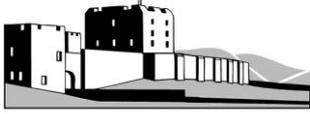


CARLISLE
CITY COUNCIL



www.carlisle.gov.uk

RESOURCES OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 3rd January 2013

Title: PROJECT ASSURANCE GROUP

Report of: Town Clerk and Chief Executive

Report reference: CE 01/13

Summary

The Project Assurance Group was established to ensure that there are effective governance arrangements on the significant projects that the Council undertakes. This report provides the most recent summary of significant projects currently being undertaken. It also informs Members that such governance arrangements are being enhanced and extended to all initiatives that support the Council's corporate programme. To reflect this change the group is being renamed the Corporate Programme Board.

Questions for / input required from Scrutiny

- i) The Panel is asked to note and comment upon the projects within the report including issues being addressed by project managers.
- ii) The Panel is asked to scrutinise and comment on the terms of reference for the Corporate Programme Board as set out in this report and
- iii) Scrutinise proposals on the timing and type of monitoring information required by ROSP from the Corporate Programme Board.

Contact Officer: Sarah Mason

Ext: 7053

CITY OF CARLISLE

To: Resources Overview and Scrutiny Panel (ROSP)

Date: 3rd January 2013

1. Introduction

The Project Assurance Group has an advisory and high-level monitoring role in relation to the significant projects delivered by Carlisle City Council.

As required by ROSP, a progress update on significant projects is provided from the Project Assurance Group every 3 months and this is attached.

2. Projects Summary

The latest summary of significant projects is included as Appendix A.

3. Formation of the Corporate Programme Board

The Project Assurance Group will be renamed the Corporate Programme Board. The new group will ensure that there are effective governance arrangements on all initiatives that support the corporate programme.

4. Corporate Programme Board Terms of Reference

4.1 Aims

The aims of the Corporate Programme Board are to:

- Ensure that projects align with the Council's key objectives (Carlisle Plan) and Council policies and procedures
- Ensure quality assurance in the set up of projects
- Ensure sound risk management is applied
- Vet the appropriate start up, delivery, management, control and benefits realisation arrangements
- Monitor the programme of work
- Escalate issues as appropriate

4.2 Scope

The Board's remit will include all significant projects previously reviewed and monitored by PAG, plus other initiatives that will deliver the required outcomes and benefits of the Council's key objectives (Carlisle Plan). This may include corporate projects, transformation projects, procurement projects, IT projects, and evaluating value for money / benchmarking / commissioning / service options set out in projects.

All projects will be monitored through the Corporate Programme Board, with a tailored approach, depending on the scale and significance of the project.

4.3 Composition

The Corporate Programme Board will be chaired by the Chief Executive and include members of PAG along with representatives from each Directorate and ICT.

5. Recommendations

The Panel is asked to:

- (i) Note the most recent summary of significant projects, as contained within Appendix A.
- (ii) Scrutinise and comment on the terms of reference for the Corporate Programme Board.
- (iii) Propose on the type of information and timing that is required for future meetings of ROSP, on the work of the Corporate Programme Board.
6 monthly reports are suggested.

Project Status Report

December 2012

Appendix A

Action Status	
	Overdue
	On schedule; In Progress
	Completed

Community Resource Centre

The new Resource and Training Centre will provide support and opportunities for both homeless and people within the local community. Anticipated completion was November 2011. The budget was estimated £3.2m which included £1.89m funding from Government Places of Change Grant.

Revenue implications= An external managing agent is responsible for the financing, running and development of the centre.

Project update / any issues	Key Stages	Stage Status Icon
28/11/2012: Decision by Adjudicator was made on 24th October. Contractor awarded 40% of claim. The final account agreement has now been made. Final inspection of the building is scheduled for mid December.	Project documentation reviewed by PAG	
	Business Case Approval	
	CHIP/HALO funding bids submitted/ successful	
	Planning Consent	
	Construction of building	
	Settlement of final account	
	Lease to YMCA	
Project Manager	Mike Swindlehurst; Simon Taylor	
Project Sponsor	Keith Gerrard	

Replacement Families Accommodation

To develop a new provision for homeless families and women to improve the quality of service, address equality and accessibility issues and comply with government legislation. The estimated cost of the project is £1,850,000 which includes a split of funds from the original Centre of Excellence project and funding allocations under the Housing Strategy programme. A capital receipt is also included for the current hostel building.

