

## APPENDIX 1: Programme Highlight Report

Projects as at:	End of April 2006
Report Author:	Corporate PMO
Version:	0.3

### Key to Project Status Symbols

<b>G</b>	<b>GREEN – On target and no major risks/issues have been uncovered.</b>
<b>A</b>	<b>AMBER – Some slippage has occurred but this can be managed.</b>
<b>R</b>	<b>RED – Slippage has occurred that is not recoverable and will have a major impact on the project.</b>
<b>N</b>	<b>NO INFORMATION – This information has not been provided by the project.</b>
<b>N</b>	<b>NOT PREVIOUSLY REPORTED - The dashboard status is not available - it has not been previously reported in this format.</b>

## SECTION 1 – REGENERATION STREAM BOARD

Regeneration Stream Board							
<b>(1) HARINGEY HEARTLANDS</b>  <b>LEVEL 1 PROJECT</b>			<b>PROJECT DESCRIPTION / OBJECTIVES</b> <ul style="list-style-type: none"> <li>To commission a masterplan for the regeneration and development of the Eastern Utility Lands.</li> <li>To secure the land known as the “former sand sidings” for the provision of a new eighth form secondary school.</li> <li>To obtain funding for a new spine road through the overall site from North to South.</li> <li>To secure a guarantee of the decommissioning of the National Grid TRANSCO site.</li> <li>To work with major landowners and private developers to deliver these plans.</li> <li>To meet the output targets of up to: -                             <ul style="list-style-type: none"> <li>1,200 new jobs</li> <li>1,200 new school places</li> <li>2,000 new homes</li> </ul> </li> </ul>				
			Original End Date: N/A as phased programme of work	Current End Date: N/A as phased programme of work	Project Budget: tbd	Forecast spend: tbd	
Status This Month	Status Last Month	Time scale	Budget	Resources	Issues	Risks	<b>MANAGEMENT SUMMARY</b> The Council, in accordance with The London Plan and draft Unitary Development Plan adopted a Local Development Framework to guide development in April 2005.
G	G	G	R	A	A	A	A strategy for co-ordinating regeneration of the area through a viable 'Masterplan' is virtually complete. This would be subject to public consultation, sustainability appraisal and adoption before planning applications are likely to be submitted for different parts of the site.
<b>Project Sponsor:</b> Justin Holliday  <b>Project Manager:</b> Shifa Mustafa / Mark Lucas			Applications for GAF2 funding have been approved for the acquisition of a new school site for the procurement of a new secondary school under the 'Building Schools for the Future' programme (£4.2m). The construction of a new spine road funded by ODPM and Department for Transport: Community Infrastructure Fund has also been approved (£5m).				

## Regeneration Stream Board

### (1) HARINGEY HEARTLANDS CONT.

Initial discussions have been opened with St. George (Regeneration) Ltd as a possible lead developer, based on their impressive reputation and experience gained on “Imperial Wharf” (Fulham) and “Beaufort Park” (Hendon).

We may wish to ‘soft test’ the market by speaking informally to other potential developers, such as Countryside Properties.

#### **Budget:**

- The temporary budget allocation (£150,000) for professional fees for the strategic sites programme ended in the last financial year. Other options for funding professional fees for Heartlands are being explored including using income from charges for major planning applications.
- There is insufficient budgeting provision available to the project managers for professional fees to cover the anticipated costs of e.g.:-
  - Public Consultation
  - Publishing, printing & publicity
  - A Sustainability Appraisal
  - Negotiating land acquisitions
  - Architectural input into the Masterplan

#### **Resources:**

- Public consultation draws heavily on staff time resources.

#### **Issues / Risks:**

- The project team are awaiting the English Heritage recommendation to list (Grade II) Transco Gasometre No 1. Shifa Mustafa and Mark Lucas have both raised this with GoL officials with a view to them briefing the Secretary of State for Culture, Media and Sport if necessary. The Principal Conservation Officer in Planning has also written to English Heritage contesting the industrial Heritage ‘value’ of the Gasometers.

## Regeneration Stream Board

**(1) HARINGEY  
HEARTLANDS CONT.**

- The laboratory results of soil analysis on the school site have still not been received. This was commissioned by the Children's Service but is now overdue. A deal on the school site cannot be concluded until these results come through as they may affect the value.
- Heads of terms with the vendor of the school site need to be agreed before the contracts can be prepared for exchange. The vendor would like a clause in the contract to ensure that, if the land is used for something other than a school, the vendor will receive a percentage of the added value of the land. The price (of £7m) has been agreed, subject to analysis of the geophysical tests etc.

## Regeneration Stream Board

### (2) TOTTENHAM HALE URBAN CENTRE LEVEL 1 PROJECT

#### PROJECT DESCRIPTION / OBJECTIVES

- To commission, prepare, consult, amend and adopt a Masterplan for Tottenham Hale Urban Centre.
- To procure a new 21st century Interchange at Tottenham Hale Station.
- To assemble capital and revenue funding from the public and private sector to deliver the necessary physical and social infrastructure.
- To bring forward the six key sites for development which are Hale Wharf, the Greater London Supplies Depot (GLS), Ashley Road Depot, Station Interchange, Retail Park and High Cross Housing Estate.
- In general, to implement the objectives of the masterplan in accordance with urban design principles set out in the Tottenham Hale Urban Centre Design Framework.

Original End Date: N/A as phased programme of work

Current End Date: N/A as phased programme of work

Project Budget: N/A as budget is held, spent & monitored by the LDA

#### MANAGEMENT SUMMARY

Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
A	A	G	A	G	A	A

- The Tottenham Hale area benefited from earlier investments made by the ODPM. Under GAF Round 1.
- Bids to ODPM, Growth Area Fund, Round 2 were successful on the GLS site, (£2.5 million) and Hale Wharf, (£2.5 million).
- The Masterplan is in the process of being signed off by the LDA, GLA, LBH and TfL as joint clients.
- The abridged SPD version is currently nearing completion.
- The Children's Service has concluded, in terms of the demand for primary education in the Tottenham area, that a new single form entry primary school will be required (within the boundaries of the GLS site).

**Project Sponsor:**  
David Hennings

**Project Manager:**  
Shifa Mustafa / Mark Lucas

## Regeneration Stream Board

### (2) TOTTENHAM HALE URBAN CENTRE CONT.

#### Greater London Supplies Depot (GLS)

Proposals for this site include a high density mixed use scheme expected to include residential & student accommodation, hotel, retail outlets, gym & crèche facilities, new public realm and offices & commercial space.

- The applicants are continuing pre-application discussions with LBH (PEPP) and the GLA (PDU).
- An outline planning application is expected on the 12th May 2006, subject to confirmation.
- Negotiations with a number of potential end-users are progressing well with a view to securing the right mix of uses.
- The applicant held informal public consultations on the 26th and 28th January.
- ODPM, Growth Area Funding Round 2, has been approved for a series of site preparation, enabling and civil engineering works to the sites.

#### Hale Wharf

The project is a high-density residential-led development proposal, on the East bank of the River Lee Navigation. It will also include some community facilities, a new public quayside walkway and, (independently of the development), a number of ERDF/ LDA funded business barges moored to the Wharf, and a new pedestrian foot bridge over the river.

- The scheme will benefit from funding approval by ODPM to British Waterways for the Bridge Link (GAF2).
- ISIS Waterfront Regeneration Ltd has held intensive pre-application discussions with the council.
- The applicant has held its own local public consultation events.
- The Planning application itself (which is being twin tracked) was submitted in April, but not validated.
- Vacant possession, flood attenuation measures, and other site preparations are being assessed and addressed by the applicant.

