

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

PERIOD END DATE

30 June 2022

PERIOD

3

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

1	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	Laurence Slavin					
	Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date		31-Mar-23	
	Main Issues / Reason for Variance						
		Budget rephased to 2022-23 as version upgrade of the Council's cash receiving system is required beforehand and is currently underway.					
	Mitigating Action						
		None required at this time.					
	Anticipated Outcome						
		Upgraded version with PCI compliant telephone payment system.					
2	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	Laurence Slavin					
	Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date		31-Mar-23	
	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 2022/23.					
	Mitigating Action						
		None required at this time.					
	Anticipated Outcome						
		Upgraded Electronic Insurance System.					
3	Enhancements to Cash Receiving System						
	Project Life Financials	40	5	12%	40	(0)	0%
	Current Year Financials	35	0	0%	35	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	Laurence Slavin					
	Project Lifecycle	Planned End Date	30-Sep-23	Forecast End Date		30-Sep-23	
	Main Issues / Reason for Variance						
		Budget rephased to 2022-23 as this is a number of mini projects and the first part is the version upgrade which is actively progressing. After this upgrade we can move onto other enhancements which are anticipated to finish in September 2023.					
	Mitigating Action						
		None required at this time.					
	Anticipated Outcome						
		Enhancements to the cash receiving system including PCI compliant telephone payment system.					

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4 Agresso development						
Project Life Financials	60	5	8%	60	0	0%
Current Year Financials	25	0	0%	25	0	0%
Project Description	The purpose of this project is to carry out an upgrade of the Agresso Finance System which was last upgraded in 2015. The requirement to upgrade is to maintain a 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	Laurence Slavin					
Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	31-Oct-22		
Main Issues / Reason for Variance	Delays in completion of required data cleansing prior to the upgrade have caused the start of the upgrade to be deemed too close to the financial year end to risk disruption to preparation of the draft final accounts. The upgrade will be delayed until October 2022.					
Mitigating Action	None possible at this time.					
Anticipated Outcome	Development of Agresso system later than originally anticipated but within original budget.					
5 IFRS 16 Database						
Project Life Financials	5	0	0%	5	0	0%
Current Year Financials	5	0	0%	5	0	0%
Project Description	This is a system which will ensure that WDC has the correct level of information and adheres to correct reporting of IFRS16 - Leasing.					
Project Manager	Jackie Nicol Thomson					
Chief Officer	Laurence Slavin					
Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date	31-Mar-23		
Main Issues / Reason for Variance	The purchase of software to allow new accounting treatment of leases to be appropriately reported is on track. Full spend anticipated FY 22/23.					
Mitigating Action	None required					
Anticipated Outcome	Purchase of software for accounting for leases.					
6 Solicitor Project Support for Capital Projects						
Project Life Financials	53	13	25%	53	0	0%
Current Year Financials	33	0	0%	33	0	0%
Project Description	Solicitor costs to directly support capital projects					
Project Manager	Alan Douglas					
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 in place. Budget will be fully spent.					
Mitigating Action	None required at this time.					
Anticipated Outcome	Solicitor support for Capital Projects, with full budget spend anticipated.					

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7 Re -imagine Antonine Wall						
Project Life Financials	30	0	0%	30	0	0%
Current Year Financials	10	0	0%	10	0	0%
Project Description	Council's capital contribution towards the multi-partner (five local authorities and Historic Environment Scotland) Rediscovering the Antonine Wall project which is also funded by the Heritage Lottery Fund.					
Project Manager	Pamela Clifford					
Chief Officer	Peter Hessett					
Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date	31-Mar-23		
Main Issues / Reason for Variance						
Council's capital contribution towards the multi-partner (five local authorities and Historic Environment Scotland) Rediscovering the Antonine Wall project will be paid by the end of the financial year.						
Mitigating Action						
None Required.						
Anticipated Outcome						
Preservation of Historic Site.						
8 Telephone System Upgrade						
Project Life Financials	15	4	24%	15	0	0%
Current Year Financials	11	0	0%	11	0	0%
Project Description	To improve Housing Repairs telephone platform for incoming calls, providing improved Management Information.					
Project Manager	Stephen Daly					
Chief Officer	Amanda Graham					
Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date	31-Mar-23		
Main Issues / Reason for Variance						
Improvements to Contact Centre telephony were completed as scheduled during 2021/2022. Further works have been scoped and agreed for improvement to Housing telephony, benefiting both residents and the Council. A review of the out of hours service is currently being undertaken including work to upgrade telephony. Any works will also incur professional fees for necessary scripting works. We are also exploring call recording technology across all the Contact Centre telephony. It is anticipated these projects will be completed during the financial year 2022/2023.						
Mitigating Action						
None required.						
Anticipated Outcome						
Review of service requirements & telephony functionality will inform works to improve citizen experience.						
9 Transformation of Infrastructure Libraries and Museums						
Project Life Financials	421	232	55%	421	(0)	0%
Current Year Financials	91	3	3%	91	(0)	0%
Project Description	To improve performance and efficiency of Council's Libraries and Cultural Services.					
Project Manager	David Main					
Chief Officer	Amanda Graham					
Project Lifecycle	Planned End Date	31-Mar-24	Forecast End Date	31-Mar-24		
Main Issues / Reason for Variance						
Work is underway to progress furniture replacement at Dumbarton, Duntocher and Parkhall libraries during 2022/2023. Budget of £0.1m has been rephased to next financial year for Dalmuir library as work is currently scheduled for 2023/2024.						
Mitigating Action						
None required.						
Anticipated Outcome						
Project carried forward to align with Asset Management programme.						

