

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

PERIOD END DATE

31 August 2022

PERIOD

5

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

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 was rephased to 2022-23 as version upgrade of the Council's cash receipting 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.

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.

Enhancements to Cash Receipting 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 receipting 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 was rephased to 2022-2023 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 receipting system including PCI compliant telephone payment system.

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Budget Details	Project Life Financials					
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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.

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 2022/2023.

Mitigating Action

None required

Anticipated Outcome

Purchase of software for accounting for leases.

Cost of Living

Project Life Financials	1,000	0	0%	1,000	0	0%
Current Year Financials	1,000	0	0%	1,000	0	0%

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

Main Issues / Reason for Variance

Working Group currently developing proposals for initiative.

Mitigating Action

None required

Anticipated Outcome

Initiative will assist with cost of living crisis

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	£000	£000	%	£000	£000	%

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 Hissett

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.

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 Hissett

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.

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.

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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.

Heritage Capital Fund

Project Life Financials	3,987	1,185	30%	4,000	13	0%
Current Year Financials	1,662	(2)	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.

Glencairn House

Project Life Financials	1,700	43	3%	1,590	(110)	-6%
Current Year Financials	1,590	43	3%	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 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.

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%
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.						
ICT Modernisation						
Project Life Financials	1,422	422	30%	1,422	0	0%
Current Year Financials	1,422	422	30%	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						
Some replacement Chrome book orders have been received by schools. Uplift and disposal of old devices being scheduled. Planning for MOB replacements to be issued to users but dependency on In Tune module of 365. Gathering inventory information for next batch of replacements.						
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 rephased in line with the project plan. Supply chain delays may continue to impact delivery and spend.						
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.						

365 Implementation						
Project Life Financials	450	189	42%	450	0	0%
Current Year Financials	173	11	7%	150	(23)	-13%
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						
<p>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 in progress and target implementation is October 2022 following tendering committee approval). Implementation of device management functionality in 365 is on target to go live in September 2022. Information governance work stream baseline review is complete and implementation of action plan is at planning stage. Recruitment of resources to train end users and carry out mail migrations has started.</p>						
Mitigating Action						
<p>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.</p>						
Anticipated Outcome						
Majority of budget spent but delayed.						