## Regeneration Stream Board

### (2) TOTTENHAM HALE URBAN CENTRE CONT.

#### **Budget / Issue:**

- There is no budgetary provision available, but LDA are meeting most revenue costs.

#### **Risks**

- There is a potential risk that the planning application for the GLS site may provide less than the required 50% target of affordable housing. This will be reviewed once the application is received. (This is also the case on Hale Wharf)
- The inflexible negotiating style of ISIS Waterfront Regeneration Ltd means that achieving compromise and consensus on sensitive aspects of their scheme are being jeopardised. Shifa Mustafa met Mark Ryder (ISIS Chief Executive) to review their stance and negotiating technique on the 5<sup>th</sup> May '06. Mark Ryder decided to withdraw their application.

## Regeneration Stream Board

### (3) WOOD GREEN TOWN CENTRE

#### PROJECT DESCRIPTION / OBJECTIVES

The aim of the project is to carry out a range of pro-active activities that will lead towards a more sustainable town centre-funding regime and overall Town Centre Strategy plan. Specific objectives are:

- To use the results from the BID'S (Business Improvement District) feasibility study and the information gained to prepare a Town Centre Strategy for Wood Green that is complimentary to other shopping areas within the borough.
- Business Development work- assisting/supporting businesses by signposting them to the appropriate providers, (targeted at SME's)
- To establish a clear spatial plan for Wood Green as a starting point for any future improvements to the town centre.
- To benchmark the services within the town centre by obtaining SLA's (Service Level Agreements)

Original End Date: tbd

Current End Date: tbd

Project Budget: £2,250

Actual spend: N/a  
Forecast spend: £2,250

Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
G	G	G	G	G	A	G

#### MANAGEMENT SUMMARY

This summary covers the preparation for an overall Wood Green Town Centre Strategy plan. Stakeholder meetings are taking place to provide information for the plan. The final Spatial Plan has been delivered and work on obtaining SLA's from service providers is underway.

The BID's (Business Improvement District) Feasibility study is now complete and the information gained is being used to prepare a Town Centre Strategy Plan. This document will also use the results of the recently completed Spatial Plan to create a way forward for the town centre.

#### Issue:

The main issue at present is that there is still a need to find a sustainable funding mechanism for the Wood Green Town Centre Management function now that BID's is not a viable option.

Further work will be carried out to continue our engagement with local businesses with a view to change their attitudes towards shared responsibility for the town centre. The use of the recently completed spatial plan and the research gained from the feasibility study will assist Economic Regeneration with the development of a strategy for the town centre that will address these issues and map a way forward.

**Project Sponsor:**  
David Hennings

**Project Manager:**  
Karen Galey

## Regeneration Stream Board

**(3) WOOD GREEN TOWN  
CENTRE CONT.**

Recently Wood Green was awarded a place on 'The Town Centre Partnership Pilot' (a scheme operated by the ODPM in association with Price Waterhouse Coopers.) This programme will run for two years and will examine our current working relationship with local businesses and their engagement regarding town centre issues. Advice and training will be given to support our efforts in creating a more effective town centre steering group and possibly a new way of attracting investment from the private sector.

## Regeneration Stream Board

### (4) TOTTENHAM HIGH ROAD STRATEGY IMPLEMENTATION

#### PROJECT DESCRIPTION / OBJECTIVES

- Improve physical regeneration and sustainable development in Tottenham;
- Development of high quality managed workspace and incubator space for local SME's in Tottenham;
- Adapt premises to provide improved and increased managed workspace;
- Improve the Tottenham High Road town centre, Seven Sisters Road, Park Lane and Fore Street Edmonton by enhancing the image of the area and attracting and retaining business;
- Reinstate the historic features and environment of core centres that had experienced decline and degradation
- To support delivery of Haringey's City Growth Strategy through providing opportunities for maximising the untapped potential of BME entrepreneurs through providing managed workspace and the associated business support.

Original End Date:  
December 2006 - ERDF  
2010 - HERS

Current End Date:  
December 2006 - ERDF  
2010 - HERS

Project Budget: tbc

Forecast spend: tbc

#### MANAGEMENT SUMMARY

The Tottenham High Road Strategy team manage three key programmes made up of a number of individual physical projects: Townscape Heritage Initiative (THI), European Regional Development Fund (ERDF) (3.2) and Heritage Economic Regeneration Scheme (HERS). The team works with a range of partners. The main developments this period are:

- **Seven-Sisters Road Shop Fronts:** The contractor for the shop front installation has been selected and formally appointed. Work commenced on the 28<sup>th</sup> April 2006. Planning application submitted for the next phase of 10 shops. Sign designs for the remaining 10 shops have been completed and approved.
- **Tottenham Green Enterprise Centre (TGEC) refurbished managed work space:** One further unit refurbished and ready for let. An audit of ICT (Information Communication Technology) services is in hand to set the next work programme. TGEC reported cash flow problems at the end of the financial year. This has been due to late completion of the LDA contracts.

Status This Month	Status Last Month	Time scale	Budget	Resources	Issues	Risks
A	A	A	A	A	A	A

**Project Sponsor:**  
Justin Holliday

**Project Manager:**  
Zena Brabazon

## Regeneration Stream Board

- **Stoneleigh Road new build Managed Workspace:** Project team prepared full demolition and construction tender documents ready for issue. Application made to GoL to extend completion date to March 2007. First claim submitted to the LDA in April following the execution of the LDA contracts in March.
- **Bruce Grove TH1 phase I shop fronts:** Network Housing and Haringey Housing Department have confirmed Housing Corporation grant approval for Windsor Parade. Ongoing work to secure lease and freehold purchase agreements. Draft lease agreements approved by Heritage Lottery Fund (HLF). The team will decant tenants from Windsor Parade as soon as agreement to lease is signed by Blair and Network.
- **Park Lane shop Fronts:** Shopfronts project completed – some minor works outstanding.
- **HERS shop fronts and façades:** Phase I drawings and cost estimates finalised and the tender has gone out for building works. Phase II preliminary drawings complete. Grant payments made for the upper floors of the Davis Building, Beehive Public House improvement works (railings) and the Blue School.
- **Enfield Council Fore Street:** Legal agreements with individual freeholders and tenants being progressed. Works tenders returned.
- **Rangemoor Road:** Design team continued preparation of tender documents. The tenant is still in Unit 21. British Gas have been extremely slow to confirm arrangements for installing a new supply at the relocation unit. Property Services (PS) have now obtained a date for this work – 19<sup>th</sup> June. This fits the programme and PS will keep up pressure on British Gas to bring this date forward if possible. Demolition is scheduled for July.

### Timescale

- Tottenham Green Enterprise Centre project is behind due to cash flow concerns. To resolve this, the team is undertaking a spend and output profile review to make best use of the LDA grant.
- Construction procurement for Rangemoor Road and Stoneleigh Road projects is reliant upon Framework Agreement completion. The Framework was due to be in place in April and selection cannot take place until this is complete. Further delay will affect the two programmes.

## Regeneration Stream Board

### (4) TOTTENHAM HIGH ROAD STRATEGY IMPLEMENTATION CONT.

#### Budget and Resources

- There is a budget variance associated with Stoneleigh Road due to a delay in sending out complete tender documents. The amount is for consultant fees which are due at the end of that stage. This is now due in May. The architect is liaising with the Planning Service to agree final material details.
- The HERS scheme project manager is negotiating forward budget with key funder.

