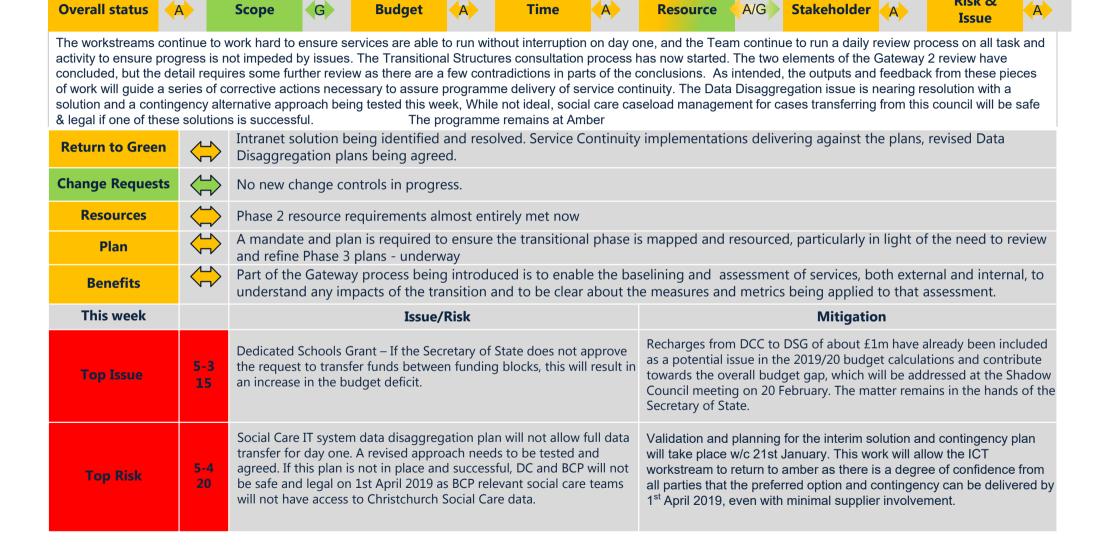
# OVERALL PROGRAMME STATUS – DATE: 1 FEBRUARY 2019

Overall status

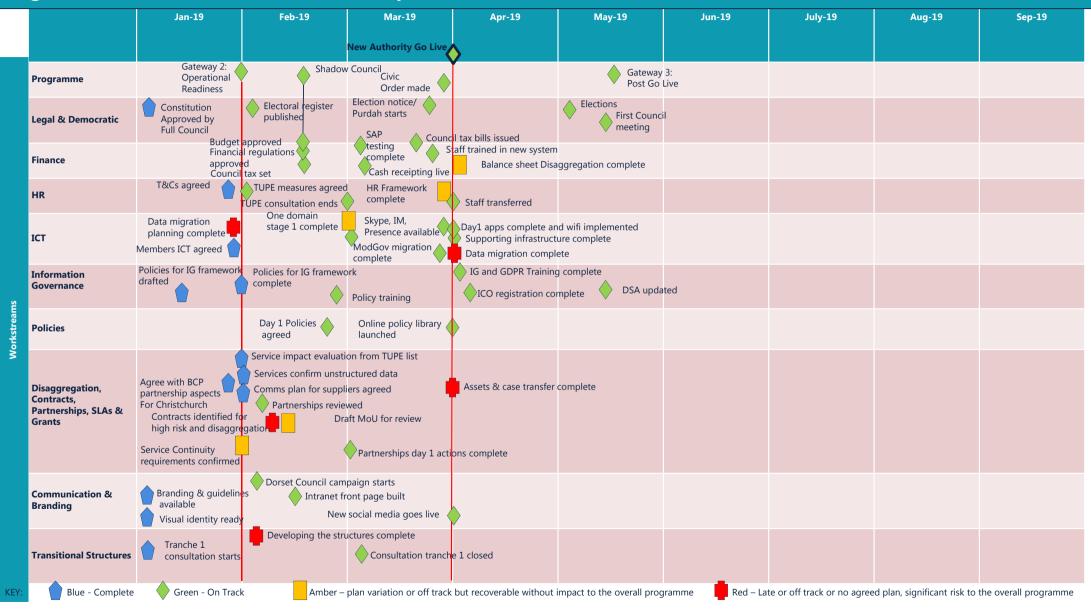


Time

Risk &

A/G

# Programme Milestone Plan – 1 February 2019



## WS1: LEGAL AND DEMOCRATIC - STATUS UPDATE

Lead Member: Cllr Spencer Flower Workstream Sponsor: Jonathan Mair Project Manager: Andy Norman

Date: 1st February 2019 Workstream RAG





#### **Overall Workstream Summary**

Significant progress has been achieved with the passage through the Shadow Executive of the draft constitution, leading to its review by Full Council on the 24<sup>th</sup> January. The legal team is now focusing on providing guidance and support to service teams in the production of local Schemes of Delegation, as well as concentrating on its own readiness for day 1 operation. Elections teams are working closely together finalising the preparations for running the elections in May.

#### **Key Initiative Achievements (This Week)**

- Confirmation by the Government Minister for Local Communities that the affirmative consequential order has been laid in Parliament in readiness for being voted upon by both Houses.
- · Approval of the draft constitution by the Shadow Executive and full council
- · Approval by the Shadow Executive of the recommendations in the report on Civic Functions.
- Production of a draft Chairmans Guide by the Civic Support team.
- Compilation of a civic support asset register covering all councils.
- · Completion of the elections printing contract tender evaluation and informal award of the contract.
- Completion of the draft report on the Members Allowances.
- · Joint meeting with BCP Legal teams to agree handover arrangements for case files.

