

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

PERIOD END DATE

30 November 2022

PERIOD

8

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

<b>1</b>	<b>Payment Card Industry Data Security Standard (PCIDSS)</b>						
	Project Life Financials	30	0	0%	30	0	0%
	Current Year Financials	30	0	0%	20	(10)	-33%
	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-24	Forecast End Date	31-Mar-24		
	<b>Main Issues / Reason for Variance</b>						
	Budget was rephased to 2022-2023 as version upgrade of the Council's cash receipting system is required beforehand and is currently underway. The Module for this has been secured and anticipated timescales for Go Live is May 2023.						
	<b>Mitigating Action</b>						
	None required at this time.						
	<b>Anticipated Outcome</b>						
	Upgraded version with PCI compliant telephone payment system.						
<b>2</b>	<b>Electronic Insurance System</b>						
	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		
	<b>Main Issues / Reason for Variance</b>						
	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.						
	<b>Mitigating Action</b>						
	None required at this time.						
	<b>Anticipated Outcome</b>						
	Upgraded Electronic Insurance System.						
<b>3</b>	<b>Agresso development</b>						
	Project Life Financials	60	6	9%	60	0	0%
	Current Year Financials	25	1	3%	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-23	Forecast End Date	28-Feb-23		
	<b>Main Issues / Reason for Variance</b>						
	Continuing issues with the completion of required data cleansing prior to the upgrade have further delayed the start of the upgrade. Provided these difficulties can be overcome the upgrade will commence in December and aim to complete by the end of February 2023.						
	<b>Mitigating Action</b>						
	None possible at this time.						
	<b>Anticipated Outcome</b>						
	Development of Agresso system later than originally anticipated but within original budget.						

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<b>4 IFRS 16 Database</b>						
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		
<b>Main Issues / Reason for Variance</b>						
The purchase of software to allow new accounting treatment of leases to be appropriately reported is on track. Full spend anticipated FY 2022/2023.						
<b>Mitigating Action</b>						
None required						
<b>Anticipated Outcome</b>						
Purchase of software for accounting for leases.						

<b>5 Cost of Living</b>						
Project Life Financials	1,000	34	3%	1,000	0	0%
Current Year Financials	1,000	34	3%	250	(750)	-75%
Project Description	To support Council and community organisations with capital costs for cost of living initiatives.					
Project Manager	Gillian McNeilly					
Chief Officer	Laurence Slavin					
Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date	31-Mar-23		
<b>Main Issues / Reason for Variance</b>						
Working Group currently developing proposals for rephased section of this initiative. The budget will be spread equally over four years and £0.75m has been rephased. £0.25m allocated to 22-23 FY shows current expenditure of £0.13m paid out in grants and a further £0.11m still under consideration for payment in 22-23. Funding awarded to purchase various items such as vehicles, kitchen equipment, nursery and sensory equipment and mobility aids.						
<b>Mitigating Action</b>						
None required						
<b>Anticipated Outcome</b>						
Initiative will assist with cost of living crisis						

<b>6 Solicitor Project Support for Capital Projects</b>						
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 Hessel					
Project Lifecycle	Planned End Date	31-Mar-24	Forecast End Date	31-Mar-24		
<b>Main Issues / Reason for Variance</b>						
Trainee solicitor in place. Budget will be fully spent.						
<b>Mitigating Action</b>						
None required at this time.						
<b>Anticipated Outcome</b>						
Solicitor support for Capital Projects, with full budget spend anticipated.						

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Budget Details	Project Life Financials					
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<b>7 Re -imagine Antonine Wall</b>						
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 Hessem					
Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date	31-Mar-23		
<b>Main Issues / Reason for Variance</b>	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.					
<b>Mitigating Action</b>	None Required.					
<b>Anticipated Outcome</b>	Preservation of Historic Site.					
<b>8 Telephone System Upgrade</b>						
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		
<b>Main Issues / Reason for Variance</b>	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.					
<b>Mitigating Action</b>	None required.					
<b>Anticipated Outcome</b>	Review of service requirements & telephony functionality will inform works to improve citizen experience.					
<b>9 Transformation of Infrastructure Libraries and Museums</b>						
Project Life Financials	421	272	65%	421	(0)	0%
Current Year Financials	91	42	46%	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		
<b>Main Issues / Reason for Variance</b>	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.					
<b>Mitigating Action</b>	None required.					
<b>Anticipated Outcome</b>	Project carried forward to align with Asset Management programme.					