#### Issues

- Construction procurement for Rangemoor Road and Stoneleigh Road projects is reliant upon Framework Agreement completion. The Framework was due to be in place in April, selection cannot take place until this is complete. Further delay will affect the two programmes. To mitigate this progress will be monitored and a contractor will be selected as soon as the Framework Agreement is formally in place.
- There is a need to identify an alternative project to the original Templeton Hall proposal (projected value £1.6m). Three sites have been identified and the team will continue to closely liaise with potential partners to confirm schemes.

#### Risks

- Projects may not be completed by December 2006 which would cause ERDF under spend. Present £1.1M match funding short will put approximately £500K ERDF grant at risk. To mitigate this, the project team will constantly monitor projects and liaise with Project Managers to address issues as they arise and continue to develop reserve projects to formally include in the programme. GoL are considering a request to extend the project completion date to 31 March 2007. Formal decision is expected this month.

## Regeneration Stream Board

### (5) GROWTH AREA & COMMUNITY INFRASTRUCTURE FUNDS (GAF/CIF)

#### PROJECT DESCRIPTION / OBJECTIVES

- To develop the social and physical infrastructure within Haringey to support housing growth as part of the Office of the Deputy Prime Minister's (ODPM) London-Stansted- Cambridge- Peterborough Growth Corridor's delivery plan.
- To acquire SRA/ Rail Property Land for a new secondary school, (GAF2) in the Haringey Heartlands (Eastern Utility Lands).
- To enable Sustainable Housing Development within the South Tottenham Area, (Markfield), (Green Spaces) (GAF2).
- To relocate the Mortuary (From Western Utility Lands), (GAF2) to release land for development of affordable and private homes, together with local retail facilities and associated employment opportunities.
- To access and enable Residential Development in Tottenham Hale International, (GLS), (GAF2).
- To provide a new Haringey Heartlands Spine Road, (CIF1).

Original End Date: tbd

Current End Date: tbd

Project Budget: contracts have not yet been agreed with GoL.

Risks	Issues	Resources	Budget	Timescale	Status Last Month	Status This Month
A	G	G	A	G	G	G

#### MANAGEMENT SUMMARY

- On the 16<sup>th</sup> February 2006, the Office of Deputy Prime Minister and the Department for Transport announced those projects that had been successful in securing capital funding. ODPM / GoL have not yet issued the contracts.
- **Purchase of the Heartlands School Site.** The Children's Service will report the development of the school through the "Building Schools for the Future" project. Phase 1 (i.e. the acquisition of the site) will be managed through the Haringey Heartlands project. The price of the site has been agreed with the vendor, (£7 million). Executive approval to purchase the site has been received. Heads of Terms are currently being negotiated with the vendor, with an exchange of contracts anticipated in the next quarter. The land sale completion can be achieved once the Council assembles additional funding required of £2.8 million.
- **Markfield Recreation Ground.** The appointment of the delivery team (consultants) is currently with Central Procurement. The PID has been completed. The budget and delivery process are on programme. The additional funding from other sources will deliver other elements of the scheme after the Growth Area Fund deadline of March 2008. A Project Board and a Working Group are set up, but will not meet until the project managers and other consultants are appointed / resolved.

## Regeneration Stream Board

### (5) GROWTH AREA & COMMUNITY INFRASTRUCTURE FUNDS (GAF/CIF) CONT.

- **Relocation of the Mortuary.** The relocation of the Coroners office to Barnet's old Registry office is progressing. Currently the lease is being negotiated with L.B. Barnet. The building is virtually ready for occupation, with a few wiring and decoration issues to be resolved. Occupation is anticipated in July 2006. This will leave the site in Tottenham for just the new mortuary. The conversion of the Lodge adjacent to Bruce Castle Park into a purpose made mortuary will be a complex process, because of the historic nature of the existing building and the limited footprint available. The Project Group will be set up soon. AYH are about to be confirmed as project managers. Procurement will assist with the appointment of the rest of the design team. The PID still needs to be completed.
- **GLS Site.** A planning application will be submitted on Friday 12<sup>th</sup> May for the major development of the site. The infrastructure elements within the GAF2 project have been change to suit the revised planning application timetable. These changes have to be approved by GoL / ODPM when they issue the contract. The project group is about to meet.
- **Heartlands Spine Road.** The project group has been set up and will have their second meeting on 9<sup>th</sup> May. The project will follow the delivery timetable and all key milestones which were agreed with ODPM / DfT as part of the CIF submission.

#### Risks and Issues:

- **Haringey Heartland's, School Site Acquisition:** Funding required for the gap between the GAF funding and the eventual purchase price. Funding provided by the Council.
- **Enabling sustainable housing development within the South Tottenham area, Markfield recreation ground:** The level of work required to the sewers may be greater than anticipated in the initial survey.

#### Budget and Issue:

- **Heartlands School Site:** The original funding identified was made up of £4.2m GAF/CIF, £1m Section 107, £2.1m BSF. The total is £7.3m which includes stamp duty. We have since been informed that BSF money cannot be used for buying land so a funding gap now exists of £2.1m.

## Regeneration Stream Board

(5) **GROWTH AREA & COMMUNITY INFRASTRUCTURE FUNDS (GAF/CIF) CONT.**

- **Relocation of Hornsey Mortuary:** Planning restrictions because the new site is located in metropolitan open land. It is believed a scheme can be produced within budget that complies with the site restraint
- **Access and enable residential development in Tottenham Hale International, (GLS):** The funding agreement will be with the Council, but the site is in private ownership. The Council may not be able to achieve the expenditure of the grant, because full delivery will always be dependent upon the actions of the landowner and their contractor.
- **Haringey Heartlands Spine Road:** Potential compulsory purchase and compensation payments if the private landowner will not grant a right of way over his land. Diversion of existing services. The potential for opponents of the UDP to generate a campaign against the proposals.

**Budget:**

Contracts have not yet been agreed with GoL. Overall costs for the projects will be clearer when detailed bills of quantities have been prepared.

## SECTION 2 – CHILDREN AND YOUNG PEOPLE STREAM BOARD

### Children & Young People Stream Board

**(1) BUILDING SCHOOLS FOR THE FUTURE**  
**LEVEL 1 PROJECT**

#### PROJECT DESCRIPTION/OBJECTIVES

The overall objective(s) for the BSF project in the London Borough of Haringey is to:

- Maximise the life chances of all young people
- Give parents choice of high quality schools where their children can learn with confidence
- Support schools to work at the heart of their communities

In order to deliver the overall objectives, the implementation phase of the project has been designed to

- Implement delivery of the BSF programme which includes building works to all secondary schools in the borough, as well as delivery of a new school.
- A major part of the programme in delivering a managed ICT service to all schools in the borough, which includes spending in excess of £20 million on this new service.

<b>Original End Date:</b> 2011 <b>End date last month:</b> 2011	<b>Current End Date:</b> 2011	<b>Project Budget 2006/7:</b> £24.273m (Total project budget to 2010/11: £177m)	<b>Actual spend:</b> £TBC <b>Forecast spend:</b> £24.473m
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#### MANAGEMENT SUMMARY

##### Progress & Programme

- Outline Business Case (OBC) issued for Haringey sign off. Minor amendments being made to suit PfS comments
- **Risks:** OBC requires approval by DfES but the programme is proceeding whilst approval is awaited. An adverse judgement from DfES is not anticipated at this stage.
- Joint Programme Managements Team (JPMT) meetings to be convened
- Comments on Project Initiation Document received. To be re-issued 16/5
- Draft programme nearly complete
- **Resources:** the programme team to manage BSF during 2006/7 is currently being set up. The resources traffic light remains at amber until the relevant personnel are confirmed.