#### **Key Initiative Activities (Planned Next Week)**

- · Work on the guidance on Local Schemes of Delegation for Service Teams
- Confirm day 1 reporting lines for Elections, Legal and Democratic Services teams

Next milestones			
Milestone	RAG	Due Date	Target Date
Finance Order made	С	December 2018	05/12/18
Boundary order made	С	December 2018	19/12/18
Electoral register published	G	February 2019	
Constitution approved	С	24 January 2019	
Notice of election issued	G	15 March 2019	
Civic Order made	G	March 2019	
Elections	G	2 May 2019	
First Dorset Council meeting	G	May 2019	

	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	RS	Mitigation Plan	Owner	Date Due
	80			A snap General Election or Referendum could divert resource from the Programme to resource this	political situation could change forcing a general ection or a second referendum and this would require Elections teams to focus on this rather than anning for the May elections. This would be more itical if either of these were called in the new year.		3	12	With the current volatile political atmosphere, the Elections team have developed a draft Parliamentary election plan in the event that an election is called. The resource plan would need to be implemented, and augmented by additional resource to run two sets of elections.	Jonathan Mair (as Interim RO)	
ע	ID	Raised By	Date Raised	Issue Description	Impact Statement	S			Resolution Plan	Owner	Due Date
ייניי אטו				There are no live issues at present							

## **WS2: FINANCE- STATUS UPDATE**

Lead Member: Tony Ferrari Workstream Sponsor: Jason Vaughan

Project Manager: Rosie Dilke; Jason Pengelly

Date: 1st February 2019

Workstream RAG





### **Overall Workstream Summary**

The 2019/20 budget proposals have been completed and will be considered by the Shadow Executive on 11 February and Shadow Council on 20 February. The second of a series of three all-member budget briefings was held 29/1/18 to provide context to the documents presented to Shadow Council. The final briefings are set for 12<sup>th</sup> February.

Key Initiative Achievements (Last fortnight)	Next milestones			
Service continuity scope & programme has been confirmed and finance directorate management reporting lines have been clarified for Day 1.	Milestone	RAG	<b>Due Date</b>	<b>Target Date</b>
Communication on the VAT and procurement arrangements as we approach April 1st has been sent to	Financial Regulations approved	С	24/1/19	24/1/19
all Finance staff.  The system landscape connecting finance systems for day 1 has been updated and approved by Finance	Budget approved	G	20/2/19	20/2/19
Officers Group. The IT work to carry out the changes is on track.  Key Initiative Activities (Planned Next fortnight)	Treasury Strategy & practices approved	G	20/2/19	20/2/19
Shadow Executive Committee consider the Budget including Capital and Treasury Strategy papers on 12 <sup>th</sup>	SAP "feeder systems" testing complete	G	04/03/19	04/03/19
February for Shadow Council on 20 <sup>th</sup> February 2019. Finance department managers from the four organisations are working with their staff and HR to ensure	Capita cash receipting - LIVE	G	04/03/19	04/03/19
service continuity across all the key areas of finance from 1 <sup>st</sup> April. Information on structures is now being collated for decision on the way forward.	Finance staff trained in SAP system	G	31/3/19	31/3/19
Budget Working Group meet on 6 <sup>th</sup> February to look at rationalisation of suppliers. Decision by Programme Board on vendor (supplier) letter to be sent out in mid-February.	Agreement of debt and reserve percentages between Dorset & BCP	Α	March '19	March '19

	ID	Raised By	Date Raised	ISSUE Description	Impact Statement	I	Р	RS	S Mitigation Plan	Owner	Date Due
ssue Top	106	Jason Vaughan	July 30th 2018	halanced budget	Financial impact as a result of ongoing cost & volume pressures in DCC	5	1	5	Budget proposals include provision of £4.8m of contingency and estimated general reserves of £25.5m. A base budget review of Children's Services is to be undertaken as a priority but all areas will be subject to this once the new management structure is in place.	Jason Vaughan	Feb '19
	235	Rich Bates	October 25 <sup>th</sup> 201 8	Grant	Failure to get approval to transfer funds between funding blocks will increase the deficit	5	3	15	A revised disapplication was sent to the Department for Education. There is no guidance on when the decision will be made. Once off grant has not been committed until the outcome is known.	Rich Bates	Feb 19

# **WS3: HR WORKSTREAM - STATUS UPDATE**

**Lead Member: Cllr Peter Wharf** 

Workstream Sponsor: David McIntosh

Project Manager: John Ferguson

**Workstream RAG** 





#### **Overall Workstream Summary**

Raised Date

Finalised Terms & Conditions for Day 1. TUPE measures finalised. HR Policies consulted with TUs. HR support to Transitional Structures Workstream identified.

Key Initiative Achievements (This Fortnight)	Next milestones								
Terms & Conditions for Day 1 finalised TUPE measures letter to HoPS and Trade Unions drafted	Milestone	RAG	Due Date	<b>Target Date</b>					
Consultation on HR Policies complete Health & Safety plans progressing	Senior Leadership Appointments	С	19th Nov	19th Nov					
Specialist HR support to Transitional Structures Workstream identified	Terms & Conditions confirmed for Day 1	С	21 <sup>st</sup> Jan	21 <sup>st</sup> Jan					
Key Initiative Activities (Planned Next Fortnight)	Confirmed TUPE measures	G	21st Jan	8th Feb					
Planning of the communication of confirmed Ts & Cs for Day 1 HR Policies for Day 1 to be confirmed	TUPE consultation ends	G	28 <sup>th</sup> Feb	28 <sup>th</sup> Feb					
Recruitment processes including Templates, Forms, etc, ready for advertising to fill Day 1 essential posts Day 1 structures - line management arrangements being confirmed	Submit final TUPE lists	G	28 <sup>th</sup> Feb	28 <sup>th</sup> Feb					
Day 1 Structures - line management arrangements being committed	HR Framework for new council	G	29 <sup>th</sup> Mar	29 <sup>th</sup> Mar					

Date: 1 February 2019

	ID	By	Raised	Risk Description	Impact Statement	I	Р	RS	Mitigation Plan	Owner	Due
e Top Risk	258	HR Board	Dec '18	Impact of Transitional Structures process upon Managers may adversely impact upon their capacity and motivation, at a time when their teams require significant leadership support.	Possible major impact on delivering critical services.	4	4	16	Keeping Managers informed throughout the process (eg Managers Forum Dec'18). Ensure wellbeing and support initiatives are in place and accessible. Coaching and mentoring support available.	Houwayek	Apr '19
Top Issu											

# **WS4: COMMUNICATIONS - STATUS UPDATE**

Lead Member: Cllr Graham Carr-Jones Workstream Sponsor: Matt Prosser Project Manager: John Alexander

Date: 1 February 2019

**Workstream RAG** 





#### **Overall Workstream Summary**

An interim intranet solution is required to cover the period between Day 1 and the permanent intranet going live (scheduled for October). A solution based on Wordpress has been approved and is under development. Public awareness campaign for new council launched.

