
3. The three core areas of control, namely; audit actions, risk management, and budgeting continue to be developed and improved. The tools that have been established to actively manage these areas and the output from them will be shared via the teams monthly service reporting cycle. The first draft reports from the new IT service management system have been included in this months cycle.
4. Work on the new standard build for end-user devices that is based on standard, business-class devices that have long-term support by the manufacturer continues. The first batch of devices has arrived and work is underway to prepare them for deployment.

1. Leadership Workshop planned for Tuesday 2<sup>nd</sup> May to agree what behaviours need to be adopted to deliver the values that need to be embedded within SBC.
2. Staff survey is live
3. Detailed plans being drawn up for each workstream so that dependencies and key target dates are more clearly set and monitored by the project team.
4. Progress being made with move to Directors and Heads of Service
5. Change champions recruited to support CC work, starting off with support for the Staff Survey.
6. Quick wins identified to help the organisation utilise tools effectively and evolve the workforce into a learning organisation.

## Updates:

1. GRE5 business plan and loan extension agreed by Cabinet in March 2023.
2. Progress on SCF governance action plan update reported to Audit and Corporate Government Committee in March 2023.
3. Appointment of new NED for SCF leading on financial management.
4. Plans developed for board development day in May 2023 for SCF board, with attendance from SBC CE and senior officers.

Strategy and Improvement

# Improvement and Recovery Board

## Section Four - Close

# Improvement & Recovery Board Calendar

Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
M T W T F	M T W T F	M T W T F	M T W T F	M T W T F	M T W T F
2 3 4 5 6	1 2 3	1 2 3		1 2 3 4 5	1 2
9 10 11 12 13	6 7 8 9 10	6 7 8 9 10	3 4 5 6 7	8 9 10 11 12	5 6 7 8 9
16 17 18 19 20	13 14 15 16 17	13 14 15 16 17	10 11 12 13 14	15 16 17 18 19	12 13 14 15 16
23 24 25 26 27	20 21 22 23 24	20 21 22 23 24	17 18 19 20 21	22 23 24 25 26	19 20 21 22 23
30 31	27 28	27 28 29 30 31	24 25 26 27 28	29 30 31	26 27 28 29 30

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
M T W T F	M T W T F	M T W T F	M T W T F	M T W T F	M T W T F
	1 2 3 4			1 2 3	1
3 4 5 6 7	7 8 9 10 11	4 5 6 7 8	2 3 4 5 6	6 7 8 9 10	4 5 6 7 8
10 11 12 13 14	14 15 16 17 18	11 12 13 14 15	9 10 11 12 13	13 14 15 16 17	11 12 13 14 15
17 18 19 20 21	21 22 23 24 25	18 19 20 21 22	16 17 18 19 20	20 21 22 23 24	18 19 20 21 22
24 25 26 27 28	28 29 30 31	25 26 27 28 29	23 24 25 26 27	27 28 29 30	25 26 27 28 29
31			30 31		

Publish final papers for IRB	9:00am to IRB Administration	Improvement & Recovery Board	Monthly, usually the 4th Thursday
IRB Papers due for CLT	12:00pm to CLT Administration	CLT to pre-approve IRB papers	Wednesday preceding IRB
		IRB Updates and Papers due	12:00pm to Strategy & Transformation

# Forward Plan

Function	CLT Member	Cabinet Member	Initiative / Description	Apr (27/04)	May (25/05)	Jun (22/06)	Jul (22/07)	Aug (24/08)	Sep (28/09)
Finance	Adele Taylor	Cllr Robert Anderson	2023/24 Budget Deliverability					Deep Dive	
Strategy & Innovation	Sarah Hayward	Cllr James Swindlehurst	Streamlined Recruitment Process			Update			
Strategy & Innovation	Sarah Hayward	Cllr James Swindlehurst	Operating Model						
Finance	Adele Taylor	Cllr Robert Anderson	Revenue and Benefits						
Strategy & Innovation	Sarah Hayward	Cllr James Swindlehurst	Culture Change Programme	Deep Dive			Deep Dive		
Democratic Services	Stephen Taylor	Cllr Harjinder S. Gahir	Scrutiny	Deep Dive					
Finance	Adele Taylor	Cllr Robert Anderson	Internal Audit		Deep Dive				
Finance / Democratic Services	Adele Taylor / Sarah Wilson	Cllr Robert Anderson	Subsidiary Company Oversight		Deep Dive				
Democratic Services	Stephen Taylor	Cllr James Swindlehurst	Democratic Governance			Deep Dive			
Strategy & Improvement	Sarah Hayward	Cllr Zaffar Ajaib	Information Technology				Deep Dive		
Finance	Adele Taylor	Cllr Zaffar Ajaib	Procurement and Contract Management	Update					
Chief Exec	Stephen Brown	Cllr James Swindlehurst	Senior Officer Structure and Recruitment						
Children's	Sue Butcher	Cllr Christine Hulme	SCF Business Plan SCF Improvement Plan DfE / SEND Response		Deep Dive				



Strategy and Improvement

# Improvement and Recovery Board Appendices

## Contents

- Recent Governance Decisions Taken in Support of Improvement and Recovery
- Subsidiary Company Review - Additional Information
- Evidence Based Decision Making - Examples
- Key Service Updates

# Recent Governance Decisions Taken in Support of Improvement and Recovery

Ref	Report & Subject	Date	Chief & Contact Officers	Portfolio	Key Decision	Summary of Decision	Related Direction and Contribution to Recovery	Link to Document
GD-046	<b>Cabinet</b> ICT & Digital Strategy 2023-2026	20-Mar-23	Sarah Hayward ----- Simon Sharkey Woods	Recovery, Forward Strategy & Economic Development	Yes	That the refreshed strategy for ICT & Digital services as detailed in the report and the full strategy document as attached at Appendix 1 be approved.	<b>3f Information Technology Action Plan:</b> Supports the overall Technology Strategy of the organisation	<a href="https://democracy.slough.gov.uk/documents/s75391/ICT%20Cabinet%20Report%20and%20Appendix.pdf">https://democracy.slough.gov.uk/documents/s75391/ICT%20Cabinet%20Report%20and%20Appendix.pdf</a>
GD-045	<b>Special Cabinet</b> Disposal of Council Asset at North West Quadrant	07-Mar-23	Patrick Hayes ----- Patrick Hayes	Financial Oversight and Council Assets	Yes	(a) Agreed to the disposal of the NWQ site substantially in accordance with the Heads of Terms at Appendix 2 to the report, and delegated authority to the Executive Director of Housing and Property, in consultation with the Lead Member for Financial Oversight and Council Assets and the Executive Director of Finance and Commercial, to enter into the Sale Contracts and the related legal documentation in connection with the disposal and to approve the final disposal terms.  (b) Agreed to the key terms of related corporate transactions that would be required as a result of the disposal of the site, including the treatment of associated pre-development costs and steps ....	<b>3a Financial Sustainability Action Plan:</b> Supports the overall Financial Strategy of the organisation.	<a href="https://democracy.slough.gov.uk/documents/s75171/Report.pdf">https://democracy.slough.gov.uk/documents/s75171/Report.pdf</a>