Risks	Issues	Resources	Budget	Timescale	Status Last Month	Month Status This Month
A	G	A	A	G	N	G

**Project Sponsor:**  
Andrew Travers

**Project Manager:**  
Iain MacDaonald

## Children & Young People Stream Board

### (1) BUILDING SCHOOLS FOR THE FUTURE CONT.

#### Budget

- 2005/06 budget outturn circa £1.3million. This represents an overspend of £850K on the original budget of £450K. The Director of Finance and Director of Children's Services are meeting to discuss how this spend will be dealt with as part of closing the 2005/06 accounts.
- Draft Cash flow for following years prepared
- Meeting held with Kevin Bartle to discuss overall expenditure budget and reporting methods
- Cash flow and budget to be developed.

#### Procurement

- Heads of Terms for agreement with SMIF being amended. Meeting held with PfS 28/4
  - 39 robust responses received from designers to OJEU advert.
  - Design evaluation meeting arranged for 5/5
  - Invitation for tenders to be submitted to shortlisted designers targeted 19/5
  - OJEU Notice for contractors being prepared and will be issued to independent assessor in mid May
- Extra resources generally being identified

#### Legal

- Briefing meeting held with Eversheds. Proposal for fees and resources awaited on legal input to workstreams including SMIF agreement, PFI contract interface, designer procurement, contractor procurement and ICT procurement
- Eversheds issued with the programme they are to endeavour to work within

#### Funding for Project

- Letters received from all schools except PVA. This has been promised
- Extra funding for Fortismere now confirmed in the Outline Business Case (OBC)
- Valuation of site for sale now in hand

#### ICT

- ICT OBC finalised. Steve Moss of PfS has confirmed suitability
- Place (Rob Carter) appointed to drive production of specification for procurement of ICT MSP in July from PfS framework
- Programme for ICT activities issued

## Children & Young People Stream Board

### Communications Strategy

- Blue Amber Bidders day occurring 2nd May.
- FAQs document uploaded to web. Hard copies circulated to schools and key stakeholders this week.
- BSF Preview Bidders day takes place on 2nd May. DW presenting and JH attending.
- Content of first BSF newsletter circulated for comment.
- Awaiting final approved OBC. Once agreed need copy on web, copy of relevant project book & ICT volume to each school, display copies of plans in each school
- Budget amended to reflect actual expenditure for 05/06 and amended plans for 06/07.

### New School Site

- Internal solicitors now instructed to progress purchase
- Final site report due in the next week

### 6<sup>TH</sup> FORM CENTRE

#### Design/Construction

- Work currently on programme
- Fixed price agreed. Contract will be in place by 27 May
- Demolition complete ahead of programme. Site set-up complete
- ICT working group making good progress

#### Commissioning Issues

- Provision of new study areas now recommended to TGB. This as agreed with the new Principal/Governors and DW. Architects have amended drawings accordingly. No affect on costs and programme.
- Letter received from Minister re: further funding. Asked LSC and Haringey to resolve without further central funding. GM has been in discussion with Minister and agreed to meet after the election.

## Children & Young People Stream Board

### (2) PRIMARY SCHOOLS CAPITAL PROJECTS

#### LEVEL 1 PROJECT

#### PROJECT DESCRIPTION/OBJECTIVES

- To deliver primary school expansion and new pupil places at:
  - Coldfall
  - Tetherdown (Phase I – to increase pupil places from 210 to 420 by 2012-13)
  - Coleridge
- Tetherdown Phase II: To modernisation the school in accordance with asset management plan priorities
- Broadwater Farm TCF: Inclusion

**Original End Date:** Various dates against the programme of projects

**Current end date:** Various dates against the programme of projects

**Project Budget:** £22m

**Actual spend:** £2.3m  
**Forecast spend:** £19.7m

#### MANAGEMENT SUMMARY

- **Primary Expansion:**

- **Coldfall** on site and ahead of programme. Instruction to include new entrance at approx £60k, additional funding to be identified.
- **Tetherdown** Procurement Committee approval received, land purchased 24April 2006 and contract now awaited. Start likely in late May/early June. Now behind programme however possible to open for September 2007 if no major problems encountered below ground or with weather. Planning condition outstanding including English Heritage Archaeological further site investigation.
- **Coleridge** adjudication approval to expand received. Preliminary design agreed with school and detail to be developed. Currently over budget and scope to be reduced with school agreement. The design team is also awaiting condition survey of the existing roof. Dependent on this is whether the roof will have to be bought up to new Building Regulation standard which will cost a further £500k necessitating further scheme reduction.

Month This	Month Last	Status	Time scale	Budget	Resources	Issues	Risks
A	N	A	A	A	A	G	A

**Project Sponsor:**  
Tbc (Andrew Travers)

**Project Manager:**  
Brendan Wells

## Children & Young People Stream Board

- **Tetherdown Phase II** design commencing once Phase I on site. Costs to be reviewed once impact of Tree House land sale conditions priced (expected mid-May 2006).
- **Broadwater Farm TCF** (Primary Learning Campus. Whole project cannot be delivered within allocated budget. Options are under discussion with school Heads and will be reported in next months highlight report. The draft scheme proposes phases in consultation. Phase I: New Special Educational Needs (SEN) building, shared primary entrance and kitchen/dining proposed. Phase II funding from DfES Primary Capital Programme. Expression of interest to be submitted in June 2006

## Children & Young People Stream Board

### (3) CHILDREN'S CENTRES: PHASE II APPROVAL STAGE

#### LEVEL 1 PROJECT

**NB. This project will form part of the Children's Network Project in future reports**

#### PROJECT DESCRIPTION/OBJECTIVES

One of the key strategies for delivering integrated early childhood services will be through the development and delivery of children's centre services. Integrated early childhood services (known as the 'core offer') must include early years provision (integrated childcare and early education), family support services, relevant health services, services provided by Jobcentre Plus to assist parents to obtain work and information services. Key aims are:

- 18 Children's Centres in place by March 2008 (Sure Start Unit may 'offer' additional centre/s) and delivering the full 'core offer'
- 14,759 children 'reached' by children's centres by March 2008
- Sufficiency of high quality childcare for young children in children's centre service areas by March 2009
- Effective early intervention in place as evidenced through effective use of CAF, reach of services, evaluation of specific areas of work, foundation stage profile

Original End Date: Dec-2006 End date last month: Dec-2006	Current end date: Dec-2006	Project Budget: £6,145m	Actual spend: £N/A Forecast spend: £6,145m
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Month This	Month Last	Status	Timescale	Budget	Resources	Issues	Risks
A	A	A	A	G	G	A	

#### MANAGEMENT SUMMARY

##### Timescales

The Sure Start Unit timescale for the approval of Phase II capital programmes is for all projects have to be at RIBA Stage D by December 2006, with a full implementation plans placed on the Sure Start website.

Having identified priority areas (top 20% wards and 30% SOAs) we are currently visiting all organisations (schools, primary care trust, private nurseries and voluntary organisations) who have expressed an interest in being part of the second phase of development. As part of this feasibility stage, meetings have been organised to visit and begin the capital feasibility process.

Development Officers will devote half a day a week to each children's centre area to develop a Local Planning Group (LPG) to ensure that all key stakeholders, including parents, are involved in the earliest stages of the development of the children's centre.