Key Initiative Achievements (This Week)	Next milestones			
• All communications project plans currently being revised and refreshed to ensure they are fit for purpose through to Day 1 and beyond.	Milestone	RAG	Due Date	Target Date
• Launching the New Council – Customer awareness raising campaign launching 4 Feb,				
including Social media campaign, ads on vehicles, radio campaign, member/ partner briefings etc.	Dorset Council campaign launched	G	15 Jan	4 Feb
• Intranet – Interim intranet solution (Wordpress) agreed by Corporate Theme Board.  Business requirements capture process initiated via theme boards/ workstreams. Steering group meeting regularly to progress work. Initial resource plan agreed.	Business requirement definition and interim intranet technical design complete	А	31 Jan	15 Feb
Key Initiative Activities (Planned Next Week)	Intranet front pages built	Α	15 Feb	
Detailed PID and implementation plan for interim intranet agreed. Business requirements				
identification progressed. Technical build progressed.  • Detailed comms pan for Feb/ Mar developed.	Demo of interim intranet at Programme Board	А	6 Mar	

Ų	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	R S	Mitigation Plan	Owner	Date Due
Top Risl		JA	18 Jan	There is a risk that an interim intranet will not be in place on Day 1.	Serious disruption to internal comms channels and staff transactions.	4	3	12	Steering Group in place and meeting weekly. Interim solution on wordpress under development.	John Alexander	4/3/19
ene	ID	Raised By	Date Raised	Issue Description	Impact Statement	S			Resolution Plan	Owner	Due Date
op Is											

## **WS5: ICT WORKSTREAM - STATUS UPDATE**

ICT Member Lead: Councillor Tong Workstream Sponsor: Sue Joyce Project Manager: Jon Ashworth

Date: 1st February 2019 Workstream RAG



#### **Overall Workstream Summary**

The ICT workstream continues to focus on the data disaggregation work package and is currently reporting as red as there is still no agreed Social Care data disaggregation plan in place. The detailed plan was received from BCP's supplier on 8<sup>th</sup> January who confirmed they would be unable to disaggregate either the active or historical Social Care Christchurch information by 1<sup>st</sup> April 2019. A full options appraisal workshop was held on Thursday 16<sup>th</sup> January with a recommended interim option for the 1<sup>st</sup> April signed off at the MOSAIC Steering Group on Friday 18<sup>th</sup> January. Validation and planning for the interim solution and contingency plan will commence w/c 21st January. This work will allow the ICT workstream to return to amber, once the decision request has gone through the governance cycle for sign off, as there is a degree of confidence from all parties that the preferred option and contingency can be delivered by 1<sup>st</sup> April 2019, even with minimal supplier involvement.

#### • Key Initiative Achievements (This Week)

- Support to EDDC operations has started to be scoped in preparation for Day 1 (DCP/DCC).
- Decision Requests for creating platforms to securely transfer data between DCC and BCP agreed and solution implemented.
- 24 Data Migration Decision Requests approved by IG, ICT and Theme Boards.
- 3-Sixty Car Parking: Project Manager assigned by Supplier, List of actions scoped.

#### **Key Initiative Activities (Planned Next Week)**

- Focus on confirming BCP Mosaic decisions and ensuring joint Mosaic DR goes through programme governance.
- 27 Decision Requests progressing through governance for completion by 8<sup>th</sup> February.
- LLPG and LSG: agree Testing plan with all partners and supplier.
- Secure Email and Phase 2 Hosting DRs for sign off at Strategic Board on 5<sup>th</sup> Feb.

Next milestones		
Milestone	RAG	<b>Due Date</b>
Data Migration Planning complete	R	6 Feb 19
One Domain Stage 1 implementation complete	Α	5 Mar 19
Members ICT agreed	С	23 Jan 19
ICT Service Continuity & Disaster Recovery process	G	22 Feb 19
Incident & Request management approach	G	22 Feb 19
WAN Phase 2 data exchange testing for Day 1 LOB applications complete	G	15 Feb 19
LLPG & Mod. Gov. Day 1 apps complete	G	1 Apr 19
Data Migration for Day 1 complete	R	1 Apr 19

	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	RS	Mitigation Plan	Owner	Date Due
anser do	259	Karen Perrett	2 Jan 19	BCP are working with their supplier to migrate Social Care data from DC to BCP. Their supplier is unable to deliver for 1 <sup>st</sup> April 2019. Interim solution is now required.	DC and BCP will not be safe and legal on 1 <sup>st</sup> April 2019 as BCP relevant employees will not have access to Christchurch Social Care data	_	4	20	Interim & contingency solution agreed, validation & planning underway to enable access to Christchurch Social Care data for 1st April. Continue to work on permanent solution to disaggregate all Christchurch social care data to BCP.	Mark Smitton	6 Feb 19

Ton Issue

## WS6: INFORMATION GOVERNANCE - STATUS UPDATE

Lead Member: Cllr Simon Tong

**Workstream Sponsor: Steve Mackenzie** 

Date: 1st February 2019 **Project Manager: Sue Howard** 

**Workstream RAG** 



#### **Overall Workstream Summary**

Focus has now transitioned into looking at training requirements for members and staff and a proposal is made to present at IG Board. Further review of intranet requirements and discussions around IG Board transitional Structure

#### **Key Initiative Achievements (This Week)**

- Policy sign off is being finalised and procedures being written
- Data disaggregation reviews are underway to ensure compliance with IG requirements
- Training workshop held and a proposal agreed at IG Board
- Members ICT policy now agreed by IG
- Children's services protocol signed off at IG Board
- Data Protection Staff identified who will not have a manager Day 1 and discussed with SIRO

#### **Key Initiative Activities (Planned Next Week)**

- Training modules review continued for members and induction of new staff
- Further discussions around Day 1 structures to be agreed at IG Board including the IG Board members for transition
- Procedures being agreed including the internet requirements to hold procedure guidance.
- Post Day 1 plan required
- Ongoing data disaggregation review and related DPIA requirements.