## Previous Improvement and Recovery Board Decisions Taken

Ref	Status	Description of Decision	Impact / Rationale of Decision	Date Raised	Raised By	Owner	Consulted Parties	Date Last Updated	RAG	Date Closed
D-001	Closed	Stephen Brown committed to providing a regular savings monitor to lead Members.	Lead Members will be communicated to effectively regarding the savings plans and progress.	22-Aug-22	IRB	Stephen Brown		22-Aug-22		13-Oct-22
D-002	Closed	Future reports to the Board should include an update on compliance with the Intervention Directions.	Commissioners will gain increased confidence that SBC are fully addressing the Intervention Directions.	25-Aug-22	IRB	Stephen Brown		13-Oct-22		

# Procurement and Contract Management Action Plan

Direction 3.e

Ref	Status	Deliverable or Milestone	Owner	Progress	Delivery Dates		Date Delivered	Additional Comments
					Original	Forecast		
M-004		Deliver contracts register	Clare Priest	<b>28/02</b> - Contracts register in place and reflects new council structure used forward plan for 2023/24	30-Jun-22	30-Jun-22	30-Jun-22	A lessons learned review will be undertaken on the project in April 23
M-006		Update Contract Procedure rules	Clare Priest	<b>28/02</b> - Updates approved, along with revised financial procedure rules at full council on 22nd November	22-Nov-22	22-Nov-22	22-Nov-22	Major update to CPR's was done in November 2021
M-002		Develop procurement and contract management processes and procedures, and train staff	Clare Priest	<b>28/02</b> - Processes and procedures updated to reflect changes to contract procedure rules, training sessions in Jan/Feb2023 to raise awareness and improve governance	31-Dec-22	31-Dec-22	31-Jan-23	Changes to procurement legislation in 2023/24 will necessitate a review of the councils contract procedure rules
M-001		Recruit to vacant posts within the Commercial Team	Clare Priest	<b>28/02</b> -Posts have been advertised, a second round is underway	31-Mar-23	30-Sep-23		Resource gaps are being filled by using Human Engine
M-003		Implement contract management system (Agresso)	Clare Priest	<b>28/02</b> - Moved to Amber due to delays in onboarding new managed service provider which has slipped the completion to beyond the target date	31-Mar-23	30-Jun-23		Initial meetings with managed service provider has taken place
M-007		Development of meaningful KPIs and performance data	Clare Priest	<b>28/02</b> - KPI's includes performance relating to exemptions. Procurement review board tracker has been reviewed.	31-Mar-23	31-Mar-23	31-Mar-23	Improved tracker in place
M-009		Develop forward plan for 2023/24	Clare Priest	<b>28/02</b> - Contracts register will be used and form the basis of the forward plan, meetings with directorates completed	01-Apr-23	01-Apr-23	01-Apr-23	Report for April Cabinet
M-005		Develop and implement social value policy	Clare Priest	<b>28/02</b> - Policy written, working with procurement consultants to implement, including use of best practice examples	31-Dec-23	31-Dec-23		Initial desktop research completed and draft policy written.
M-008		Implement procurement and contract management strategy	Clare Priest	<b>28/02</b> - Strategy in place, LGA procurement strategy maturity assessment to be undertaken. Implement contract management framework when resources in place	31-Mar-24	31-Mar-24		Predicated on fully resourced in house team
M-009		Process mapping procurement	Clare Priest	<b>28/02</b> - Focus is on governance to provide the council with external validation on its processes and to make recommendations on improvements	31-Mar-23	31-Mar-23	31-Mar-23	Workshops had an excellent level of engagement across the council. Improvement plan in place to implement recommendations
M-010		Contract management framework	Clare Priest	<b>28/02</b> - Develop a framework to ensure there is a co-ordinated and consistent approach to contract management. This is being done with the contract management pioneer programme. A contract management assurance board will be establish from April 2023 to drive best practice in contract management	31-Dec-23	31-Dec-23		

# Service Updates - Customer Services

## Performance

- Customer Contact Centre performance in the last 3 months exceeded the corporate target of 70% calls answered, although the target of an average wait time of 7 minutes was not achieved. This has only been possible due to the additional temp resources supporting the service.

	Jan-22	Jan-23
<b>Calls Received</b>	15,712	13,931
<b>Calls Answered</b>	5033	10709
<b>% answered</b>	32.00%	76.87%
<b>Average wait time</b>	17:09	06:53

	Feb-22	Feb-23
<b>Calls Received</b>	15,712	12,856
<b>Calls Answered</b>	5033	9845
<b>% answered</b>	32.00%	76.60%
<b>Average wait time</b>	17:09	07:39

	Mar-22	Mar-23
<b>Calls Received</b>	21,326	20,215
<b>Calls Answered</b>	8,405	14,775
<b>% answered</b>	39.4%	73.1%
<b>Average wait time</b>	0:14:20	0:08:53

- Call volumes at this time of year are typically 50-100% higher than they are in the other 11 months of the year, due to a number of service ‘peaks’. However, performance has been substantially better than anticipated, with an annual performance of calls answered of 69.9%
- The service was given approval to extend the additional 18 ‘over establishment’ temporary agency staff until the end of June subject to several prerequisites as set out by the Section 151 Officer, which are currently in progress.

