

Transformation Programme - Projects – Ongoing							
No.	Project	Description	Portfolio Holder	Executive Sponsor	Project Manager	Interdependencies Interfaces	Status – September 2011
1	Web Services - improved access and information	Increasing the numbers of transactional services available via the internet and encourage 'channel shift' and integrated service delivery. Improve the quality, clarity, timeliness and range of information to customers on the web.	Cllr Nigel Jones	John Sellgren	Phil Jones	<ul style="list-style-type: none"> • Committee Management System • TWWW Sub-Programme • Mobile Working • Accommodation Review • Customer Insight 	Continual and steady progress is being made on the transformation of the Council's website. Now moving towards undertaking channel shift where possible. Four areas of focus are Revenues & Benefits; Recycling & Waste; Leisure & Cultural Service and the Home Page. Work is progressing, but some hold ups due to heavy pressure on resources and some technological issues. Working with Customer Services & ICT (through the use of Customer Insight) to establish benchmarking for existing customer contact.

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2	Customer Insight	Better informed service delivery linked to customer needs. Further develop and utilise detailed socio-economic and geographic data to better focus information and service ability on all sections of the community (social Inclusion).	Cllr Nigel Jones	Kelvin Turner	Jeanette Hilton	<ul style="list-style-type: none"> • Web Services • TWWW Sub-Programme 	Work ongoing with Staffs Connects currently procuring customer insight data Staffordshire-wide which will enhance our current Borough data. Given notice to Experian in anticipation of this. Training in the use of customer insight data continues.
3	Time & Attendance Management System	Modernise time recording systems to improve efficiency.	Cllr Ashley Howells	Kelvin Turner	Sarah Taylor/Audrey Clowes	<ul style="list-style-type: none"> • Home Working • Mobile Working 	On schedule. Completed the Civic Offices & some remote sites. Started the roll out at the depot during July 2011.
4	Staff recognition and reward scheme	To introduce the scheme to encourage, recognise and reward specific good performance by staff (not PRP).	Cllr Ashley Howells	Kelvin Turner	Sarah Taylor		Currently reviewing the scheme.

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5	Customer Relationship Management (CRM) Development /Service Integration	Evaluate options for future CRM to deliver one customer record, 'tell us once' capability and with all service software systems integrated or linked. Implementation of optimum solution sought.	Cllr Ashley Howells/Cllr Nigel Jones	Kelvin Turner	Jeanette Hilton	<ul style="list-style-type: none"> • Mobile working • Home working • ICT review 	Final implementation date dependent on funding position and links with Staffs Connects. Considering alternatives and partnership opportunities. Update report to EMT on options to be considered is being worked on.
6	Customer Service Standards Roll-out	Improving our service standards to a consistent level across all service areas to ensure a positive, speedy and customer friendly response/excellent service.	Cllr Nigel Jones	Kelvin Turner	Jeanette Hilton		Roll out in Revenues and Benefits in the first instance.

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7	Town Centre Partnerships	To examine the case for establishing a Business Improvement District (BID) in the town centre to provide additional resources/capacity to secure enhanced services (including the provision of marketing) and to improve the viability of Newcastle Town Centre for the benefit of both the businesses and residents.	Cllr Robin Studd	Neale Clifton	Trudi Barnard	<ul style="list-style-type: none"> Locality Action Partnerships 	Pre-Board (for the Town Centre Partnership) established in January 2011. No company set yet (as required by the BID process) with slippage on this from original date of April 2011 (mainly due to lack of capacity from all partners). Group is still establishing its Terms of Reference etc and also establishing its remit. Work is ongoing re: establishment of a company limited by guarantee- Oct 2011 is now a more realistic completion date. Events Sub-Group has been set up to seek to increase footfall and raise profile of the Town Centre. Communications being arranged between NBC and the TCP.