Revenue implications= It is currently proposed that the maintenance of the building will be the responsibility of the City Council and ongoing running costs met from within the service and contained within existing budgets for running the London Road hostel.

Project update / any issues	Key Stages	Stage Status Icon
<p>28/11/2012: The project is on schedule and within budget. Brickwork and blockwork progressing to wall plate level. Concrete pre-cast flooring and stair cases now installed to first floor. Timber roof structure now being erected. Anticipated completion date remains May 2013.</p>	Project documentation reviewed by PAG	
	Planning and formal approval for the project	
	Tender Process for architect	
	Planning permission	
	Tender returns for contract under review	
	Construction period	
	Fit out	
Project Manager	Mike Swindlehurst; Simon Taylor	
Project Sponsor	Keith Gerrard	

Dalton Avenue, Raffles

The project aims to deliver 37 units of housing over 2 years for rent charged at an affordable level. The build will be carried out by the private developer Lovell (in receipt of a grant from the Homes and Community Agency) on land owned by the Council. A Registered Provider (RP) will purchase the land and properties and manage them.
 Cost of the land – value £370,000 which should be recouped when it is sold to a RP.

Project update / any issues	Key Stages	Stage Status Icon
<p>29/11/2012: Two Castles Housing Association has been selected to take forward the scheme at Dalton Avenue. The start-on-site date has yet to be confirmed, but it is envisaged that the units will be delivered by the end of the Affordable Housing Programme (May 2015).</p> <p>The City Council will receive £150,000 from the sale of the land at Dalton Avenue, representing a reduced land receipt and to enable the delivery of affordable housing.</p>	Project Documentation reviewed by PAG	
	Selection of RP	
	Contract signed for RP	
	Planning Permission	
	Start on site	
	17 units delivered	
	20 units delivered	
Project Manager	Simon Taylor	
Project Sponsor	Keith Gerrard	

Automating Services Phase 1

The Automating Services project aims to migrate services from traditional written, telephony and face-to-face contact towards electronic means ie. via the Council's website/email. The focus will be on aligning the website and back office systems. The services initially targetted will be those that are high demand and have the highest transactional cost. The capital outlay for any new technology (Business Process Management software) will be met by ictCONNECT. This initial phase will be in place by April 2013.

Project update / any issues	Key Stages	Stage Status Icon
<p>29/11/2012: The automating services project Phase 1 is due to go live by 20.12.12. Council Tax will be the first service where customers can self serve through Capita Connect. There has been no outlay cost to Phase 1 of the project. The customer will be able to register for a PIN number through a secure authorisation process which will allow them to access their council tax account and view their payments, correspondence, banding details. It will also allow them to register to receive future bills via e-billing and pay their bills via paperless Direct Debit.</p> <p>The e-billing functionality when fully marketed will release savings on sending out paper council tax bills. Currently Carlisle City Council Revenues section spends £57k annually on council tax billing through postage, paper, etc. If 25% of Council tax payers opt to pay online this will save approximately £15k. This will be a saving back to Carlisle <u>not</u> the Shared Service.</p> <p>Customers not wishing to sign up to view their account can also sign up for e-billing, DD and give information via the module. Information taken via the module will be real-time and seamlessly integrate to the RBS back office system and pre-populate fields allowing processing staff to update the council tax move with the minimum preparation.</p> <p>Benefits, Landlord and Business Rate modules will be live early in the new year.</p>	Project documentation reviewed by PAG	
	Project approved by SMT	
	Review of website	
	Update CRM to version 18	
	Capita Connect Site Visit	
	Process Map Revenues Processes	
	Transform processes	
	Training	
	Communications	
	Connect Phase 1 Hardware Requirements	
	Benefits with Landlord Access Connect Roll out	
	Council Tax Connect Roll out	
	NDR Connect Roll out	
	E-Billing Connect Module	
Direct Debit over Web Module		