## Improvements

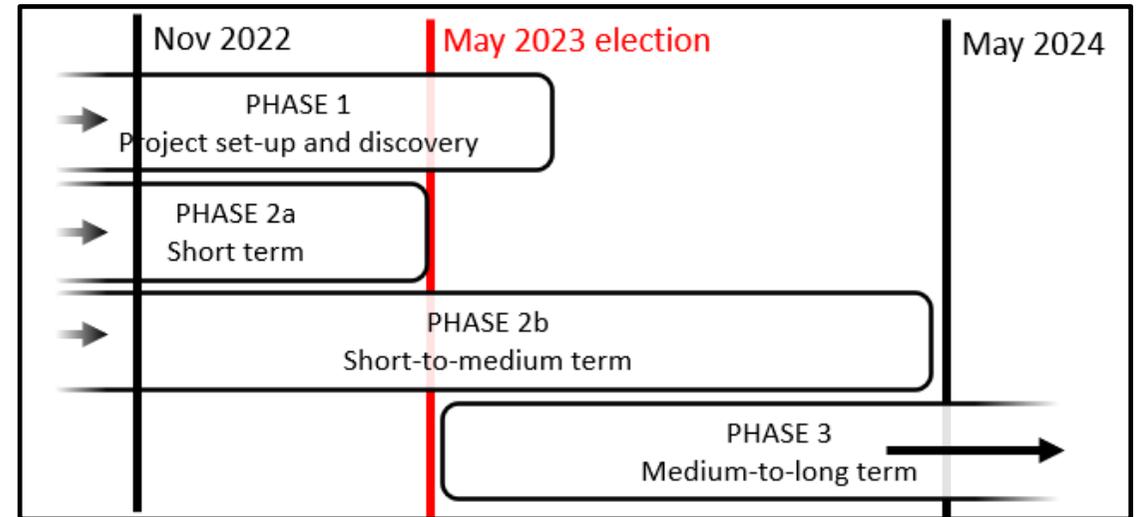
- Improved joint working with the Council Tax team to prepare for the influx in demand that follows annual billing. Including a loan of 4-6 staff every morning of the 2 weeks following main billing, which were upskilled on the CS Telephony system. The support of the SME’s from the back office service resulted in 65% of calls being answered, which is approx. 3 times better than is usual at this time of year. The later issuing of bills has also been helpful in reducing demand.
- The emergency re-procurement of the Concessionary Bus Pass system has now been completed, and contracts signed. Data is currently being transferred from the old system provider to the new one, and the service will transition seamlessly (for customers) into a new contract. This is a huge achievement as procurements typically take a minimum of 6 months, whereas this has been managed in 2 months.
- A Customer Service Improvement Plan is in development by the Transformation team and the first draft will be published for review by contributing departments
- Improvement workshops are planned over the next 2-3 weeks with service areas, starting with Revs and Bens on 14/04/23, and Housing on 21/04/23. The purpose of these is to conduct deep dives into initiatives that can reduce demand, or improve service quality.
- In the Improvement Plan, there will be consideration of the staffing requirements which will review and recommend they way forward on ‘over establishment’ staffing levels in Customer Services.

## Service Updates - Complaints

1. Complaints Handling Task and Finish Group final recommendations agreed at the Customer & Community scrutiny panel in February and Cabinet in March are being worked on. Draft for 2 stage process and webpage expected at the end of April.
2. Q4 and yearly report will be developed effective from May - to allow the full year of data to be analysed. This will be tabled for June CLT Assurance Board and Audit and Governance committee – once correspondence has been received from the LGSCO.
3. Bespoke weekly complaints reports detailing all outstanding casework per service continue to be issued to AD's requesting action to close outstanding casework. Services are using these reports to respond to complaints – with a notable improvement on reducing the number of outstanding complaints for some services.
4. 62% complaints upheld compared to 71% previous year.
5. 7% decrease in complaint numbers year on year.
6. The average number of days taken to resolve complaints has improved over the past year. Q4 currently showing 11.4 working days compared to 44.2 from previous year.
7. Quality check meetings with services focusing on capturing and embedding learnings from complaints are being scheduled quarterly and commenced in January. This is to improve the quality of the investigatory process and outcomes.

## Timescales

- Further project and resource planning will be part of phase 1.
- While this is underway, the timescales given are fairly broad. All phases are expected to overlap.
- This action plan incorporates the plan for addressing direction 7 on evidence based decision making, as well as aspects of direction 3.g.
- The phases below will also be used within the Scrutiny Action Plan.



Headline action	Owner	Indicative Timescale
1. Set up formal project management and reporting arrangements	Monitoring Officer	Phase 1

### Actions to date:

- Set up Corporate Governance Working Group – now meeting monthly to review action plans and governance issues arising
- PMO resource now available – Lara Felix now learning the ropes and will be handling the monthly reporting cycle for the Corporate Governance Working Group and the IRB, including a refresh of the action plans.

### Next steps:

- Align plan, materials and reporting with whole-council approach to recovery action planning and reporting, as this emerges.
- Aim to close this action within a month now that Lara is on board.

Headline action	Owner	Indicative Timescale
2. Continuous ongoing development of this plan including fostering a culture of looking to best practice across the sector, amongst members and officers.	Monitoring Officer	Phase 1

### Actions to date:

- Two workshops with all Democratic Services staff to check and develop the plan
- Plan discussed monthly at Corporate Governance Working Group
- Ongoing work to align this plan with (or within) the culture change workstream
- Member survey completed, setting baseline and helping to inform development of this plan (to be reported to Standards in March)
- Actions identified from extended CLT governance culture workshops

### Next steps:

- Ensure the Corporate Plan refers to an overall philosophy of governance in the authority
- Assess baseline and benchmark via survey of staff (to align with Member Survey – need to consider whether to conduct a separate leadership survey).
- Schedule a LM&Ds discussion on the existing ‘policy statement on corporate governance’, with a view to collecting feedback for an update, to be agreed by appropriate Member forum and full council – as part of onboarding of new Cabinet.
- Review: governance framework (CIPFA/SOLACE guidance), outstanding internal audit actions, Business Continuity and emergency planning arrangements, and major corporate systems and their business impact / risks etc.
- Consider next steps with regard to benchmarking – interdependency with a culture change programme action on this topic (AC-031)

Headline action	Owner	Indicative Timescale
3. Continue to improve forward planning of decision-making, including early engagement with members and other stakeholders	Chief Executive / Monitoring Officer	Phase 2a

### Actions to date:

- Internal corporate schedule produced and reviewed weekly at CLT and regularly at Lead Members and Directors – now RAG-rated by Monitoring Officer, Legal and Democratic Services to indicate progress against expected clearance timescales.
- Visits by Head of Governance and Scrutiny at all DLTs to conduct horizon scanning and further embed use of corporate schedule as business planning tool
- MO has met all ADs and EDs to understand the causes of governance issues and set clear expectations.
- Circulated update/reminder to extended leadership team about governance expectations and timescales, following recruitment of a number of new senior leaders.
- Developed draft programme of ‘Bitesize Leadership Learning’ on governance issues, reviewed by Corporate Governance Working Group
- Published Member Survey findings for Standards Cttee in April along with Member Development Plan informed by the results, however meeting was not quorate

