

WEST DUNBARTONSHIRE COUNCIL
GENERAL SERVICES CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN ALERT STATUS

APPENDIX 7

PERIOD END DATE

30 September 2021

PERIOD

6

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%

1 **Valuation Joint Board - Requisition of ICT Equipment**

Project Life Financials	3	0	0%	3	0	0%
Current Year Financials	3	0	0%	3	0	0%

Project Description Acquisition of a claims/incident management system supported by an electronic document management system.

Project Manager David Thomson

Chief Officer David Thomson

Project Lifecycle Planned End Date 31-Mar-22 Forecast End Date 31-Mar-22

Main Issues / Reason for Variance

The purchase of laptops and PCs have been delayed due to issues with the approved supplier, however project has been delayed further due to resources being directed to more prioritised work. This has effected the forecast end date and works therefore were rescheduled to 2021/22. It is hopeful budget can be utilised with final budget spend forecast in 2021/22.

Mitigating Action

None available at this time.

Anticipated Outcome

Requisition re ICT Equipment.

2 **Making Tax Digital**

Project Life Financials	40	0	0%	40	0	0%
Current Year Financials	40	0	0%	40	0	0%

Project Description Making Tax Digital.

Project Manager Karen Shannon

Chief Officer Stephen West

Project Lifecycle Planned End Date 31-Mar-22 Forecast End Date 31-Mar-22

Main Issues / Reason for Variance

Making Tax Digital guidance has changed since bid submitted. Officers are continuing to reassess WDC plans for Making Tax Digital to ensure that the Council remains compliant. Digital linking of data on our excel spreadsheets has been completed in preparation of the next phase launch.

Mitigating Action

None required at this time.

Anticipated Outcome

WDC compliance with HMRC Making Tax Digital.

3 **Payment Card Industry Data Security Standard (PCIDSS)**

Project Life Financials	30	0	0%	30	0	0%
Current Year Financials	30	0	0%	30	0	0%

Project Description Module would ensure that WDC were compliant with the current requirements of PCIDSS for card payments without the need for numerous costly workarounds

Project Manager Karen Shannon

Chief Officer Stephen West

Project Lifecycle Planned End Date 31-Mar-22 Forecast End Date 31-Mar-23

Main Issues / Reason for Variance

Preparatory work is ongoing by the supplier to enable the test environment to be upgraded to the version required for the PCI module, which will allow users to test commencing Oct 2021. The Go live date for the version upgrade is 15 Dec 2021. Thereafter PCIDSS module could commence. However, requires to be further reviewed in light of the revised workstyle exercise.

Mitigating Action

None required at this time.

Anticipated Outcome

Upgraded version with PCI compliant telephone payment system.

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30 September 2021

PERIOD

6

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	£000	£000	%	£000	£000	%

4	Electronic Insurance System						
	Project Life Financials	50	43	86%	51	1	1%
	Current Year Financials	7	0	0%	8	1	10%
	Project Description	Acquisition of a claims/incident management system supported by an electronic document management system.					
	Project Manager	Karen Shannon					
	Chief Officer	Stephen West					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	31-Mar-22		
	Main Issues / Reason for Variance						
	The various claim forms and departmental reports have been reviewed and updated and the relevant online request forms were submitted to the Digital Sub-Group to be converted to Online Achieve Forms. The various claim forms and departmental reports have now been converted to Online Achieve Forms and are in the process of being tested. Once complete, the supplier will take matters forward with their design team. An anticipated timeline for completion of the project, taking into account the various stages i.e. development, testing, going live etc. will be drawn up in conjunction with the supplier at that time. Budget spend anticipated in 2021/22.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Upgraded Electronic Insurance System.						