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10	Heritage Capital Fund						
	Project Life Financials	3,987	1,187	30%	4,000	13	0%
	Current Year Financials	1,662	0	0%	1,662	0	0%
	Project Description	Heritage Capital Fund.					
	Project Manager	Sarah Christie/Michelle Lynn					
	Chief Officer	Amanda Graham					
	Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date		31-Mar-23	
	Main Issues / Reason for Variance						
	The original projected spend has been affected by internal and external delays due to the Covid 19 recovery, a reduction in the scope of the Clydebank Town Hall project, a change in the delivery date for the Clydebank Museum at Clydebank Library during the contract award stage, while the new Dalmuir Library and Gallery had to be rescheduled for approval in August 2021. Officers are now making progress to get projects back on track, projects will still be delivered in full, and a review of optimism bias will be undertaken in the projections for 2022/23.						
	Mitigating Action						
	None available at this time.						
	Anticipated Outcome						
	Project to be delivered on budget and within revised timescale.						

11	Glencairn House						
	Project Life Financials	1,700	26	2%	1,590	(110)	-6%
	Current Year Financials	1,590	26	2%	1,590	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	Amanda Graham					
	Project Lifecycle	Planned End Date	31-Mar-24	Forecast End Date		31-Mar-24	
	Main Issues / Reason for Variance						
	Project in design phase and planning application will be submitted August 2022.						
	Mitigating Action						
	None available at this time.						
	Anticipated Outcome						
	Re-development of Glencairn House in Dumbarton High Street to a purpose built library and museum, within budget albeit later than originally anticipated.						

12	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	Amanda Graham					
	Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date		31-Mar-23	
	Main Issues / Reason for Variance						
	The Alexandria Community Centre Sports Hall continues to be utilised as COVID-19 vaccine centre during 2022/23 and the work will be postponed until the last quarter of the financial year.						
	Mitigating Action						
	None required						
	Anticipated Outcome						
	New floor fitted in Alexandria Community Sports Hall.						

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13 ICT Modernisation						
Project Life Financials	1,422	202	14%	1,422	0	0%
Current Year Financials	1,422	202	14%	950	(472)	-33%
Project Description	This budget is to facilitate ICT infrastructure and modernise working practices.					
Project Manager	Patricia Kerr					
Chief Officer	Victoria Rogers					
Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date	31-Mar-23		
Main Issues / Reason for Variance						
All PC replacements for High Schools have been received in time for installation during the summer break. Supplier lead times for laptops and chrome books have improved but exceed pre-Covid delivery times.						
Mitigating Action						
Continue to escalate and meet framework suppliers to confirm delivery lead times. Investigate other procurement routes as well as adjust the project scope to replace where stock allows.						
Anticipated Outcome						
Most of capital allocated to HSCP will be used to review/replace the current case management systems and will be replaced in line with the project plan. Supply chain delays may continue to impact delivery and spend.						
14 Internet of Things Asset Tracking						
Project Life Financials	60	50	83%	60	0	0%
Current Year Financials	17	7	40%	17	0	0%
Project Description	Asset Tracking.					
Project Manager	Patricia Kerr					
Chief Officer	Victoria Rogers					
Project Lifecycle	Planned End Date	31-Oct-22	Forecast End Date	31-Oct-22		
Main Issues / Reason for Variance						
Technical aspect of the project is complete and WDC are assisting with user testing. Delayed but on budget.						
Mitigating Action						
None available at this time.						
Anticipated Outcome						
Technical aspect of the project is complete and WDC assisting with user testing. Delayed but on budget.						
15 ICT Security & DR						
Project Life Financials	1,297	60	5%	1,297	0	0%
Current Year Financials	1,297	60	5%	1,100	(197)	-15%
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-23	Forecast End Date	31-Mar-23		
Main Issues / Reason for Variance						
Storage Area Network (SAN) tender approved and contract signing in progress. Switch replacement in progress. Server replacement at scoping stage.						
Mitigating Action						
Monitor supply chain issues. Continue tendering processes and implementation stages for each project.						
Anticipated Outcome						
Anticipate the majority of budget being spent this financial year but some works are planned for the last quarter of the year for Public Sector						

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	£000	£000	%	£000	£000	%
16 365 Implementation						
Project Life Financials	450	190	42%	450	0	0%
Current Year Financials	173	13	7%	173	(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	30-Sep-23	Forecast End Date	30-Sep-23		
Main Issues / Reason for Variance						
Project spend relates to internal and external resources to implement new systems, processes and user training skills. Mailbox migration aspect of the project delayed until cloud backup is implemented. Procurement of backup has started and target implementation is September/October 2022. Implementation of device management functionality in 365 is expected to go live in September 2022. Information governance workstream baseline review is complete and action plan is being developed.						
Mitigating Action						
Continue to monitor the various workstreams to accelerate aspects of the project where possible if suppliers can provide resource. Continue to						
Anticipated Outcome						
Budget spent but delayed.						