### Next steps:

- Create and deliver further Slough-specific training on working in a political environment, for senior leaders and frequent report authors – this to be delivered initially via the Leadership Learning programme recently agreed.
- Agree next steps for Member Survey information to be owned by Councillors – following the abandoned 6 April Standards Cttee

Headline action	Owner	Indicative Timescale
4. Improve effectiveness of, and compliance with, formal decision-making processes	Monitoring Officer	Phase 2a

## Actions to date:

- Launched use of Office 365 functionality in the drafting and clearing of formal reports – CLT agreed to have all Cabinet reports in the cloud by the June cycle. Informal training underway for CLT. Chief Exec’s executive assistant is leading some efforts to familiarise CLT with the technology day-to-day.
- Senior officer training programme to improve report writing
- Clear timescales and clearance processes published and promoted throughout council
- Cabinet reports reviewed at CLT and LM&Ds
- Guide to cabinet and committee lead-in dates published and publicised internally
- Lead members briefed and presenting reports at Cabinet meetings
- Commenced RAG-rating of cabinet report compliance with corporate timescales for SLT/CLT monitoring
- Circulated update/reminder to extended leadership team about governance expectations and timescales, following recruitment of a number of new senior leaders.
- Developed draft programme of ‘Bitesize Leadership Learning’ on governance issues, reviewed by Corporate Governance Working Group
- Reviewed Significant Officer Decision-making guidance and streamlined publication criteria (for inclusion in review of constitution), re-circulated to Extended CLT

## Next steps:

- Develop next steps for improving quality of Cabinet and Committee reports – to include training as part of the Leadership Learning programme.
- Implement data recording in Democratic Services to understand frequency of late reports by directorate.
- Review (again) whether single member decision-making should be introduced – post-election

Headline action	Owner	Indicative Timescale
5. Further improve quality of formal reports	Monitoring Officer	Phase 2a

### Actions to date:

- Officer training to top three tiers on report writing
- Improved clarity and timeliness of clearance processes and discussion at CLT re: cabinet reports
- Improved early briefing of lead members
- Discussions underway with IT about options for bringing formal report workflow into a document management system such as the one currently being procured.
- Circulated update/reminder to extended leadership team about governance expectations and timescales, following recruitment of a number of new senior leaders.
- Developed draft programme of 'Bitesize Leadership Learning' on governance issues, reviewed by Corporate Governance Working Group

### Next steps:

- Deliver further bite-size sessions about report-writing for lead officers as part of Leadership Learning programme.
- NB further improvements in process, timeliness and engagement (elsewhere in plan) will further improve quality

Headline action	Owner	Indicative Timescale
6. Establish agreed and documented expectations and consistent processes for commissioner decisions	Monitoring Officer	Phase 2a

### Actions to date:

- Bespoke training session on essentials of local government decision-making for top three tiers
- Feedback captured from above event and actions discussed and agreed at CLT
- MO and governance officers routinely meeting with new senior staff, to conduct bespoke governance induction.
- Information added to all-staff generic induction relating councillors, governance and role of commissioners.
- Meeting between chief of staff, former MO and COO
- Discussion with other local authorities under statutory intervention for example frameworks

### Next steps:

- Ensure 'governance in a political environment' is built into review of induction arrangements currently underway led by HR
- Review management and senior officer development programme to incorporate support for officers who have been promoted within the organisation – links to leadership culture change actions.
- Devise a framework for commissioner decision-making and advice and guidance.
- Working with the commissioners and their chief of staff, devise a framework for consistent, robust and transparent commissioner decision-making, advice and guidance.

Headline action	Owner	Indicative Timescale
7. Ensure effective introduction to local government decision-making and processes as part of induction are in place for all new starters and those promoted including senior officers.	Monitoring Officer	Phases 2a & 2b

### Actions to date:

- Bespoke training session on essentials of local government decision-making for top three tiers, feedback captured and actions discussed and agreed at CLT.
- Updated all-staff induction programme in development with new content on governance and political environment
- Information added to all-staff generic induction relating councillors, governance and role of commissioners.
- Developed draft programme of ‘Bitesize Leadership Learning’ on governance issues, reviewed by Corporate Governance Working Group

### Next steps:

- Review induction processes and introduce session on ‘governance in a political environment’ for new starters.
- Review management and senior officer development programme to incorporate support for officers who have been promoted within the organisation.
- Ensure ‘governance in a political environment’ is built into review of induction arrangements currently underway led by HR
- Review management and senior officer development programme to incorporate support for officers who have been promoted within the organisation – links to leadership culture change actions.
- Launch ‘leadership learning’ programme

Headline action	Owner	Indicative Timescale
8. Ensure effective and respectful member officer relations	Monitoring Officer	Phases 1, 2a & 2b

### Actions to date:

- Training session for top three tiers on member officer relations protocol
- Externally facilitated workshop between CLT and lead members
- Review of member casework system
- Report to Standards Committee on various matters on ethical framework, including member complaints
- Meetings between statutory governance officers and leaders of groups
- Governance culture workshop for top two tiers with external facilitator using CfGS toolkit – sessions on 10 Jan and 7 Feb
- Member survey has closed with 24 responses (over 50%) and the process of sharing this with the organisation and with members has commenced (see elsewhere in the plan)

### Next steps:

- Analysis and next steps with outputs from Member survey (extended CLT item April, Standards Cttee 6 April)
- Link to wider culture change action plan

Headline action	Owner	Indicative Timescale
9. Assess and improve how the council's real situation compares to its sense of self	Chief Executive / Monitoring Officer	Phase 2b

### Actions to date:

- Training and self-assessment for Audit committee members
- Training and annual report for scrutiny members
- Externally facilitated workshop between CLT and lead members and regular lead member briefings and meetings
- Annual report on complaints data taken to Audit and Corporate Governance
- CLT Assurance meetings to review performance data
- Completed first of two workshops with external facilitator on CfGS' seven characteristics of good governance with officers
- Member survey findings to be reported to Standards Cttee in February
- Two governance culture workshops held in January and February facilitated by Bethan Evans, with actions arising for inclusion in various improvement plans.