By mid May we will be commissioning feasibility studies based on extensive knowledge of each potential centre. Recommendations will be made to the executive for September/October 2006. This will enable us to comply with the Sure Start Unit deadline of December 2006.

**Project Sponsor:**  
N/A

**Project Manager:**  
Dwynwen Stepien

## Children & Young People Stream Board

### (3) CHILDREN'S CENTRES CONT.

#### **Budget**

It is too early in the development to know if the allocated funding of £4.5m is sufficient. It is likely most of the new centres will be refurbishment of surplus space so will be less expensive than new build, however this assumption needs to be tested.

Some phase II funding has had to be allocated to complete the phase I centres which will impact on available spend for phase II – we await final out-turns on each capital project. (Indicative figures are outlined in table 6.1)

Throughout the country LAs are joining together to express their concerns that phase II funding is insufficient and that the uplift for London LAs will not meet the higher costs. We await the response from the Sure Start Unit.

#### **Resources**

The General Sure Start Grant for Phase II capital development is £4.5m (2004-06). However, there is the opportunity to link this with capital funding for extended schools (approximately £800,000) as many of the children's centre projects link to the provision of out of school childcare (as required by the Childcare Bill).

Children's Centre revenue is funding an additional support officer in Property and Contracts Team (Senior Project Manager for Children's Centre & Extended Schools) – to oversee the development of Phase II. This should ensure that there is tight programme management.

#### **Issues**

From the terms and conditions of the capital funding the centres are to be developed in the 20% most deprived wards and 30% super out put areas (i.e. smaller areas than wards). In some areas there may be difficulty in identifying potential accommodation (e.g. Bruce Grove where there is no capacity in the only school in the area to build sufficient space for childcare/activities). This is being addressed as part of the feasibility stage and by contacting a range of stakeholders to identify other possible premises. An alternative approach is to identify another centre/s on the perimeter of the ward to deliver services.

#### **Risks**

The main risk is whether there is sufficient capital to develop all 8 new centres. The Children's Centre have to develop a wide range of services across broad areas which requires flexible accommodation. We are awaiting the response from the Sure Start Unit to issues raised around affordability. We await the outcome of the current round of visits to interested organisations.

## Children & Young People Stream Board

### (4) YOUTH SERVICE IMPROVEMENT PROJECT

#### PROJECT DESCRIPTION/OBJECTIVES

- Develop an 'excellent' and accessible Youth Service

Original End Date: July-06  
End date last month: July-06

Actual End Date: July-06

Project Budget: £N/A

Actual spend: £N/A  
Forecast spend: £N/A

#### MANAGEMENT SUMMARY

Month This Month	Month Status Last	Time sc ale	Budget	Resour ces	Issues	Risks
A	N	A	A	A	G	G

- Ayten Kiani is continuing in the role of interim head of service. The interview for the substantive post of head of service took place on 23<sup>rd</sup> March 06. Belinda Evans has been recruited as the Head of Service and is expected to start in July 06. The recruitment process for the remaining posts is continuing, we have advertised for the positions of Training Curriculum and Quality Assurance Manager, the Participation worker and the Media and Performing Arts worker, interviews will be taking place week beginning 30<sup>th</sup> May 2006.
- The paper on the assimilation of Youth Support Workers has been drafted and will be posted to all part time youth workers as part of the consultation.
- Implementation of the scheme for recorded outcomes is continuing across the service. The process is being monitored and evaluated by senior staff and is seen as pivotal to developing the focus of the Youth Service to better meet the requirements of the Youth Matters, Green Paper.
- The new arrangements for data sharing between schools, the Local Authority and Prospects continue to operate and are proving a useful improvement to our information base.
- The first mobile provision for the Youth Service was delivered on Friday 24<sup>th</sup> March. Work is underway to establish a clear protocol on the operation of these three new mobile facilities and a meeting between Youth Service, NDC, YMCA and Connexions has been scheduled for the first week in June 2006.
- The NDC mobile youth provision, and the YMCA, Connexions Mobile have been ordered and delivery is scheduled for May

**Project Sponsor:**  
Janette Karklins

**Project Manager:**  
Ayten Kiani

## Children & Young People Stream Board

### (4) YOUTH SERVICE IMPROVEMENT PROJECT CONT.

- The discussions for the proposed Information, Advice and Guidance facility at Wood Green Library are continuing.
- The activity programmes for the opening of the new Bruce Grove Youth Centre are being prepared. The intention is to move towards a new curriculum framework to help maximise the use of the new specialist facilities.

#### **Amber traffic lights**

- There are ongoing staffing issues, which have prevented the full implementation of the new structure. Work is in hand to resolve this situation but this will delay full implementation which was originally scheduled for 1<sup>st</sup> April 2006.
- Equipment costs for the new Bruce Grove Centre may have to be met from revenue budgets. There is some essential equipment which needs to be purchased in order to enable delivery of provision. Other resources can be put on hold until additional funding is secured.

## SECTION 3 – WELL BEING STREAM BOARD

### Well Being Stream Board

**(1) E-CARE  
LEVEL 1 PROJECT**

#### PROJECT DESCRIPTION/OBJECTIVES

- Implementation of Framework-I (FW-I), a web-based social care workflow case management system in July 2005 to replace CI system
- Ensure that reliable operational and managerial information is produced for Council and Statutory reporting requirements.
- Have a consistent use of best practice across Social & Children's Services and enable the quality of social work practices to improve.
- Facilitate 'joint working' by providing staff from external health agencies to access case information within Framework securely.

Original End Date: Apr-05  
End date last month: Apr-06

Current End Date: Apr-06

Project Budget 2006/07: £1,101,000

Actual spend: £43,000  
Forecast spend: £1,101,000

Risks	Issues	Resour ces	Budget	Time sc ale	Status Last Month	Month Status This Month
G	A	A	G	A	A	A

#### MANAGEMENT SUMMARY

##### Phase 1

- A closure report for the eCARE Business Support Programme (which ran from Nov 05 to Feb 06 across both Social and Children's services), was presented at the April project board. Key findings from this report indicated that formal reviews that took place with all 3rd tier managers prior to the programme commencing identified many issues symptomatic with low levels of staff engagement, competence and confidence. When similar review meetings were repeated with managers at the end of the programme, findings from these revealed that there had been a huge shift in staff culture and management 'buy-in', with staff now feeling more able / confident in terms of Framework-I (FWi) usability.
- Plans for continuing to provide ongoing additional training and support to staff from both Children's and Social Services post closure of this programme have been put into place, and will be formalised further should initiation of Phase 2 of the project be approved.

**Project Sponsor:**  
Gerald Almeroth

**Project Manager:**  
Andrew Rostom

## Well Being Stream Board

### (1) E-CARE CONT.

- An external consultant was commissioned to evaluate the current processes used by staff to reconcile service and financial data between directorate based and corporate wide systems. They considered whether there were any significant systems issues that effected the reconciliation of data by staff between FWI and FIFI, and subsequently between FIFI and SAP. The findings from this have been reported to senior management and they determined that the issues surrounding reconciliation were not systems based, but were linked to the manual processes used by staff to undertake this exercise. The report proposes a series of recommendations and these will be considered at project board, along with ongoing monitoring of reconciliation activity.
- A Phase 1 Project closure report will presented at the May project board for approval.

#### Issues

- Though much progress has been made in this area, testing remains ongoing with the new version of FWI online documents (specifically the Integrated Children's System documents). The project team are aiming for most of these documents to be operational by June 06 and will be working closely with Corelogic to achieve this.