Next milestones			
Milestone	RAG	<b>Due Date</b>	<b>Target Date</b>
Policies written	С	31/1/2019	
Data disaggregation plan agreed	R	31/12/2018	6/2/2019
DP/ Policy training material agreed	С	1/2/2019	
DP/Policy training complete	G	28/3/2019	
ICO registration for members	G	2/5/2019	
Procedures agreed		28/2/2019	

Ų	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	RS	Mitigation Plan	Owner	Date Due
Top Rish	92	IG Board	1/8/2018	Migrated data may be incorrect	Errors may occur with the data and in particularly the risk is greater around sensitive data which may result in erroneous decisions regarding children and vulnerable adults	5	3	15	Sign off required by all data owners to confirm the data is correct.	IG Board	ТВС
Issue	ID	Raised By	Date Raised	Issue Description	Impact Statement		5		Resolution Plan	Owner	Due Date
Тор											

# **WS7: POLICIES WORKSTREAM - STATUS UPDATE**

Lead Member: Spencer Flower Workstream Sponsor: Jonathan Mair Project Manager: John Alexander

Date: 01/02/19 Workstream RAG





#### **Overall Workstream Summary**

Good progress with signing off policies masterlist. Policy library under construction and on track.

Key Initiative Achievements (This Fortnight)	Next milestones							
Master list of policies signed of by All Theme Boards	Milestone	RAG	Due Date	<b>Target Date</b>				
Initial policy library being populated	Templates and guidance approved	С	17 October	31 October				
	Prioritised master list approved	С	5 December	12 December				
Key Initiative Activities (Planned Next Fortnight)	Final policy masterlist to Programme Board	G	27 Feb 2019					
Remaining policies being followed up with workstream boards (e.g. IG; HR; ICT)	Future comms/ training requirements re. policies identified	G	1 Mar 2019					
Policies being harvested with consistent format, and library under construction	Online policy library launched	G	1 April 2019					

	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	RS	Mitigation Plan	Owner	Date Due
Top Risk	167	Project Manager	Oct '18	Failure to communicate policy changes to staff and members leads to reduced "legal literacy" at service delivery level and risks noncompliant operational practice		4	3	12	Appropriate and timely communication and training plans for staff and councillors to be coordinated by Policies Workstream.	John Alexander	Jan – Mar 2019, according to priority
	ID	Raised By	Date Raised	Issue Description	Impact Statement	S			Resolution Plan	Owner	Due Date
Issue											
Тор											

Issue To

# WS8: CUSTOMER AND SERVICE CONTINUITY - PLACE THEME - STATUS UPDATE

Lead Member: Cllr Mary Penfold, Cllr David Walsh, Cllr Daryl Turner, Cllr Anthony Alford Workstream Sponsor: Mike Harries and Bridget Downton

Existing Council projects in relation to

application changes (for example DCP's

Development Management iDox project) have activities and capacity of teams.

Workstream Sponsor: Mike Harries and Bridget Downton

**Project Manager: Emily Hallett** 

#### Date: 1 February 2019

**Workstream RAG** 



Place Board

#### **Overall Workstream Summary**

**Top Risk** 

Bridget

Downton

12/12/2018

run late.

256

A raft of data disaggregation decision records for place systems are going through the governance process and being reviewed by Place Board. The final policies list has been reviewed and agreed by Place Board. Cover sheets are now being drafted by service workstreams. Services have reviewed duplicate generic email addresses and naming conventions for these have been agreed with ICT workstream, these addresses are now being used to update systems and templates in readiness for day 1. Gateway audit report has been reviewed by Place Board chairs and service leads, Project Manager will now meet with all Place workstreams to review end to end processes for day 1 and ensure key handoffs to support services are mapped. The TUPE lists have been scrutinised by Place Board Chairs to identify day 1 line management issues, proposals have been drawn up and sent to HR and HoPs to consider.