### Next steps:

- Assess and incorporate actions from governance culture workshops into action plans
- Review: how officers and members monitor and act on data about the council's performance; approach to resident / public participation in decision-making; options for gathering residents' views on satisfaction with services and how members self-assess their performance.

Headline action	Owner	Indicative Timescale
10. Improve organisational awareness of Slough's particular political dynamics	Chief Executive / Monitoring Officer	Phase 2b

**Action to date:**

- Training on local government decision-making for officers and feedback report to CLT, agreeing next steps.
- Member-Officer relationships and culture development programme underway
- Circulated update/reminder to extended leadership team with key links to resources relating to Slough's political environment, following recruitment of a number of new senior leaders.
- Developed draft programme of 'Bitesize Leadership Learning' on governance issues, reviewed by Corporate Governance Working Group

**Next steps:**

- Governance and political awareness built into officer induction programme including for senior officers (see actions elsewhere on this)
- Consider programme of encouraging senior officers to observe formal meetings (and feed back?)
- Consider how to use induction, (and perhaps the Lord Mayor's office) to create more opportunities for members and officers to meet and mingle informally.

Headline action	Owner	Indicative Timescale
11. Revise directorates' internal schemes of delegation in line with recently reviewed Scheme of Delegations	Chief Executive / Monitoring Officer	Phase 2b

**Action to date:**

- Reviewed and amended Scheme of Delegation to Officers, including delivering training to senior officers on delegations
- Introduced internal schemes of delegation per directorate, including consistent sections on financial, HR and procurement delegations
- Amended contract procedure rules to set out thresholds for officer decision making
- Amended financial procedure rules to set out thresholds for officer decision making

**Next steps:**

- Update internal schemes of delegation to reflect new senior officer structure
- Implement annual review of internal schemes
- Review thresholds and procedures for significant officer decision making

Headline action	Owner	Indicative Timescale
12. Improve Member Development	Monitoring Officer	Phase 2a

### Actions to date:

- Bespoke training for scrutiny members
- Bespoke training for Audit and Corporate Governance Committee members
- Welcome induction event and handbook for new members
- Briefings with chairs and vice-chairs of scrutiny
- Briefings in advance of formal member meetings

### Next steps:

- Agree member development plan, designed with input from councillors – Standards Cttee 6 April was not quorate however a member group will review the induction programme informally

Headline action	Owner	Indicative Timescale
13. Improve provision of information to Members	Monitoring Officer	Phase 2a

### Actions to date:

- Review and communication on member casework, agreed with leaders of groups
- Weekly member bulletin rebranded and relaunched
- Briefings with lead members and scrutiny members
- Confidential budget papers available to scrutiny members in advance of budget scrutiny
- Rebranded member bulletin and incorporated Customer Service data infographic

### Next steps:

- Produce a position statement on what information councillors can expect to be provided with and when (members' handbook)
- Include training on availability and functionality of Insite in induction programme
- Consider creating intranet or SharePoint pages dedicated to information for Councillors
- Implement regular programme of 'all member scrutiny briefings', or alternative if this idea cannot gain support
- Corporate push to improve consistency and completeness of officers' email signatures and phone book entries
- Each Executive Director-Lead Member partnership to have a re-set conversation to define what performance information is shared and reviewed, and at what frequency.

Headline action	Owner	Indicative Timescale
14. Deliver accurate and efficient all-out election and maximise the intended benefits of the change to four yearly elections	Returning Officer	Phase 2a

### Action to date:

- Council decision to move to whole council election
- Boundary review
- Polling station review (underway)
- New Returning Officer and senior leads for election management
- Proposals in development by Strategy team relating to a longer-term strategic planning and delivery cycle linked to the four-year municipal cycle
- Progress towards delivery of election in line with project plan monitored regularly by RO, with additional campaigns relating to voter ID and voter fraud built in as appropriate.

### Next steps:

- Deliver the election accurately and well

Headline action	Owner	Indicative Timescale
15. 2022/23 Annual review of Policy Statement on Corporate Governance	Monitoring Officer	Phase 1

### Actions to date:

- New Policy Statement on Corporate Governance based on CIPFA framework approved by full council.

### Next steps:

- Conduct desktop analysis of organisational governance, making links to Annual Governance Statement

16. Review and reprioritise use of Democratic Services Team’s limited resources	Monitoring Officer	Phases 1, 2a & 2b

### Actions to date:

- Recruitment of senior interim lead for governance and scrutiny, including fulfilling statutory scrutiny officer
- Commencement of recruitment to scrutiny role vacancy
- Advertised Scrutiny Post and other vacancies in the Democratic Services team - appointed two internal posts but no applications for scrutiny role.
- New Democratic Services and Scrutiny Manager starts at SBC 24 April.

### Next steps:

- Up-grade and re-issue scrutiny officer advert.
- Review: service provision with a view to streamlining offer, support for partnership meetings and review cost-effectiveness of Statutory Appeals service.

Headline action	Owner	Indicative Timescale
17. Ensure document storage and retention arrangements are robust	Monitoring Officer	Phase 2b

**Actions to date:**

- Review of deeds by legal team, including advice on deeds packets
- Review and plan for storage of existing physical deeds

**Next steps:**

- Review circumstances around deeds and storage of legal documentation by SBC in-house.
- Review arrangements for electronic deeds storage.

Headline action	Owner	Indicative Timescale
18. 2022/23 Implement annual review of constitution	Monitoring Officer	Phases 2a & 2b

**Actions to date:**

- Rolling review of the constitution based on needs
- Consulted Extended CLT on whether any further elements of the constitution require to be updated
- Review underway.

**Next steps:**

- Conduct minor review of constitution for 2023 AGM with a view to more significant rolling review thereafter

Headline action	Owner	Indicative Timescale
19. Strengthen community engagement in the council's recovery and improvement	Monitoring Officer	Phase 2b

**Actions to date:**

- Confirmed re-subscription to Citizen Space as the single online tool used by the council to consult and engage with residents.