#### Phase 2

- An initial response to the Phase 2 feasibility study (being undertaken to consider the implications and risks associated with the potential implementation of the Framework-I Finance modules), was completed in April.
- This draft version has been submitted to the project sponsor for initial review.

## Well Being Stream Board

### (2) ADAPTATIONS PROJECT

#### PROJECT DESCRIPTION/OBJECTIVES

- To implement a new service structure and processes in Occupational Therapy and Adaptations based on the recommendations of the scrutiny review and business process re-design project.
- The aim of these changes will be to improve the end-to-end process time for users, from the first point of contact with the council to completion and sign off of adaptations, so that it does not exceed 164 days.
- The project will also implement a new performance management system, develop shared IT system usage and contribute to a 2\* score in the ALMO inspection.

**Original End Date:** Dec-06  
**End date last month:** Dec-06

**Current End Date:** Dec-06

**Project Budget:** N/A – all activities delivered by current staff establishment with no additional revenue costs.

#### MANAGEMENT SUMMARY

- The project aim is to improve the end-to-end process time for users, from the first point of contact with the council to completion and sign off of adaptations so that it does not exceed 164 days. A report to the project board on the 25<sup>th</sup> January showed that the end-to-end process time had improved to 347 days in December 2005 from 503 days in October 2004. This was a result of additional funding (£320,000) received to reduce the waiting list for assessment, which has fallen from 400 to 110 clients since October last year.

#### Amber traffic lights

- Following advice from HR it is now clear that as this project will propose changes to over 20 posts a report will need to be agreed by General Purposes Committee. This will delay the recently agreed timescales for the project and a revised date of 1 September 2006 has been set for the implementation of the new structure. The project is checking with the Head of Personnel whether the proposals can be agreed with the chair of General Purposes outside the meeting in order to reduce the timescales involved.
- In addition a number of difficulties have arisen:
  - there are more Occupational Therapists (OT's) now than in the proposed structure
  - there is an outstanding review of the recruitment and retention package for OT's which should have been done in August last year

**Project Sponsor:**  
Anne Bristow

**Project Manager:**  
Gary Jefferson

Risks	Issues	Resources	Budget	Timescale	Status	Month Last	Month This
A	A	A	A	A	A	A	A

## Well Being Stream Board

### Issues / Risks:

- The reduction in the waiting list for assessments has had an impact on capital budgets (Housing Revenue Allocation and Disables Facilities Grant) for 2006/07. Based on the assessments undertaken to date there is committed spend against the 2006/07 budgets to undertake capital works for major adaptations. As no additional capital is available in 2006/07 over the 2005/06 position, there will be a funding gap and it will not be possible to carry out all the works. Analysis is being undertaken to determine the size of the gap and this will be reported in the next report.

## Well Being Stream Board

### (3) HOMELESSNESS AND HOUSING OPTIONS PROJECT

#### PROJECT DESCRIPTION/OBJECTIVES

- The closure of the separate homelessness foyer at Apex House and the delivery of the service via Customer Services in one site on a trial basis, extending to four if the trail is successful.
- To merge the housing advice and homelessness teams.
- Increased emphasis on helping applicants to help themselves and to encourage the widest possible use of private sector accommodation as an alternative to Council-based temporary accommodation. In so doing, to reduce the number/proportion of applicants for which we accept housing duty, as alternative options will be offered.

Original End Date: 30-Aug-05 End date last month: 30-May-06	Current End Date: TBC – see below	Project Budget 2006/07: £111,000	Actual spend: £0 Forecast spend: £111,000
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#### MANAGEMENT SUMMARY

##### Red traffic lights

- As last month, the project is unable to confirm Go Live date for project as completion date for refurbishment of Apex House Customer Service Centre yet to be finalised. Total costs for refurbishment of Apex House established at £100k.
- **Resolution plan:** Julian Higson and Jane Waterhouse to produce a joint report analysing the current issues affecting the project to establish:
  - whether the project can be delivered within the planned timescales, including how the contractors for the refurbishment work will be appointed;
  - whether funding can be secured to deliver the accommodation refurbishment required; and what alternative options are available.

##### Progress

- Transition work under to implement Prevention model before Go Live with the development of a Prevention 'toolkit' for staff to use when interviewing clients. The Prevention 'toolkit' which consist of a number of proactive measures, such as mediation, sanctuary scheme etc. which will be offered to clients in order to prevent homelessness.

Month This Month	Month Status Last Month	Time Scale	Budget	Resour ces	Issues	Risks
R	R	R	A	G	R	R

**Project Sponsor:**  
Julian Higson

**Project Manager:**  
Christian Carlisle

## Well Being Stream Board

### (4) COMMUNITY CARE STRATEGY IMPLEMENTATION

#### PROJECT DESCRIPTION/OBJECTIVES

- To close and demolish Osborne Grove long-term residential care home for older people and to design and build a 32 bed respite care home for older people.
- To refurbish 3 long-term residential care homes to a high standard.
- To explore options for 2 out of borough long term residential care homes.

Original End Date: May-07  
End date last month: May-07

Current End Date: May-07

Project Budget: £4.08m

Actual spend: £534  
Forecast Spend: £4.07m

#### MANAGEMENT SUMMARY

#### Osborne Grove

Month This	Month Status	Last Status	Time scale	Budget	Resources	Issues	Risks
G	G	G	G	G	G	G	G

#### Osborne Grove

- A pre contract meeting with the appointed construction contractor, Jerram Falkus Construction Ltd, took place on the 13<sup>th</sup> April 06. The contract for the works was agreed between Haringey's legal team and the contractor, and was signed, on the 7th April 06.
- The contractor will start on site on the 2<sup>nd</sup> May 06, from this date they will become responsible for the site. The request to set up on site earlier was refused on the grounds of risk to Haringey, as the site is susceptible to vandalism and illegal possession.
- Haringey's legal department has written to the owner and the tenant of a neighbouring property that has a fire exit opening onto the site. They have been informed there is no agreement for access to Haringey's site and the door will be taken out of service. The project manager and a fire office have tried to contact the tenant by telephone and visited the site. The property seems to be unoccupied and is heavily padlocked. To facilitate a start on site a Herras fence cage will be installed to ensure that safe exit from the building can be maintained however there will be no access onto the site, thereby ensuring site safety.
- Building Regulations application queries are being dealt with.
- Works to connect to the drainage run in Upper Tollington Park are being progressed as part of the main contract, this will incur road closures and as such statutory notices will be applicable.
- A meeting with The Commission for Social Care Inspections (CSCI) representatives took place on the 24h April. The expected use, design and operational policy of the new home were discussed. The conclusion is that the home is appropriately designed and there is no reason that registration should be problematic.

**Project Sponsor:**  
Mary Hennigan

**Project Manager:**  
David Bray

## Well Being Stream Board

### (4) COMMUNITY CARE STRATEGY IMPLEMENTATION CONT.

#### The Red House, Broadwater Lodge and Cranwood

Month This	Month Last	Status	Timescale	Budget	Resources	Issues	Risks
A	G	G	G	G	G	A	A

- The project plan for recruiting a home manager and staff has been revisited. Issue two has been circulated to the Service Manager and Personnel for comment. The financial implications on the service will be discussed; considerations surrounding the requirement by CSCI that the appointed manager be registered and a CRB check undertaken prior to completion of the home to ensure that commencement of operation is not compromised necessitates employing a manager seven months prior to opening. The Budget for the wage bill for this “no income” period needs to be considered.