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<b>10 Heritage Capital Fund</b>						
Project Life Financials	3,998	1,260	32%	4,011	13	0%
Current Year Financials	1,673	73	4%	1,673	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		
<b>Main Issues / Reason for Variance</b>						
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.						
<b>Mitigating Action</b>						
None available at this time.						
<b>Anticipated Outcome</b>						
Project to be delivered on budget and within revised timescale.						
<b>11 Alexandria Community Centre Sports Hall re-flooring</b>						
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-23	Forecast End Date	31-Mar-23		
<b>Main Issues / Reason for Variance</b>						
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.						
<b>Mitigating Action</b>						
None required						
<b>Anticipated Outcome</b>						
New floor fitted in Alexandria Community Sports Hall.						
<b>12 ICT Modernisation</b>						
Project Life Financials	1,422	647	46%	1,422	0	0%
Current Year Financials	1,422	647	46%	900	(522)	-37%
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		
<b>Main Issues / Reason for Variance</b>						
Mobile phone replacements continue but many are on hold due to dependency on ITune module of Microsoft 365. Assessing the next volume of Chromebook replacements and continuing to liaise with Education.						
<b>Mitigating Action</b>						
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.						
<b>Anticipated Outcome</b>						
Most of the capital allocated to HSCP (approx £500k) will be used to review/replace the current case management systems and will be rephased in line with the project plan. Supply chain delays may continue to impact delivery and spend.						

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<b>13 Internet of Things Asset Tracking</b>						
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		
<b>Main Issues / Reason for Variance</b>						
Technical aspect of the project is complete and WDC are assisting with user testing. Delayed but on budget. This is funded by Scottish Government budget.						
<b>Mitigating Action</b>						
None available at this time.						
<b>Anticipated Outcome</b>						
Technical aspect of the project is complete and WDC assisting with user testing. Delayed but on budget.						
<b>14 ICT Security &amp; DR</b>						
Project Life Financials	1,297	490	38%	1,297	0	0%
Current Year Financials	1,297	490	38%	950	(347)	-27%
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		
<b>Main Issues / Reason for Variance</b>						
Storage Area Network (SAN) installation ongoing. Server replacement at procurement stage. Wi-Fi access equipment scoping for end of life items and estimated potential £0.300m spend to replace up to 900 - 1000 wireless access points. Planning procurement for secondary storage (data domains) underway and estimated £0.150m spend. Indications are that global supply chain issues will impact Wi-Fi and storage lead times.						
<b>Mitigating Action</b>						
Monitor supply chain issues. Continue tendering processes and implementation stages for each project.						
<b>Anticipated Outcome</b>						
Anticipate two thirds of the budget being spent this financial year due to supply chain issues. Additionally, some works are planned for the last quarter of the year for Public Sector Network (PSN) annual compliance submission.						
<b>15 365 Implementation</b>						
Project Life Financials	450	237	53%	450	0	0%
Current Year Financials	173	60	35%	120	(53)	-31%
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		
<b>Main Issues / Reason for Variance</b>						
Project spend relates to internal and external resources to implement new systems, processes and user training skills. Mailbox migration aspect of the project now being resumed as cloud backup solution is in place. Implementation of device management functionality in 365 is live for corporate devices but full rollout is linked to mailbox migrations. Information governance work stream in progress. Project resourcing issues continue due to competing demands and competitive environment for recruitment.						
<b>Mitigating Action</b>						
Continue to monitor the various work streams to accelerate aspects of the project where possible if suppliers can provide resource. Continue to assess where a) internal skills have developed, b) external resource is needed for introducing new functionality in the future to inform future bidding cycles and c) temporary recruitment/secondment is required.						
<b>Anticipated Outcome</b>						
Majority of budget spent but delayed.						