**Next steps:**

- Review community participation and engagement in local democracy / decision-making

Headline action	Owner	Indicative Timescale
20. Improve how the council looks to the future to assure its own viability and set its decision-making priorities	Monitoring Officer / ED for Strategy	Phases 2b & 3

**Actions to date:**

- New five year corporate plan linked to recovery themes
- Proposals in development by Strategy team relating to a longer-term strategic planning and delivery cycle linked to the four-year municipal cycle

**Next steps:**

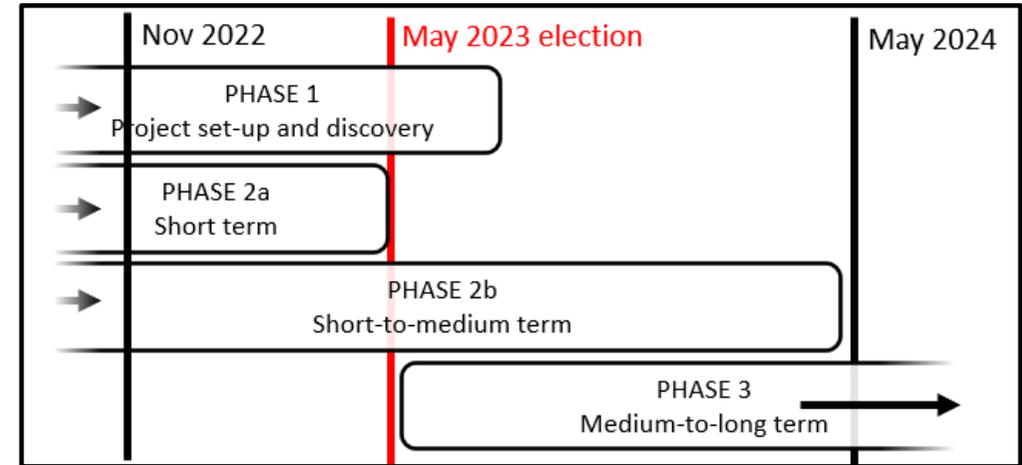
- Build cycle of corporate planning into corporate schedule and communicate the intended pathway to the organisation
- Long-term options for future viable governance of the authority explored and assessed
- Refresh the service planning cycle

Headline action	Owner	Indicative Timescale
21. Improve quality of local (external) partnerships	Monitoring Officer	Phase 3

- Review partnerships governance
- Implement changes that improve efficiency and effectiveness of partnership arrangements

## Timescales

- Further project and resource planning will be part of phase 1.
- While this is underway, the timescales given are fairly broad. All phases are expected to overlap.
- The same phases are used within the Democratic Governance Action Plans.



Headline action	Owner	Indicative Timescale
1. Set up project management and reporting arrangements	Monitoring Officer	Phase 1

- Align plan, materials and reporting with whole-council approach to recovery action planning and reporting.
- Seek programme/project management resource.
- Created informal 'Democratic Governance Improvement Group' chaired by Monitoring Officer – meeting regularly to review action plans and consider emerging issues.
- Member survey issued to assess baseline satisfaction with, and attitudes to, scrutiny.
- PMO resource now available – Lara Felix now learning the ropes and will be handling the monthly reporting cycle for the Corporate Governance Working Group and the IRB, including a refresh of the action plans.

### Next steps:

- Align plan, materials and reporting with whole-council approach to recovery action planning and reporting, as this emerges.
- Aim to close this action within a month now that Lara is on board.

Headline action	Owner	Indicative Timescale
2. Respond to CfGS review in relation to reorganising scrutiny arrangements	Monitoring Officer / Statutory Scrutiny Officer	Phase 2a

### Actions to date:

- Commissioned Centre for Governance and Scrutiny to undertake a review of scrutiny function. This has been published, endorsed by Council and member training delivered.
- Established which member/s will lead on the development of the scrutiny function
- Held two meetings of the Member Working Group on Scrutiny (January and February) and agreed key principles for the new design of scrutiny.

### Next steps:

- Final review of detail e.g. role profiles for key members, to be reviewed virtually by Group Leaders
- Constitutional changes recommended by Member Working Group on Scrutiny to be considered by Constitution Member Working Group, for agreement by Council at AGM 2023.

Headline action	Owner	Indicative Timescale
3. Formulate a cohesive work programme for scrutiny	Monitoring Officer / Statutory Scrutiny Officer	Phase 2a

### Action to date:

- Work programming events held in-year with officer and member involvement
- Launch of three T&F Groups to conduct focused work and a work programme for the remaining panels focussing on Budget/savings, improvement and recovery
- Annual Review and work programming workshop held 2 March – attended by 10 members. Output forms the backbone of the Scrutiny Annual Report and may be considered by next year’s scrutiny members.
- Member Working Group on Scrutiny has agreed core Terms of Reference for next year’s Corporate Improvement Scrutiny Committee, providing focus to next year’s work.

### Next steps:

- Work programming activity post-election with the new committee, informed by extended CLT item to generate longlist of T&F options.

Headline action	Owner	Indicative Timescale
4. Re-instate regular all-member briefings outside of formal committee settings	Monitoring Officer / Statutory Scrutiny Officer	Phase 2a

- [see action in democratic governance action plan] Proposals to be made for regular programme of ‘all-member scrutiny briefings’ to improve all members’ knowledge and connection to the business of the council, increase scrutiny bandwidth and take ‘for information/learning’ items out of committee setting allowing better prioritisation of impactful items, as part of review of scrutiny

Headline action	Owner	Indicative Timescale
5. Elevate and support the role of the Chair of Overview & Scrutiny	Monitoring Officer / Statutory Scrutiny Officer	Phase 2a

**Action to date:**

- Statutory Scrutiny Officer now meeting weekly with Chair of O&S Cttee
- Chair of O&S Cttee now periodically invited to Improvement Board meetings with Commissioners, Cabinet and senior officers, when O&S is under discussion.
- LGA mentorship reinstated for O&S Chair
- Reviewed the Special Responsibility Allowance attracted by the Scrutiny Chair position and other scrutiny lead roles, via an Independent Remuneration Panel, agreed 28 March Full Council

- **Next steps:**

Headline action	Owner	Indicative Timescale
6. Improved mechanisms for holding Cabinet Members to account	Monitoring Officer / Statutory Scrutiny Officer	Phase 2a

**Action to date:**

- Cabinet members invited to present and answer questions at budget scrutiny sessions in February 2023, and invited to receive T&F group reports in public committee meetings (also February 2023).
- Changes to constitution proposed to ensure councillors are mentioned as well as officers in various clauses about accountability at O&S.

**Next Steps:**

Headline action	Owner	Indicative Timescale
7. Recruit resource to vacancies in Democratic Services and Scrutiny	Monitoring Officer / Statutory Scrutiny Officer	Phase 1

**Actions to date:**

- Recruitment of interim head of governance and statutory scrutiny officer
- Scrutiny role and other democratic services posts have been advertised
- Two internal posts appointed and Manager post offered to external candidate.

