

Joint Committee

23rd June 2011

Report Title: WRS project manager update

Introduction

This report provides the Joint Committee with a summary of progress against plans for the period 29th February 2011 to 23rd June 2011.

Key tasks & achievements

Business as usual has again been maintained through this challenging period. Key achievements within each workstream are provided below.

Transformation

This area remains a priority for the service. A pilot team of 17 has been established from across the organisation and at all levels, have been based at Wyatt House throughout May conducting the first stage of the systems thinking transformation approach. This first stage, known as the 'check' phase is the process for understanding how the organisation is actually working from the customer's perspective.

Armed with this information the team has redesigned the workflow for dealing with noise complaints and are currently running an experiment exercise to establish how the new way of working will work in practise. Work has also begun on redesign of the 'inspections' work flow.

The WRS management board has supported the decision to await the outcome of the transformation before it enters into the procurement process.

ICT workstream

Work continues on the ICT Cost Benefit Analysis. The purpose of this is to ensure the project board has framework for which to make its decision on the ICT following the transformation piece. The board felt there was no dependency on the transformation to do this ground work now and ultimately it will allow the board to make a fully informed decision.

Based on the project plan at appendix 1, there is a decision point in September 2011 where the service can decide on the most appropriate ICT solution.

Communications

The service has arranged two events for Joint Committee and Management Board members on the 7th and 14th June. The purpose of these events is to:

1. Update attendees on the progress of the WRS
2. Provide a local and national Government context to the Service
3. Transformation. Report on the background, progress and early outcomes of the transformation work

Risks

The WRS change champions continue to play an important part of the comms strategy and now regularly attend the WRS leadership team meetings. This provides staff with an additional mechanism for communicating to the Head of Service and the leadership team and also provides the leadership with another valuable communications route to staff via the 12 change champions.

Project timescales

Following revised dates for the delivery of the transformation work and the subsequent impact this has on the start of the ICT procurement and development process, the project end date has been extended by 3months. The original project end date was March 2012 and this has moved to June 2012. The high-level project plan provides the new timeline.

This change has been presented and approved by the 8th June WRS Mgt Board.

Risk

There is a potential risk to the delivery against the Year 3 (2012/13) business case benefits due to the change in project completion date from March 2012 to May 2012.

Mitigation

The service has already increased the resource team supporting the transformation workstream to increase the pace of this work.

The initial stages of the procurement process to be brought forward by 3-months to July 2011 (originally September 2011). This should allow the project to make time back on the ICT & Transformation workstream plan and subsequently mitigate the risk on the overall project timescales.

Priorities next period

Transformation

- Delivery of the Members and Joint Committee update in June 2011
- New service design completed in some business areas and implementation underway

Accommodation

- Phased implementation to Wyatt House underway with two teams already established. All teams planned to be in the new building by 30th June 2011.

ICT

- A workshop on the cost benefit analysis is being held on the 15th June. The purpose is to allow the County-wide ICT representatives to review the document and begin to finalise the final version.

Budget report

Report provided as a separate agenda item.

Contact point

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Appendix 1 – WRS high-level project plan

Document provided separately within the Joint Committee meeting documents