#### Broadwater Lodge

- The handrail for the front entrance pedestrian ramp is the only outstanding item for this refurbishment. The ordering of the handrail was delayed due to a design oversight. This has been corrected and the handrail is ordered with a delivery and installation date of the 12th May 06. Once installed the practical completion certificate will be issued to the contractor, Jerram Falkus Ltd.

#### Cranwood

- Snagging has been reported as completed by the main contractor, Makers UK Ltd. A meeting with Haringey’s Construction Procurement Group Manager, the Home manager, Project Managers and the Contract Administrator is arranged for the 3<sup>rd</sup> May 06. If satisfactory the refurbishment will formally be completed.

#### The Red House

- The new lift was completed on the 28<sup>th</sup> April 06. The first floor bedrooms, kitchenettes, lounges, remodelled staff areas and a new walkway are scheduled to complete by the 5<sup>th</sup> May 06.
- The key factors that may delay the move of residents from the ground floor to the first floor area are being managed to attempt to mitigate the current problems.
- Timescales / Issues:** An issue has arisen over the delivery of panel ducting. The supplier is quoting a delivery date of the 19<sup>th</sup> May 06; this will lead to a two weeks slippage in the programme. Alternative suppliers have been approached and are unable to improve on the lead-time. An alternative would be to box in with ply board and either tile or paint. This is not recommended as it is known to be a maintenance liability with tiles and paint lifting off these surfaces.

## Well Being Stream Board

### (4) COMMUNITY CARE STRATEGY IMPLEMENTATION CONT.

#### Trentfield

Risks	Issues	Resources	Budget	Timescale	Status Last Month	Status This Month
G	G	G	G	G	G	G

#### Cooperscroft

Risks	Issues	Resources	Budget	Timescale	Status Last Month	Status This Month
G	G	G	G	G	G	G

- If a resolution is not found for the panel ducting the move of residents to the first floor will, be rescheduled to the 23rd May 06 or a temporary solution installed. An options appraisal will be undertaken as soon as the results of current attempts to improve on delivery are known.
- Furnishing, fixtures and fittings have been selected however a decision has been made to move residents with their current furniture and supply new furniture at the completion of the project. The staff, residents and relatives have been involved with the room colour choices.

#### Trentfield

- The home was closed on the 27<sup>th</sup> March 06, is into its marketing phase.
- The adverts in the "Estates Gazette" and "This Caring Business" created interest from property developers and care home providers.
- 200 information packs have been requested and sent to interested parties.
- 50 potential bidders have visited Trentfield for viewing.
- The tender deadline passed on the 28<sup>th</sup> April 06.
- Bids will be opened on the 2<sup>nd</sup> May 06.

#### Cooperscroft

- Staff consultations have been concluded apart from 4 night workers. A visit by the Pensions Team is still outstanding and is scheduled for early May 2006.
- A draft contract has been sent to Rockley Dene for the attention of their Solicitors. The main body of the contract was sent on its own, with the schedules and Social Care Block Contract to be sent out within the next two weeks. The detailed work of preparing these schedules is well underway and will be completed and sent to Rockley Dene by the planned date.
- A meeting is to be held with Management, Rockley Dene's Solicitors and Haringey's Solicitors within the next couple of weeks to finalise the contract negotiations.

#### Budget

- Note: the £10K underspend shown against the overall budget is because the fee for the Quantity Surveyor, Potter Raper, was invoiced in 2005-06 rather than 2006-07.

## SECTION 4 – BETTER HARINGEY STREAM BOARD

Better Haringey Stream Board						
<b>(1) COMMUNICATIONS</b>		<b>PROJECT DESCRIPTION / OBJECTIVES</b>				
		<ul style="list-style-type: none"> <li>Communicate improvements to staff, local residents, businesses and visitors including hard to reach groups.</li> <li>Encourage uptake of environmental services through targeted information and education, and to encourage residents, businesses and visitors to help sustain those improvements.</li> <li>To support other key corporate projects to enhance the Council's reputation locally, within London and nationally.</li> </ul>				
		<b>Original End Date:</b> End date last month:		<b>Current End Date:</b> ongoing		<b>Project Budget:</b> The Communications strand of the Better Haringey programme contains budgets from a variety of areas, which are monitored and managed separately.
<b>MANAGEMENT SUMMARY</b>						
Status This Month	Status Last Month	Time scale	Budget	Resources	Issues	Risks
G	G	G	G	G	G	G
<b>Information</b> <ul style="list-style-type: none"> <li>Purdah period successfully negotiated.</li> <li>Work continuing on advertising campaign promoting our parks.</li> <li>2006/7 Communications plan being prepared for first steering group in June.</li> <li>Work commencing on improving distribution of information to public places e.g. doctor's surgeries.</li> </ul> <b>Events</b> <ul style="list-style-type: none"> <li>Clean Sweep project closure documentation produced, with proposals for future rolling programme. Project Initiation Documentation is to be developed.</li> <li>Better Haringey Trail business case produced – to be developed into PID.</li> <li>Better Haringey Awards 2006 options paper produced – once agreed to be developed into PID.</li> </ul> <b>Education</b> <ul style="list-style-type: none"> <li>Work programme of projects developed, for submission to Children's Services DMT for approval.</li> <li>Project steering group established – will meet quarterly.</li> <li>The current Project Manager is about to commence a new post - options for recruiting to this post are being actively explored.</li> </ul>						

## Better Haringey Stream Board

### (2) SUSTAINABILITY

#### PROJECT DESCRIPTION / OBJECTIVES

- To lead on the Council's response to climate change in order to facilitate a change in behaviour of all the community.
- To encourage civic pride amongst residents.

**Original End Date:**  
End date last month:

**Current End Date:** Ongoing

**Project Budget:** The Sustainability strand of the Better Haringey programme contains budgets from a variety of areas, which are monitored and managed separately.

Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
G	G	A	G	G	G	G

#### MANAGEMENT SUMMARY

##### Climate Change

- Links being made between the NRF 'Better Places' themed projects and the Better Haringey programme, e.g. development of a climate change strategy / action plan and developing practical projects to promote reduction in energy use and increased use of renewable energy.

##### Recycling

- Recycling site installed at Sheldon Avenue N6 to serve residents of Aylmer Court, High Sheldon, Heron's Lea, Miriam Court and Whittington Court.
- Discussions continuing with Haringey Accord over the introduction of a trade waste recycling service.
- Assemblies and workshops continue with schools to introduce recycling and composting, as well as to introduce the Eco-Schools programme.
- Key offices in Wood Green and Tottenham are participating in the Council Office recycling scheme.
- Green/organic waste collection continues from 32,000 properties on the commingled recycling rounds, contributing to the Council's BV82 performance. Expansion of commingled rounds is planned for later in 2006.
- 35 parents are signed up to Real Nappies so far.

##### Recreation

- The Parks Improvement Programme has experienced some slippage due to contractor capacity and volumes of work across London.
- £3.8m HLF bid submitted for major new play area in Noel Park. Stage 1 decision due in September.
- PIDs and related project documentation being produced for Neighbourhood Renewal Fund (NRF) / Safer Stronger Community Fund (SSCF) schemes.