5	Enhancements to Cash Receiving System						
	Project Life Financials	40	0	0%	40	0	0%
	Current Year Financials	40	0	0%	40	0	0%
	Project Description	To enhance the cash receiving system in the way payments are made and allocated to back office by increasing the level of security that is required for online payments made by customers					
	Project Manager	Karen Shannon					
	Chief Officer	Stephen West					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	30-Sep-23		
	Main Issues / Reason for Variance						
	Work is continuing for the mandatory security upgrade and awaiting test dates from the supplier.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Enhancements to the cash receiving system including PCI compliant telephone payment system.						

6	Agresso development						
	Project Life Financials	30	0	1%	30	0	0%
	Current Year Financials	30	0	0%	30	0	0%
	Project Description	2020/21 bid is to carry out an upgrade of Agresso which was last upgraded in 2015. Requirement to upgrade is to maintain level of support available from Unit 4 who have advised that support for older versions of the system is being reduced.					
	Project Manager	Adrian Gray					
	Chief Officer	Stephen West					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	28-Feb-22		
	Main Issues / Reason for Variance						
	Agresso development plans to be implemented in 2021/22, full budget spend anticipated.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Development of Agresso system later than originally anticipated but within original budget.						

7	Legal Case Management System						
	Project Life Financials	33	0	0%	33	0	0%

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Current Year Financials	33	0	0%	33	0	0%
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Project Description Legal Case Management System

Project Manager Alan Douglas

Chief Officer Peter Hessett

Project Lifecycle Planned End Date 31-Mar-22 Forecast End Date 31-Mar-22

Main Issues / Reason for Variance

Budget has been rephased from 2020/21. The project could not proceed as originally planned as Officers are required to access the office and hardware the system will run on and COVID-19 restrictions have prevented this. Tenders had been held, however the project may have to go back out to tender following the upgrade to Microsoft 365. Legal will discuss with ICT in the coming months, however it is still hoped the project will be completed on budget in this financial year.

Mitigating Action

Legal to discuss impact of Microsoft 365 with ICT.

Anticipated Outcome

Project to be completed in 2021/22 assuming return to office and with the support of ICT.

8 **Solicitor Project Support**

Project Life Financials	53	0	0%	53	0	0%
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Current Year Financials	20	0	0%	20	0	0%
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Project Description Solicitor costs.

Project Manager Gillian McNamara/ Michael McGuinness

Chief Officer Peter Hessett

Project Lifecycle Planned End Date 31-Mar-24 Forecast End Date 31-Mar-24

Main Issues / Reason for Variance

Trainee solicitor to start October 2021. Anticipated that the budget will be fully spent.

Mitigating Action

None required at this time.

Anticipated Outcome

Solicitor support for Capital Projects, with full budget spend.

9 **Trading Standards Scam Prevention**

Project Life Financials	10	8	81%	10	0	0%
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Current Year Financials	2	0	0%	2	0	0%
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Project Description Call blocking devices to be fitted to the phones of WDC's most vulnerable residents which will block unknown numbers from connecting and limiting incoming calls to only known and trusted numbers, for vulnerable consumers who may be susceptible to hard selling techniques, scams and other frauds.

Project Manager Tony Cairns/ Alan Douglas

Chief Officer Peter Hessett

Project Lifecycle Planned End Date 31-Mar-22 Forecast End Date 30-Jun-21

Main Issues / Reason for Variance

Final balance of budget rephased from 2020/21 into 2021/22 as project could not complete in 2020/21 due to COVID-19 restrictions. Quotes have been obtained for a further 20 call blocker devices for instillation in the homes of vulnerable residents so protecting them from telephone scams which will utilise the remaining budget.

Mitigating Action

None required at this time.

Anticipated Outcome

To protect WDC's most vulnerable residents from phone calls from which they may fall victim of hard selling techniques, scams and other frauds.

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10	Antonine Wall Heritage Lottery Fund						
	Project Life Financials	10	0	0%	10	0	0%
	Current Year Financials	10	0	0%	10	0	0%
	Project Description	Antonine Wall Heritage Lottery Fund.					
	Project Manager	Pamela Clifford					
	Chief Officer	Peter Hessett					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date		31-Mar-22	
	Main Issues / Reason for Variance						
	No issues identified. Budget spend anticipated.						
	Mitigating Action						
	None Required.						
	Anticipated Outcome						
	Preservation of Historic Site.						