	services a	re mapped. The	TUPE lists hav	e been scrutinised by Place Board Chairs to id	entify day 1 line management issues, proposals have bee	en dra	ıwn u	p and se	ent to HR and HoPs to consider.			
	Key Init	iative Achiev	ements (Th	is Fortnight)				Next	milestones			
	the sc	heme until afte	relections	3	et Concessionary bus pass scheme and defer decision to	o revi	ew		Milestone	RAG	Due Date	Target Date
	• TUPE	options submitt	ed to HR and		el and Transport Trapeze system, Moors Valley Country	/ Park		Contact Portal	s and branding updates sent to Planning	Α	01/02/2019	11/02/2019
	systen • Harmo	ns and various I onisation of reg	DWP systems ulatory fees ar	nd charges approved by Place Board and incl	luded in Budget report			Harmor	nised non statutory activities Place fees	С	31/01/2019	
	could	result in legal p	roceedings e.g	g. Planning notices with the correct legal wor					armonised Building Control and Planning and certificates	С	01/02/2019	
	<ul> <li>Privac</li> <li>websit</li> </ul>		tes and guidar	nce received by Information Governance to a	illow services to draft statements to go on the Dorset C	ounc	11	Plannin	g validation local list harmonised	G	28/02/2019	
				elopment Management and Planning service onsents, trade effluent arrangements, except	es drafted ion certificates and waste carriers license have all been	receiv			narges data disaggregation for East Dorset istchurch	G	28/02/2019	
		diness for day 1							g arrangements in place for parking is, PCNs, ticket rolls, machines and signs	С	31/01/2019	
	Key Init	iative Activiti	es (Planned N	Next Fortnight)				Land Ch	narges search routes in place	Α	28/02/2019	
		nue to progress		ing system including setting up two working	groups from DCC and DCP to look at patrol routes and	d bacl			sibilities for grounds maintenance agreed adow Weymouth Town Council	С	31/01/2019	
	Service	ces are reviewin	g local scheme	es of delegation ahead of guidance and tem	ormer East Dorset area to be reviewed by board plate being released by Legal and Democratic workstre	am		of list o	mation of property records and production f Dorset Council property assets	G	28/02/2019	
	• Corpo	orate risk regist	er and Brexit ri	Place services and review against other wor isk register to be reviewed by Place Board	kstreams to ensure no overlap in audiences			Assets o	of community value register and guidance in	С	28/02/2019	
	<ul> <li>Place</li> </ul>	Board to agree	approach for	Partnerships with BCP impact				East Do	rset Car Park arrangements in place on day 1	G	28/02/2019	
	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	Р	RS	Mitigation Plan		Owner	Date Due
lop Kisk	173	Bridget Downton/ Mike Harries	18/10/2018	Reduction is service levels due to outcome of TUPE and stranded costs	Outcome of TUPE and stranded costs from disaggregation results in insufficient capacity for Dorset Council to deliver some place services from day 1. This could lead to reduction is service levels until issues are resolved.	4	2	8	Place Chairs have completed line managemen arrangements for staff wwho will not have a n day 1. this has been shared with HR and HoPs	nanager on	Place Board	

This has resulted in 'go live' for a new system coinciding

with vesting day. This may impact on implementation

## WS9: CUSTOMER AND SERVICE CONTINUITY - PEOPLE THEME - STATUS UPDATE

Lead Member: Cllr Jill Haynes, Cllr Steve Butler, Cllr

Graham Carr-Jones, Cllr Andrew Kerby

Workstream Sponsor: Helen Coombes and Nick Jarman

**Proiect Manager: Fave Brooks** 

**Date**: 1 February 2019

**Workstream RAG** 





### Overall Workstream Summary

Data disaggregation decision records for people systems are going through the governance process and being reviewed by People Board. The final policies list has been reviewed and agreed by the People Board. Cover sheets are now being drafted by service workstreams. Services have reviewed duplicate generic email addresses and naming conventions for these are being agreed with the ICT workstream, these addresses will then be used to update systems and templates in readiness for day 1. The TUPE lists have been scrutinised by People Board members to identify day 1 line management issues, proposals have been drawn up and sent to HR and HoPs to consider. Milestone for aligned disaggregation plan is red due to outstanding IT disaggregation plan for Mosaic (adults & childrens social care system) which is being worked through by the IT workstream.

Key Initiative Achievements (This Week)	Next milestones			
<ul> <li>Housing Communications plan completed</li> <li>Service gap review information fed into HR</li> </ul>	Milestone	RAG	<b>Due Date</b>	Target Date
Privacy notice templates and guidance received by Information Governance to allow services to draft statements     The Point Council with the council with	Business rules for Adult services agreed	С	30/11/2018	
ress data EQIA screening completed  Clarify	CSC case transfer protocol agreed	С	08/11/2018	31/01/2019
	Clarify OFSTED registration arrangements	С	30/11/2018	31/01/2019
<ul> <li>OFSTED confirmation of no further actions received</li> <li>GRO Scheme signed</li> </ul>	Aligned and agreed disaggregation plan across services, IT, HR, Finance for people theme disaggregation	R	10/12/2018	21/01/2019
Key Initiative Activities (Planned Next Week)	Address data for disaggregation agreed (GIS)	А	30/11/2018	7/02/2019
•	Locata contract	G	31/01/2019	28/02/2019
<ul> <li>Contract and partnership draft decision records</li> <li>Policy cover sheets to support approval</li> <li>Archiving status for adults</li> </ul>	Community Safety Partnership TOR	G	31/01/2019	07/02/2019
Communication plans for day 1 changes     Data cleansing & unstructured data approach into decision records	Libraries West disaggregation of data	G	31/01/2019	07/02/2019

	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	RS	Mitigation Plan	Owner	Date Due
I OP RISK	264	Faye Brooks	03 Jan 19	Links to IT workstream risk no: 259. Without a data disaggregation plan for 1st April 2019, there is a risk to service delivery/ continuity for Christchurch cases due to lack of access to data.	Service continuity/ safe and legal delivery of social care for adults and children's may be impacted for day 1.	5	5	25	Working with ICT workstream to understand and agree options available, impact and risks for day 1 delivery	Helen Coombes/ Nick Jarman	17 Jan 19

# WS10: CORPORATE SERVICES & STAFF – CORPORATE- STATUS UPDATE

Lead Member: Cllr Tony Ferrari, Cllr Spencer Flower, Cllr Peter Wharf

Workstream Sponsor: Jonathan Mair **Project Manager: Emma Wood** 

Date: 1 February 2019





#### **Overall Workstream Summary**

Work is progressing well within Emergency Planning, Equalities, and Corporate Risk. The implementation plan and scope for the Communications Service Continuity workstream have been completed and are awaiting virtual sign off by COP 1st February. Workstream status remains at amber due to some finalising of work around the OOH information and this feeding into the Emergency Planning workstream. Performance Management have updated scheduled a work shop to focus on the day 1 performance management indicators framework. The corporate board have reviewed all the TUPE lists and identified any management gaps for day 1 and proposed any suitable solutions to address the issues. The lists have been fed back to HR. **Next milestones** 

Vou Initiative	A abiovomonta	(This Mosts)
<b>Kev Initiative</b>	Achievements	(Inis vveek)

- Completed implementation plan and scope for Communication Service Continuity workstream out for virtual sign off from Corporate Board.
- Emergency Response plan signed off at Corporate Board.
- Sandbags and Coastal flooding DR agreed at Corporate Board.
- Working group workshop for Performance Management in place for 5th February.
- Performance Management Implementation plan updated following working group meeting.
- Policy List agreed at Corporate board.