**Next steps:**

- Re-grading of scrutiny officer post via JE panel is underway for re-issue

Headline action	Owner	Indicative Timescale
8. Improve the ways in which scrutiny members are kept appraised of forthcoming executive decisions and issues	Monitoring Officer / Statutory Scrutiny Officer	Phase 2a

**Action to date:**

- Significant improvements to early engagement with budget setting
- Regular meetings between O&S Chair and Chief Exec have now commenced.

**Next steps:**

- Embed mechanism to ensure that scrutiny members are availed of the public Forward Plan of cabinet decisions and are using it to inform their work
- Design effective use of corporate performance management information and KPIs by scrutiny councillors
- Support scrutiny members to understand their rights to access information

Headline action	Owner	Indicative Timescale
9. Improve year-round scrutiny of the financial cycle	Monitoring Officer / Statutory Scrutiny Officer	Phase 1

### Actions to date:

- Significant improvements to early engagement with budget setting
- Additional round of finance training and detailed pre-meeting for December round of budget/savings scrutiny meetings carried out on 24<sup>th</sup> November.
- Three budget scrutiny sessions in February, leading up to final budget scrutiny session 23 Feb
- Whole-year focus on financial management in scrutiny embedded in draft Terms of Reference for next year's Corporate Improvement Scrutiny Committee, in accordance with guidance from CfGS.

### Next steps:

Operation of Corporate Improvement Scrutiny Committee to include focus on financial cycle.

Headline action	Owner	Indicative Timescale
10. Deliver sustained programme of Scrutiny member and officer training and skills development	Monitoring Officer / Statutory Scrutiny Officer	Phases 2a & 2b

## Actions to date:

- Training delivered to all scrutiny members taking account of early draft findings of CfGS review.
- Have involved service-based officers heavily in the leadership and delivery of T&F group support, encouraging learning-by doing - excellent feedback about weekly meetings for officer leads of T&Fs to discuss progress and process and thereby share good practice – feeding back to extended CLT 22 February

## Next steps:

- Commission the member training proposal set out by Centre for Governance & Scrutiny
- Consider options for co-option in order to bring in exemplars of effective scrutiny to the committee setting
- Deliver further training to lead officers at suitable intervals
- Deliver member training and induction, including about scrutiny and chairmanship, post-election.

Headline action	Owner	Indicative Timescale
11. Review constitution re: scrutiny rules and practice, including call-in		Phase 2a

- Review of constitution underway re: scrutiny rules and practice, including call-in, for recommendation by working groups to Council at AGM 2023.

Headline action	Owner	Indicative Timescale
12. Improve overall support for Scrutiny Members to continuously improve effectiveness of scrutiny	Monitoring Officer / Statutory Scrutiny Officer	Phases 2a& 2b

### Actions to date:

- See actions 5, 8 & 10.
- Offered intensive officer support of O&S Chair including regular weekly meetings with the statutory scrutiny officer.
- Pre-meetings more routinely in place for all committees.
- Member Survey and Annual Report has provided opportunities for members to reflect on successes and weaknesses of Scrutiny in 2022-23.

### Next steps:

- See action 2 & 10.
- With the support of CfGS, empower scrutiny members to self-evaluate their performance in committee and plan steps towards further improvement.
- Implement system of pre-meetings with facilitated identification of key lines of inquiry for key items

Ref	Status	Deliverable or Milestone	Owner	Progress	Delivery Dates		Date Delivered	Additional Comments
					Original	Forecast		
M-004		Academy (Revs and Bens) Migration of the council's revenues and benefits case management system to the cloud	Stephen Menzies	<p><b>11/04/23</b> - No change.</p> <p><b>07/03/23</b> - No change.</p> <p><b>07/02/23</b> - integration issues with DIP document management due to Citrix issues is causing poor system performance. Working with service area to explore use of application outside of Citrix.</p> <p><b>06/01/23</b> - Project undertaking go-live activities 6 and 7 January. Minor test case errors outstanding. Manual workarounds in place.</p>	31-Jan-23	31-Jan-23		
M-001		*Northgate Housing Migration of the council's housing management system to the cloud	Tom McAuliffe	<p><b>11/04/23</b> - All year end activity complete. Recruitment for new PM underway. Workshop scoping for service charge module complete. Phase 2 continuing through internal governance review.</p> <p><b>07/03/23</b> - Rent increase letter released on time. DD letters on track for mid-March delivery. Recruitment started for new PM. Phase 2 business case written and in internal review.</p> <p><b>07/02/23</b> - good progress being made on annual year end activities. Development of MI reporting is starting 3rd week in February. Draft business case for phase 2 started. ECP mini BCs submitted for outstanding expenditure, with two retention payment to the supplier held.</p> <p><b>06/01/23</b> - Project being moved to the ICT and Digital programme for delivery. Workshops planned for January and project will be reset and rebaselined for delivery.</p>	31-Dec-22	31-Mar-23		

Ref	Status	Deliverable or Milestone	Owner	Progress	Delivery Dates		Date Delivered	Additional Comments
					Original	Forecast		
M-008		ITSM Phase one Implementation of an IT service management application – case management and customer portal.	Stephen Menzies	<p><b>11/04/23</b> - Phase 1 complete and application launched on time. Phase 2 being csoped for delivery.</p> <p><b>07/03/23</b> - Soft launch of product in mid-March. Comms out to all staff after soft launch, formal launch late March including customer portal.</p> <p><b>07/02/23</b> - Contract awarded to Freshworks. Awaiting completed contract for project to kick-off w/b <b>20/02/23</b>.</p> <p><b>06/01/2023</b> - Options appraisal complete. G-cloud 13 Framework newly launched. Procurement can't complete until access to framework is provided by CCS. Issue escalated to Procurement.</p>	31-Mar-23	31-Mar-23		
M-009		EDMS Implementation of a council wide electronic document management system	Stephen Menzies	<p><b>11/04/23</b> - No change.</p> <p><b>07/03/23</b> - technology product review complete. Resource models to be developed in coming month.</p> <p><b>07/02/23</b> - Contract award approved by Cabinet and contract sealed. Development of draft busienss case for longer term service provision has started.</p> <p><b>06/01/23</b> - Report for new two year contract will be considered by Cabinet in January. Work has started on the future medium/long term technology and resourcing strategy.</p>	31-Mar-23	31-Mar-23		
M-007		APAS Migration of the council's planning application to the cloud	Stephen Menzies	<p><b>11/04/23</b> - Connectivity issue between VPN and AgileGIS identified. Proposed soluton in review.</p> <p><b>07/03/23</b> - project remains on track to complete end of March.</p> <p><b>07/02/23</b> - All January deliverables completed on time. VPN stablity testing underway by SBC. Service sign-offs scheduled fro early March, project to complete late March.</p> <p><b>06/01/23</b> - server infrastructure set-up complete and application loaded to infrastructure. Vendor undertaking confirguration and testing.</p>	30-Nov-22	30-Apr-23		Complete date extended by 1 month to ensure proposed VPN solution is working and in a stable state.