11	Telephone System Upgrade						
	Project Life Financials	15	0	0%	15	0	0%
	Current Year Financials	15	0	0%	15	0	0%
	Project Description	To improve Housing Repairs telephone platform for incoming calls, providing improved Management Information.					
	Project Manager	Stephen Daly					
	Chief Officer	Malcolm Bennie					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date		31-Mar-22	
	Main Issues / Reason for Variance						
	Project has been rephased from 2020/21 into 2021/22. Works were scoped with ICT in previous year but delayed due to COVID-19 lockdown and prioritising of support for critical services by both ICT and Citizen Services. Project progressing in 2021/22 with contractor appointed to carry out initial script upgrades which commenced June 2021. Budget spend anticipated in 2021/22.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Review of service requirements & telephony functionality will inform works to improve citizen experience.						

12	Transformation of Infrastructure Libraries and Museums						
	Project Life Financials	421	143	34%	421	0	0%
	Current Year Financials	278	0	0%	278	0	0%
	Project Description	To improve performance and efficiency of Council's Libraries and Cultural Services.					
	Project Manager	David Main					
	Chief Officer	Malcolm Bennie					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date		31-Mar-22	
	Main Issues / Reason for Variance						
	The extension of the voluntary standstill has now ended. Awaiting confirmation from Corporate Procurement that engagement with successful supplier can now commence.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project will be delivered within budget.						

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PERIOD END DATE

30 September 2021

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13	Civic Heart Works - Refurbishment of Clydebank Town Hall						
Project Life Financials	3,341	3,339	100%	3,341	0	0%	
Current Year Financials	9	8	81%	9	0	0%	
Project Description	Refurbishment of Clydebank Town Hall.						
Project Manager	Michelle Lynn/Amanda Graham						
Chief Officer	Angela Wilson						
Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	31-May-21			
Main Issues / Reason for Variance							
Works complete.							
Mitigating Action							
None required at this time.							
Anticipated Outcome							
Project will be delivered within budget.							

14	Glencairn House						
Project Life Financials	5,050	0	0%	5,050	0	0%	
Current Year Financials	110	0	0%	110	0	0%	
Project Description	Re-development of Glencairn House in Dumbarton High St to a purpose built library and museum.						
Project Manager	Michelle Lynn/ Sarah Christie						
Chief Officer	Malcolm Bennie						
Project Lifecycle	Planned End Date	31-Mar-24	Forecast End Date	31-Mar-24			
Main Issues / Reason for Variance							
The Business Case for the Glencairn House project was outlined in a report to the IRED committee on 21 August 2019. The report sought and received approval to proceed with the project. Architects have been appointed and progress for initial development stage should be complete 07/10/21 dates for Planning submission will be programmed by end of October 2021. Majority match funding for the project is now focused on achieving the Levelling Up Fund and application paused with National Lottery Heritage Fund (NLHF) will recommence in this context.							
Mitigating Action							
None required.							
Anticipated Outcome							
Re-development of Glencairn House in Dumbarton High St to a purpose built library and museum, within budget albeit later than originally anticipated.							

15	Alexandria Community Centre Sports Hall re-flooring						
Project Life Financials	40	0	0%	40	0	0%	
Current Year Financials	40	0	0%	40	0	0%	
Project Description	Alexandria Community Centre Sports Hall re-flooring						
Project Manager	John Anderson						
Chief Officer	John Anderson						
Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	28-Feb-22			
Main Issues / Reason for Variance							
This project was rephased from 2020/21 as The Alexandria Community Centre Sports Hall was being utilised as COVID-19 vaccine centre so works were unable to be carried out in 2020/21. It is anticipated this project will progress this financial year and budget spent before 31 March 2022.							
Mitigating Action							
None required.							
Anticipated Outcome							
New floor fitted in Alexandria Community Sports Hall.							