<p>Phase 2 of the automating services project will concentrate on Local Environment services. Waste Services and Car Parking. At SMT on 27th November, it was agreed that Communications would be responsible for ensuring staff within the authority update the website with real time information.</p> <p>Future phases will be dependant on demand and priority with the project reporting to SMT, Transformation Board and the newly formed Corporate Programme Board. Automating Services Project staff have been trained in Business process Management techniques to allow commonality in process improvement. Prior to services being automated they will be reviewed using Lean Systems Thinking.</p> <p>ICT has purchased e-base forms which will allow the building of further modules but ensuring the ICT staff have control over further progression. This will mean that there will be minimum cost and no consultancy fees for expansion of modules. The expertise will be expanded in-house.</p> <p>The project is on time and has released software server savings of £18k to date prior to going live.</p>	Change of Address Connect Module	
	Connect Live (Council Tax)	
	Project Sign-off	
Project Manager	Jill Gillespie	
Project Sponsor	Keith Gerrard	

Old Town Hall Restoration and Repair

This project will help secure the fabric of the building in the short to medium term, and enhanced repairs and work to the interior parts of the building. The total cost of the project is £490,200, consisting of City Council and LABGI funding and grant from English Heritage. Project completion to be by 14th June 2013.

Project update / any issues	Key Stages	Stage Status Icon
<p>19/11/2012: Full Council has agreed budget of £490,200 to progress the project. Cubby Construction has been appointed to undertake the repairs. Start on site date is now early January 2013 with completion date mid June 2013. The Tourist Information Centre will be temporarily relocated to the entrance area to the Cathedral from 7th January to the end of April. Ground floor businesses will remain open as usual with appropriate signage.</p>	Project documentation reviewed by PAG	
	Executive approval project proposals	
	Consultant tenders	
	English Heritage funding approved	
	Co-ordinating consultant appointed	
	Stage 1 'Final Project Plan' approved	
	Statutory Applications submitted	
	Building work tenders / Statutory approvals	
	Main Contractor appointed	
	External works	
	Internal repairs	
PSICA Programme completion		
Project Manager	Chris Pearson	
Project Sponsor	Jane Meek	

Historic Quarter - Castle St Public Realm Improvements

Enhancements to the Historic Core of the City with particular emphasis on Castle Street:

- **Restricted zone for traffic**
- **Pedestrianising and stone paving using traditional materials**

The total budget is £773,100

Revenue implications= The area is adopted highway and is maintained for the County Council under claimed rights funded by them.

The additional items of furniture will be maintained by existing pedestrianised area budget.

Project update / any issues	Key Stages	Stage Status Icon
<p>Work is progressing well on Abbey Street and should be completed by the end of November. Work will then recommence on West Walls after Christmas. With regard to the traffic changes planned for the City Centre, a public consultation took place in October. The proposals were well received but some minor changes are planned to disabled parking locations. It is planned to seek formal approval from the County Council in January to proceed with the traffic changes. If agreed, it should be feasible to complete work by March/April.</p>	Project documentation reviewed by PAG	
	Approval by County Council	
	Consents and Orders	
	Finalise design	
	Traffic Management	
	Works	
Project Manager	Keith Poole	
Project Sponsor	Angela Culleton	

Kingstown Industrial Estate

To bring roads and pavements at Kingstown Industrial Estate up to an adoptable standard. Timescales are to be reprofiled.
The total project budget is £473,100.

Project update / any issues	Key Stages	Stage Status Icon
28/11/2012: Works for the original project have been completed. Endeavouring to complete 3 additional roads within the budget available. Weather permitting, this should be complete by 7th December.	Project documentation reviewed by PAG	
	Business Case Approval	
	Tender Process	
	Construction work	
	Project Completion	
Project Manager	Mike Swindlehurst	
Project Sponsor	Angela Culleton	

Castle Way Cycle Ramp

This project is the formation of a cycle ramp, forming part of the original overall Sustrans cycleway scheme. The cost of the project is £370k and forms part of s106 Sainsbury funding. Funding will be released once Sainsbury actually start construction on site.

Project update / any issues	Key Stages	Stage Status Icon
<p>28/11/2012: Design has been progressed and estimated costs received from QS received and appear within budget, so proceed with next financial check through tender returns, after planning approval. Planning application submitted, registered date 26/10/2012. Anticipated earliest start on site, subject to planning a tender within budget, March/April 2013. Works around highways/river/bridges and network rail, will require close monitoring of risks.</p> <p>Currently considering County and Heritage Officer initial consultation observations, with a view to incorporating their requirements if financially achievable.</p>	Project documentation reviewed by PAG	
	Surveys	
	Consultations	
	Consultant tender process	
	Design period	
	Planning process	
	Contractor tender process	
	Construction	
Project Manager	Mike Swindlehurst	
Project Sponsor	Peter Mason	