#### **Key Initiative Activities (Planned Next Week)**

- · Corporate Risk policy statement being drafted.
- Review of Brexit Risk Register by Corporate Board on 6th February.
- Equalities policy being drafted.
- Corporate performance framework options work being drafted.
- Statutory Reporting list review to go to Corporate board for review and agreement this week.
- Performance Management working group meeting 5th February.
- Gather staff and customer impacts feedback from all boards.
- Report on OOH information to go to Corporate Board 6<sup>th</sup> February.

Milestone	RAG	<b>Due Date</b>	Target Date
Draft Equalities Policy	G	28/2/19	28/2/19
Draft risk management policy statement.	G	28/2/19	28/2/19
Dorset Council Emergency Response Plan approved	С	31/12/18	23/01/19
Map/consolidate existing performance metrics from across	G	14/02/19	14/02/19

the current councils

information

Collate and analyse OOH

Α

11/01/19

31/01/19

ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	RS	Mitigation Plan	Owner	Date Due
237	Marc Eyre	15/09/18	Failure to agree and populate a command, control and coordination structure (Gold, Silver and Duty Emergency Planning Officer rosters) results in an inability to respond to an emergency effectively	Existing Command and Control Structure, with agreement to provide consistent training in advance of 1st April; agreement that Tier 2 and 3 posts JDs will include a Gold/Silver requirement; DEPO role to be undertaken by DCC EP team in the early days of Dorset Council	4	1	4	Existing Command and Control Structure, with agreement to provide consistent training in advance of 1st April; agreement that Tier 2 and 3 posts JDs will include a Gold/Silver requirement; DEPO role to be undertaken by DCC EP team in the early days of Dorset Council	Kirsty Riglar	

# WS4: CUSTOMER AND SERVICE CONTINUITY – CUSTOMER ACCESS GROUP - STATUS UPDATE

Lead Member: Cllr Graham Carr-Jones Workstream Sponsor: Rebecca Kirk Project Manager: Emma Wood

Date: 1 February 2019

**Workstream RAG** 





The restructure of the corporate workstream has seen the creation of a new Customer workstream enabling more focused Project Management and delivery of work packages impacting our external Customers. Amber due to the delays in OOH and rebranding work although plans are in place to get this back on track within 2 weeks

#### **Key Initiative Achievements (This Week)s**

**Dorset 4 You**: Second monthly sprint underway & working towards a successful conclusion at the end of January. (Content Freeze Block 2). Most email addresses have been received and are ready to be updated to forms and contacts. The new domain has now been added to the core website

**Customer Access:** Customer Access channels workshop taken place for Social Media and Webchat – customer journeys and nuances in enquiry handling identified and documented. Mapping of day 1 processed continuing. Revised welcome telephony messages. Automated Telephone Payment line scripts agreed in draft.

Out of Hours: Baseline information has been collated and analysis completed

Customer Impacts: template created and work to collate impact information is underway

Rebranding: Programme Board has confirmed priority or assets to be rebranded. Plan being updated to reflect this.

#### **Key Initiative Activities (Planned Next Week)**

Customer Access channels workshop taken place for Social Media and Webchat – customer journeys and nuances in enquiry handling identified and documented. Revised welcome telephony messages confirmed. recommendations for OOH workto go to Corporate Board

Orders for rebranded assets to start to be placed and updated plan to be completed. .

#### **Next milestones**

	Milestone	RAG	<b>Due Date</b>	Target Date
place fo present transact	sign and ensure safeguards are in r management of customers ng at new office (Financial ions only – all others Face to Face defined).	А	01/01/19	05/02/19
journey	training to staff around customer & identify & escalate vulnerable ers e.g. homeless, safeguard s	G	15/02/2019	

sk	ID	Raised By	Date Raised	Risk Description	Impact Statement	1	P	RS	Mitigation Plan	Owner	Date Due
Top Risk	238 on corp reg	Simon Bailey	Sept 18	Customers have a poor and inconsistent experience when contacting Dorset Council from 1 April 2019 onwards	Reputation, financial and performance impacts likely.	3	4	12	<ul> <li>Customer handling principles (all channels) developed including mapping work</li> <li>Training for frontline officers</li> </ul>	RK	ongoing
	ID	Raised By	Date Raised	Issue Description	Impact Statement	S			Resolution Plan	Owner	Due Date
Top Issue											

## WS12: CUSTOMER AND SERVICE CONTINUITY - DISAGGREGATION - STATUS UPDATE

**Lead Member: Cllr Jeff Cant** 

Workstream Sponsor: Richard Bates Project Manager: James Howie

**Date**: 01/02/2018

Workstream RAG



#### **Overall Workstream Summary**

Disaggregation is working through a wide range of elements to date. The main focus is ensuring that structured and unstructured data, all assets are transferred in a safe and legal way. The final list of assets transferring has been collated and in the process of going through the final confirmation process. An analysis of the TUPE list has taken place with regards the team structures for day 1 and how this will impact service continuity, including staff based in offices within CED and the mitigation of gaps within services is now being solutioned