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16 Fund Blended Meetings

Project Life Financials	12	0	0%	12	0	0%
Current Year Financials	12	0	0%	12	0	0%
Project Description	Money to Fund Blended Meetings					
Project Manager	George Hawthorn					
Chief Officer	Victoria Rogers					
Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	29-Sep-21		
Main Issues / Reason for Variance						
The system has been tested and accordingly the Council meeting on 29 September as conducted as a hybrid meeting.						
Mitigating Action						
None required						
Anticipated Outcome						
System in place by September 2021						

17 Internet of Things Asset Tracking

Project Life Financials	60	37	62%	60	0	0%
Current Year Financials	53	30	57%	53	0	0%
Project Description	Asset Tracking.					
Project Manager	Patricia Kerr					
Chief Officer	Victoria Rogers					
Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	31-Mar-22		
Main Issues / Reason for Variance						
Project progressing on time and budget in line with the agreed plan. Full budget spend anticipated.						
Mitigating Action						
None required at this stage.						
Anticipated Outcome						
Project complete on time and on budget.						

18 ICT Security & DR

Project Life Financials	1,120	59	5%	1,120	0	0%
Current Year Financials	1,120	59	5%	1,120	0	0%
Project Description	The project is for the enhancement of security systems, server replacement and the update of corporate applications to ensure compliance with 15/16 PSN requirements, to enhance the Disaster recovery capabilities of WDC.					
Project Manager	Brian Miller/ Patricia Kerr					
Chief Officer	Victoria Rogers					
Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	31-Mar-22		
Main Issues / Reason for Variance						
Approval from Tendering Committee planned for November. There continues to be concern re the overall ICT supply chain issues and this is being monitored.						
Mitigating Action						
Monitor supply chain.						
Anticipated Outcome						
Continue to anticipate the majority of budget being spent. More accurate update will be available once approved and PO raised.						

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19	365 Implementation						
	Project Life Financials	250	69	28%	250	0	0%
	Current Year Financials	169	39	23%	169	0	0%
	Project Description	Project services to delivery Microsoft 365 Implementation including 3rd party supplier, training, technical consultancy etc.					
	Project Manager	Dorota Piotrowicz/ Patricia Kerr					
	Chief Officer	Victoria Rogers					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date		30-Jun-22	
	Main Issues / Reason for Variance	Departure and replacement of project manager progressed but has caused project delay until new project manager is brought up to speed. Budget is committed and initial invoice verified and payment being processed. Project scope changes have been costed and additional budget may be required at a future time. Full budget spend anticipated.					
	Mitigating Action	Agree scope changes and include in project plan so that spend profile can be finalised.					
	Anticipated Outcome	Budget spent and possibly accelerate spend from 2022/23.					
20	IoT Employee Resilience Support						
	Project Life Financials	100	100	100%	100	0	0%
	Current Year Financials	50	50	99%	50	(0)	-1%
	Project Description	Employee Resilience Online Support Tool.					
	Project Manager	Alison McBride					
	Chief Officer	Victoria Rogers					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date		30-Sep-21	
	Main Issues / Reason for Variance	Final payment has now been made.					
	Mitigating Action	None required.					
	Anticipated Outcome	Full project rollout.					
21	Development of Workforce Management System						
	Project Life Financials	423	0	0%	423	0	0%
	Current Year Financials	42	0	0%	42	0	0%
	Project Description	Project to develop the Workforce Management System.					
	Project Manager	Arun Menon					
	Chief Officer	Victoria Rogers					
	Project Lifecycle	Planned End Date	31-Mar-30	Forecast End Date		31-Mar-30	
	Main Issues / Reason for Variance	Full current year budget spend anticipated.					
	Mitigating Action	None required.					
	Anticipated Outcome	Development of Workforce Management System.					