Ref	Status	Deliverable or Milestone	Owner	Progress	Delivery Dates		Date Delivered	Additional Comments
					Original	Forecast		
M-005		Flare Implementation of a new case management system for regulatory services	Stephen Menzies	<p><b>11/04/23</b> - Contract award complete. Scoping/project kick-off workshop scheduled.</p> <p><b>07/03/23</b> - Funding secured. Contract award approved by PRB 6/3/23.</p> <p><b>07/02/23</b> - Desktop procurement exercise complete. Working with service area to ensure funding is available</p>	30-Sep-23	30-Sep-23		
M-012		Liquid Logic (Adult social care) Migration to the cloud of the council's Adult Social Care system, Children's Social Care & Early Help applications.	Stephen Menzies	<p><b>11/04/23</b> - No change.</p> <p><b>07/03/23</b> - Awaiting service area input and agreement on business case and funding</p> <p><b>07/02/23</b> - Final scoping workshop to be held w/e <b>10/02/23</b>. Once scope agreed, business case to be completed.</p> <p><b>06/01/23</b> - Requirements gathering and business case being drafted. Workshop planned with service area and vendor.</p>	TBC	TBC		Timelines to be agreed with service area once requirements gathering, BC drafting and workshop has completed.

Ref	Status	Deliverable or Milestone	Owner	Progress	Delivery Dates		Date Delivered	Additional Comments
					Original	Forecast		
M-002		Corporate and contact centre telephony Migration to a new service provider for corporate and contact centre telephony services	Stephen Menzies	<p><b>11/04/23</b> - Integration with Microsoft Teams for corporate telephony users has failed testing. A support ticket is with MS to remedy the fault - known error. Awaiting confirmation that fault is fixed before completing testing and rescheduling the corporate site roll-out. Likely w/b 17th April.</p> <p><b>07/03/23</b> - Contact centre went live with no loss of service. Minor issues were addressed quickly. Go-live dates for remaining sites will be reviewed as the porting dates were not accepted by supply carriers. This will mean that sites will go-live in much quicker succession than planned. No loss of service is expected, but issue resolution may take longer than expected.</p> <p><b>07/02/23</b> - Contact centre staff training completed. Go-live dates for all sites negotiated with service areas and approved by project board. Working with corporate comms team on messages to staff. This remains a difficult project to complete on time. It is likely that there will be issues during each go-live as staff adopt the new system.</p> <p>....</p>	28-Feb-23	31-Mar-23		Change in project delivery dates: Project was split into two delivery schedules: contact centre, corporate sites/staff. This provided more time to complete the manual upgrades of physical phones across the 31 sites.
M-003		Laptop AutoPilot Automating process of building staff user profiles onto new laptops	Stephen Menzies	<p><b>11/04/23</b> - No change</p> <p><b>07/03/23</b> - No change, awaiting completion of always on VPN project.</p> <p><b>07/02/23</b> - No change, awaiting completion of always on VPN project.</p> <p><b>06/01/23</b> - Reviewing existing laptop images. Project cannot be rolled out until the Always On VPN project has completed. All non impacted activities are being delivered in parallel.</p>	31-Jan-23	31-Mar-23		

Ref	Status	Deliverable or Milestone	Owner	Progress	Delivery Dates		Date Delivered	Additional Comments
					Original	Forecast		
M-002		Core switch migration Upgrade and replacement of the core switch	Stephen Menzies	<p><b>11/04/23</b> - Migration scheduled for <b>13/14</b> May. This date was agreed to accommodate local elections and alignment to the data centre application power down/up practice run.</p> <p><b>07/03/23</b> - Consultancy support secured with CDW. Upgrade/replacement schedule being worked through.</p> <p><b>07/02/23</b> - Project delivery brought forward to before the DC relocation. External support will be required and quotes are being sought.</p> <p><b>06/01/23</b> - Cable audit has completed. Reviewing opportunity to migrate some services ahead of the DC relocation in May as there are services which are currently not supported on the existing switch.</p>	31-Mar-23	31-May-23		End date changed to accommodate other project work and local elections.
M-006		Data centre relocation Relocating the council's data centre to a central government, highly available and flexible location	Stephen Menzies	<p><b>11/04/23</b> - Trial application power down/up exercise scheduled for weekend of <b>13/14</b> May.</p> <p><b>07/03/23</b> - The project has been delayed by one month. This is due to the delay in completing the new WAN contract. Without a contract in place there is no way to commission the circuits and services required for the DC move without breaking the council's procurement regulations.</p> <p><b>07/02/23</b> - CCS data centre contract sealed. Preparatory work continues including likely core switch migration delivered ahead of relocation exercise.</p> <p><b>06/01/23</b> - Cable audit complete. Awaiting sealing of contract to allow commissioning of data lines to new data centre. Migration date agreed for May to minimise impacts on key council activity relating to FYE.</p>	31-Jan-23	30-Jun-23		

Ref	Status	Deliverable or Milestone	Owner	Progress	Delivery Dates		Date Delivered	Additional Comments
					Original	Forecast		
M-008		Office 365 Phase 2 Maximising the use of online collaboration and productivity tools available from Office 365	Stephen Menzies	<p><b>11/04/23</b> - No change</p> <p><b>07/03/23</b> - PoC service area identified (Democratic Services). Newly elected members training to be developed aligned to the new O35 adoption proposals.</p> <p><b>07/02/23</b> - Revised scoping document being prepared to include better council-wide adoption of online collaboration and productivity tools.</p> <p><b>06/01/23</b> - Initial project scoping complete. Wider piece around staff adoption and end-to-end support on adoption being developed.</p>	30-Jun-23	30-Jun-23		