The Way We Work Programme - Projects ongoing							
No.	Project	Description	Portfolio Holder	Executive Sponsor	Project Manager	Interdependencies/ Interfaces	Status – September 2011
8	Home Working	Arranging for a significant number of staff to be able to work remotely with home as their base with hot desking available as needed.	Cllr Ashley Howells	Kelvin Turner	Richard Durrant	<ul style="list-style-type: none"> Accommodation Review Mobile Working EDRMS ICT review 	Scheme consulted on, piloted and agreed with Employees Consultative Committee. Rolling out the processes developed as part of the pilot, and seeking to develop hotdesking facilities.
9	Mobile Working	Providing some front line staff and managers with the appropriate mobile technology to work efficiently and effectively in the field. Hot desking facilities where appropriate and clear links with home working projects.	Cllr Ashley Howells/Cllr Nigel Jones	Dave Adams	Julie Ray	<ul style="list-style-type: none"> Accommodation Review Home Working CRM EDRMS LAPs Review 	Opportunities for service area pilots being reviewed. Links with technological solutions adopted by authority, which are currently being reviewed.
10	Electronic Document/Record Management System (EDRMS)	Review and development of prioritised, corporate approach to document imaging. Impact on storage requirements and links to home and mobile working.	Cllr Ashley Howells/Cllr Nigel Jones	Kelvin Turner	Rose Bloor	<ul style="list-style-type: none"> Mobile Working Home Working Accommodation Review 	Work ongoing to develop schedule following production of policy relating to record retention and disposal. Upgrades of existing software underway.

The Way We Work Programme - Projects ongoing							
No.	Project	Description	Portfolio Holder	Executive Sponsor	Project Manager	Interdependencies/ Interfaces	Status – September 2011
11	Review of the Council's Accommodation	Review of the Council's buildings and facilities with a view to developing an analysis which seeks to utilise the space more effectively and potentially create the opportunity for other organisations to use these buildings in exchange for additional rental income.	Cllr Ashley Howells/Cllr Nigel Jones	Neale Clifton	Jeff Hamnett	<ul style="list-style-type: none"> • EDRMS • Home working • Flexible Working 	<p>Negotiations ongoing with potential tenants and agreements being developed on use of the Civic Offices by Police, Staffordshire CC and NHS. Now agreed lease with the NHS, who will move into the Civic Offices in September 2011.</p> <p>Also agreed Heads of Terms with the Police and Staffordshire County Council. Target dates of January 2012 for Police to move in and July 2012 for County Council to move in. Work underway on office moves within the Council, and analysis ongoing in terms of capacity of other operational buildings to house partner organisations.</p>

The Business of the Council - Projects ongoing							
No .	Project	Description	Portfolio Holder	Executive Sponsor	Project Manager	Interdependencies/ Interfaces	Status – September 2011
12	Committee Management System	To provide an effective committee management system to ensure an effective and efficient approach to committee management.	Cllr Ashley Howells/Cllr Nigel Jones	John Sellgren	Paul Clisby	<ul style="list-style-type: none"> • Web Services • Customer Insight 	Training sessions held and more planned, where required. Residents and other stakeholders now able to start an e-petition online. The system has now been populated and draft agendas have been used to test the system. Likely to become 'live' before the end of the year (2011).

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No	Project	Description	Portfolio Holder	Executive Sponsor	Project Manager	Interdependencies/ Interfaces	Status – September 2011
13	Locality Action Partnerships (LAPs)	To provide effective support and development for elected members, in growing LAPs to ensure community ideas and views, supported by data come together to support the Partnership in delivering the priorities listed within the Sustainable Community Strategy and NBC Corporate Plan.	Cllr Stephen Sweeney	John Sellgren	Mark Bailey	<ul style="list-style-type: none"> • Mobile Working • BID 	Report now developed and presented to Cabinet (September 2011); Partnership Delivery Group (June 2011) and Partnership Executive Board (July 2011). New arrangements to be implemented before the end of 2011.