Key Initiative Achievements (This Week)		Next milestones			
Programme boards have completed the analysis of the TUPE lists to it.	dentify gaps and line	Milestone	RAG	<b>Due Date</b>	<b>Target Date</b>
<ul> <li>Decision record for East Dorset services out of Civic offices agreed by board. Communication being developed.</li> <li>Working with BCP to confirm the process in which case data is to be an experience.</li> </ul>	, 3	Understand all unstructured data requirements from each service that requires disaggregation	С	31/01/2019	31/01/2019
<ul> <li>Test data from Tech forge has been delivered to BCP for their review.</li> <li>Final list of assets completed for confirmation with SDC and BCP.</li> </ul>		Service impact evaluation complete from TUPE lists	С	31/01/2019	31/01/2019
Key Initiative Activities (Planned Next Week)					
• Provide a detailed plan around the formation of the operational structure Christchurch Civic.	cture for the	Case Transfer Commences	R	31/01/2019	31/01/2019
Communicate to East Dorset Staff the implications of the decision recof Jan 2019	cord agreed on the 31st	Confirm final list of all assets to transfer	G	15/02/2019	15/02/2019
BCP to confirm their requirements for Christchurch local office's ICT s	tructure for day 1	Assets & Case Transfer complete	R	29/03/2019	29/03/2019
<ul> <li>Confirm requirements and timeframes for social care case transfer.</li> <li>Confirm with BCP their project plan around information transfer to th</li> <li>Ensure that all services are aware of the process that is required for tr</li> </ul>		Service provisions for East Dorset confirmed	G	15/03/2019	15/03/2019
unstructured data.	ansiening	Day 1 Applications in place G 01/		01/04/2019	01/04/2019
Raised Date Rick Description	Impact Statement	I D DC Misir	ation Dlan	0	Date

	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	RS	Mitigation Plan	Owner	Date Due
חכות קטו	259	Karen Perrett	2 Jan 19	BCP are working with Servelec to migrate Social Care data from DC to BCP. Servelec sent quote for work on 20 <sup>th</sup> Dec 18 but did not include a delivery plan.	DC and BCP will not be safe and legal on 1 <sup>st</sup> April 2019 as BCP relevant employees will not have access to Christchurch Social Care data		5		The detailed data migration plan is due w/c 7 <sup>th</sup> January 2019.	Mark Smitton	11 Jan 19

# WS12: CUSTOMER AND SERVICE CONTINUITY – CONTRACTS, PARTNERSHIPS, SLAS, GRANTS - STATUS UPDATE

Lead Member: Cllr Sherry Jespersen Workstream Sponsor: Matt Piles Project Manager: James Howie

Date: 1st February 2019

**Workstream RAG** 





#### **Overall Workstream Summary**

Partnership activity now focussed on agreeing partnership DRs with BCP element. Contract analysis is progressing, a number of complex/high risk disaggregated contracts have been identified jointly by DCC / BCP by 31st January, there is still a handful more to identify to be completed by BCP by 8<sup>th</sup> February. Communication plan, externally (suppliers) and internally, re invoicing DC is being finalised. A memorandum of understanding is being drafted by BCP to focus on the all disaggregated contracts. Confirmation that a legal review has occurred or in progress for all relevant partnerships and the funding has been agreed is in progress.

Key Initiative Achievements (This fortnight)	Next milestones			
Draft memorandum of understanding is being reviewed by BCP and SDC monitoring officers and will confirm that this can be shared with procurement and services	Milestone	RA G	Due Date	Target Date
<ul> <li>A large number of the contracts that are high risk/complex or are disaggregated to BCP have been identified. BCP to complete their element of the work.</li> </ul>	Identify all contracts with a disaggregated element to BCP	R	31/01/2019	15/02/2019
<ul> <li>Continue analysis of Partnerships, with the focus on Partnerships with service delivery and BCP elements</li> </ul>	Partnerships actions agreed with BCP	С	14/01/2019	
Key Initiative Activities (Planned Next fortnight)	Complete draft memorandum of understanding	Α	31/01/2019	01/02/2019
	Final Tricuro decision paper to People	G	27/02/2019	
<ul> <li>SDC Communication plan to be confirmed by programme boards</li> <li>Legal programme board to confirm actions on the ensuring that all partnerships are legal</li> </ul>	Communication Plan for suppliers agreed	С	31/01/2019	
	High-Risk/Complex Contracts identified	R	14/12/2018	08/02/2019
<ul> <li>Finalise contract list to indicate all complex and disaggregated contracts that would require the memorandum of understanding to be applied.</li> </ul>	Partnerships reviewed with Legal	G	31/01/2019	07/02/2019
	Partnership day 1 actions completed	G	01/03/2019	

	ID	Raised By	Date Raised	Risk Description	Impact Statement	Ι	P	RS	Mitigation Plan	Owner	Date Due
Top Risk	228	CL	24/10/18	Contracts for service provision missed	High value/complex contracts should all be captured. However, there is risk that lower value contracts could be missed	3	1	3	Collation of all contracts into Accord Engagement with Senior Procurement officers Spend checking with SAP to identify any 'non- compliant' spend	JH	
e e	ID	Raised	Date	Issue Description	Impact Statement	S		Resolution Plan		Owner	Due
Issue		Ву	Raised	Issue Description	Impact Statement	<u> </u>			Resolution Flan	Owner	Date

## WS12: CUSTOMER AND SERVICE CONTINUITY - DISAGGREGATION - STATUS UPDATE

**Lead Member: Cllr Jeff Cant** 

Workstream Sponsor: Richard Bates Project Manager: James Howie

Date: 1st February 2019

Workstream RAG



#### **Overall Workstream Summary**

Disaggregation is working through a wide range of elements to date. The main focus is ensuring that structured and unstructured data, all assets are transferred in a safe and legal way. The final list of assets transferring has been collated and in the process of going through the final confirmation process. An analysis of the TUPE list has taken place with regards the team structures for day 1 and how this will impact service continuity, including staff based in offices within CED and the mitigation of gaps within services is now being solutioned

Key Initiative Achievements (This Week)	Next milestones				
Programme boards have completed the analysis of the TUPE lists to identify gaps and line	Milestone	RAG	<b>Due Date</b>	<b>Target Date</b>	
<ul> <li>Decision record for East Dorset services out of Civic offices agreed by SDC programme board. Communication being developed.</li> <li>Working with BCP to confirm the process in which case data is to be transferred</li> </ul>	Understand all unstructured data requirements from each service that requires disaggregation	С	31/01/2019	31/01/2019	
<ul> <li>Test data from Tech forge has been delivered to BCP for their review.</li> <li>Final list of assets completed for confirmation with SDC and BCP.</li> </ul>	Service impact evaluation complete from TUPE lists	С	31/01/2019	31/01/2019	
Key Initiative Activities (Planned Next Week)					
<ul> <li>Provide a detailed plan around the formation of the operational structure for the Christchurch Civic centre.</li> </ul>	Case Transfer Commences	R	31/01/2019	TBC	
<ul> <li>Communicate to East Dorset Staff the implications of the decision record agreed on the 31<sup>st</sup> of Jan 2019</li> </ul>	Confirm final list of all assets to transfer	G	15/02/2019	15/02/2019	
BCP to confirm their requirements for Christchurch local office's ICT structure for day 1	Assets & Case Transfer complete	R	29/03/2019	29/03/2019	
<ul> <li>Confirm requirements and timeframes for social care case transfer.</li> <li>Confirm with BCP their project plan around information transfer to their TECH FORGE.</li> <li>Ensure that all services are aware of the process that is required for transferring</li> </ul>	Service provisions for East Dorset confirmed	G	15/03/2019	15/03/2019	
unstructured data.	Day 1 Applications in place	G	01/04/2019	01/04/2019	
Raised Date Pisk Description Impact Statement	I D PS Mitig	ation Plan	Ow	Date	

	ID	Raised By	Date Raised	Risk Description	Impact Statement	I	P	RS	Mitigation Plan	Owner	Date Due
חכות קטו	259	Karen Perrett	2 Jan 19	BCP are working with Servelec to migrate Social Care data from DC to BCP. Servelec sent quote for work on 20 <sup>th</sup> Dec 18 but did not include a delivery plan.	DC and BCP will not be safe and legal on 1 <sup>st</sup> April 2019 as BCP relevant employees will not have access to Christchurch Social Care data		5		The detailed data migration plan is due w/c 7 <sup>th</sup> January 2019.	Mark Smitton	11 Jan 19

# TRANSITIONAL STRUCTURES: STATUS UPDATE

Workstream Sponsor: Matt Prosser Lead Member: Cllr Rebecca Knox Project Manager: Leon Ainsworth

Date: 01/02/2019 Workstream RAG





#### Overview / Summary

Significant demands have been placed on the workstream since the start of Consultation due to the large numbers of queries coming in. The scale of queries have challenged the process, system and resources aligned to capturing, assessing and responding to the queries. Additional resources within the team are being trained up to assist in clearing the backlog and the Communication workstream have been engaged to manage messaging. Re-planning on key changes to the approach are underway with HR BAU teams albeit this process is delayed expectations are this will be closed out 08/02. Tranche 2 preparation underway with further detailed planning to take place w/c 04/02. Minor changes to documentation for stage 2 are underway making it red, however these are not material to Consultation.

Activity	Next milestones					
<ul> <li>Planned group consultations undertaken and feedback captured</li> <li>Consultation re-planning for tranche 1 underway</li> </ul>	Milestone	RAG	<b>Due Date</b>	<b>Target Date</b>		
<ul> <li>Updating of Consultation documentation based on feedback</li> <li>FAQs, Selection process and Job Descriptions are uploaded to the SharePoint site</li> </ul>	Consultation Tranche 1 Started	С	15/01/19	21/01/19		
Engaged with frades officins to improve Equalities impact Assessment (EQIA)	Consultation Plan Tranche 1 Signed Off	R	11/01/19	08/02/19		
Initial Tranche 2 preparation / planning underway  Next Steps	Developing the Structure (Stage 2) Completed	R	31/01/19	08/02/19		
<ul> <li>Job Descriptions to be created for Tranche 2 (Will be determined through planning)</li> <li>Set-up follow-on consultation feedback sessions (w/c 04/02)</li> <li>Support Consultation and respond to queries (07/03)</li> </ul>	Consultation Tranche 1 Closed	G	08/03/19	08/03/19		
Regin set-up of Selection panel for interviews (Will be determined through planning)	Updated Business Case Signed off	G	22/03/19	22/03/19		

	ID	Raised By	Raised	Risk Description		Ι	Р	S	Mitigation Plan	Owner	Date
Top Risk	257	Leon Ainsworth	22/11/2018	the speed of delivery and the level of engagement in the design stage	The timelines available to deliver the Transitional Structures workstream have not allowed for indepth validation and engagement of conceptual structures. A deep dive of the business for any robust analysis has not taken place.		5	20	Updating and creating new reference documents to assist the understanding of the proposed structure to allow for more meaningful feedback. Follow-up group sessions will be held to run-through queries	Leon Ainsworth	08/02/19
Top Issue	277	Leon Ainsworth	31/01/2019	SDC Consultation mailbox	Frustration and credibility concerns as individuals are unable to understand elements of the proposed structure. Leading to escalations within senior management.	4	3	12	Additional resources within the team are being trained up to assist in clearing the backlog and the Communication workstream have been engaged to manage messaging.		08/02/19

# **WS14: PHASE 3 TRANSFORMATION - UPDATE**

**Lead Member:** 

Workstream Sponsor: Matt Prosser
Project Manager: Mandy Bradley

Date: 23 January 2019

**Workstream RAG:** 





#### Overview / Summary

Plans for Phase 3 are being reviewed to ensure that both timing and approach do not unduly conflict with Phase 2 and the Transitional arrangements. Work continues on the data gathering

Activity	Next milestones			
	Milestone	RAG	<b>Due Date</b>	<b>Target Date</b>
Service budgets have been collated at a headline level; further work required to understand and validate these has been paused pending further plan and review	Transformation plan draft	С	31/10/18	
	Transformation resources in place	А	29/3/19	
Next Steps	Vision and Strategic Priorities	С	31/10/18	31/12/18
	Core Operations Design	А	30/11/18	15/02/19
	Service Configuration	А	30/03/19	

	ID	Raised By	Raised	Risk Description	Impact Statement	Ι	P	RS	Mitigation Plan	Owner	Date
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