## Better Haringey Stream Board

### (2) SUSTAINABILITY CONT.

- Green Flag external assessments start at Priory Park on 22 May, rolling out to a further six sites (Stationers, Railway Fields, Chapmans Green, Downhills Park, Albert Road Recreation Ground, & Bruce Castle Park).
- Resurfacing work completed at Albert Recreation Ground, Greengate Common, and at Falkland & Fairfax playing surfaces.
- Fencing works completed at Downhills Recreation Ground, Finsbury Gardens, Woodside Park, Wolves Lane Allotments and Mannock Road Allotments.
- Designs completed for landscape works in Wood Green and Bounds Green Road.

## Better Haringey Stream Board

### (3) PUBLIC REALM CONT.

#### PROJECT DESCRIPTION / OBJECTIVES

- To measurably improve the natural and built environment.
- To raise performance of environmental services across the council.
- To encourage civic pride amongst residents

**Original End Date:** Ongoing

**Current End Date:** Ongoing

**Project Budget:** The Public Realm strand of the Better Haringey programme contains budgets from a variety of areas, which are monitored and managed separately.

Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
G	G	A	G	G	G	G

#### MANAGEMENT SUMMARY

##### Cleanliness

- Project management arrangements for NRF / SSCF projects under the Better Places theme that are also Better Haringey projects are being streamlined.

##### Enforcement

- Operation Early bird has monitored licensed premises to ensure they adhere to their conditions. During April, six files have been passed to legal for prosecution.
- Joint operations with White Hart Lane Safer Neighbourhoods Team (SNT) successfully run to tackle unlicensed waste carriers (2 vehicles), and vehicles for sale on the highway (5 vehicles) under the new Cleaner Neighbourhood & Environment Act 2005.
- Joint operations with White Hart Lane SNT successfully run to tackle unlicensed payout gambling machines and unlicensed sale of alcohol. 5 payout machines have been seized, along with a quantity of alcohol.
- Joint operations to continue across the borough, in particular tackling Queens Parade, N11 to make it cleaner and safer.

##### Built Environment

##### Better Haringey Estates Improvement Programme (BHEIP)

- Construction of 14 cutting edge recycling sites is due for completion by end of May. Some slippage has occurred due to an extended consultation period.
- All significant door entry works completed across the Estates Improvement Programme. Operating system due for completion within 2 weeks.

## Better Haringey Stream Board

- Lighting works at Imperial Wharf are continuing – this is the last estate to be completed in the programme.
- Priorities to be established for BHEIP programme in 2006/7.

### Street Lighting Improvement works

- EDF connection works to lighting schemes commenced in 2005/6 are being carried out.
- New schemes in Woodside are the next in the programme to commence.
- Programme for 2007/8 will need to consider balance of work between lighting improvements in areas of high crime and traffic schemes to reduce accidents, versus replacement of columns that exhibit excessive corrosion.

### Other projects

All 'Making the Difference' works in Parks and Green Spaces have been completed, with minor works to be completed at Bounds Green Road and Palace Gates Triangle.

## SECTION 5 – PEOPLE STREAM BOARD

People Stream Board							
<b>(1) EQUAL PAY REVIEW</b>		<b>Project Description/Objectives</b>					
		<p>To implement a new pay and conditions package that takes account of equal value considerations and meets the 2004 National Local Government Services pay deal for single status harmonisation of manual and officer conditions. To this end the pay and conditions package will deliver the following:</p> <ul style="list-style-type: none"> <li>• A new pay and grading structure with simplified grades and progression criteria</li> <li>• One job evaluation scheme to be used for all staff within a specified pay range</li> <li>• Pay protection arrangements</li> <li>• A set of premium rates to be applied to employees required to work</li> </ul>					
		Original End Date: 31 March 2007 End date last month: 31 March 2007		Current End Date: 31 March 2007		Original Budget: £100,000	Forecast Spend: £100,000 Spend to date: None
		<b>MANAGEMENT SUMMARY</b>					
Month	Month Status This	Month Status Last	Timescale	Budget	Resources	Issues	Risks
	G	G	A	G	G	G	G
<p><b>Project Sponsor:</b> Andrew Travers</p> <p><b>Project Manager:</b> Steve Davies</p>		<ul style="list-style-type: none"> <li>• The national pay agreement 2004 for Local Government Service workers ensures that Local Pay Reviews must be completed and implemented by 31 March 2007. The national agreement also specifies that management and trade unions should enter into negotiations, with a view to reaching an agreement on new local pay structures and systems.</li> <li>• A Pay and Conditions Proposal has been drafted to address the above. This outlines proposed changes to the pay structure, the job evaluation process, allowance proposals and suggested changes to other employee benefits.</li> <li>• The above proposal has been shared with the Project Board and Trade Union Representatives.</li> <li>• Following the initial meeting to discuss the proposal with Trade Union Representatives negotiations are required to be extended beyond the original target date. This is due to the contentious nature of some of the issues in the proposal and the increased length of time needed for negotiations required to reach agreement on these issues.</li> </ul> <p><b>Timescales</b></p> <ul style="list-style-type: none"> <li>• Stakeholder negotiations deadline extended from March to October this year. Timescales have been revised and monthly meetings scheduled with Trade Union representatives in order to progress with negotiations.</li> <li>• As the negotiations will take longer than originally anticipated there may be an impact on the subsequent timescales but at this stage there is no anticipated affect on the project budget or overall implementation date. As the project is only in its early stages this will be monitored and reviewed at a later date.</li> </ul>					

## People Stream Board

### (2) INVESTORS IN PEOPLE

#### Project Description/Objectives

- This project covers the activities to achieve success in the post recognition review for Investors in People Standard by April 2007 and retain liP status.

Original End Date: Apr-2007  
End date last month: Apr-2007

Current End Date: Apr-2007

Original Budget: £11,000

Forecast Spend: £11,000  
Spend to date: £600

#### MANAGEMENT SUMMARY

Month	Month Status	Last Status	Time sc ale	Budget	Resour ces	Issues	Risks
	G	G	G	G	G	G	A

- The Investors in People post recognition review process has been agreed with our assessor Bruce Macrae. It will begin in January 2007 and finish in April 2007. The approach is to have a rolling review process, this will provide the opportunity to bank areas where we meet the standard and provide space to rectify any gaps before completing the assessment period. The assessment will take place in three stages.
- The new liP Standard is a more challenging one. We know that a number of organisations have not been successful in the post recognition process. Our approach to the assessment and the timetable will give us greater opportunities to prepare.
- Following discussions held at the People Stream Board on 3 May 06, a proposal has been developed to develop the current liP Project into a Programme, with a number of projects reporting to it. Once this has been agreed a project initiation document will be written and submitted to the June Stream Board.
- Making it Happen (MIH) groups are now established in all directorates. A template has been developed to prompt discussions at MIH groups/management teams. All OD&L consultants have been briefed and tasked to roll this out over the next month, in advance of the Staff Survey.
- The Staff Survey will be issued at the Summer Event. Survey for managers and will be electronic. Results will be available mid June.

#### Risk

- Making it Happen groups are up and running or there is a commitment to establishing them in all directorates. There is a risk to the project if these groups are not effective. They were an essential part of the process of gaining liP status in 2005. To mitigate this risk, OD&L consultants are attached to each MiH group to drive forward the work programme.

**Project Sponsor:**  
Dr Ita O'Donovan

**Project Manager:**  
Karen Rowing

## SECTION 6 – VALUE FOR MONEY STREAM BOARD

Value for Money Stream Board							
(1) <b>ACCOMMODATION STRATEGY</b>		<b>PROJECT DESCRIPTION / OBJECTIVES</b>					
		<ul style="list-style-type: none"> <li>To establish two additional Customer Services Centres</li> <li>To establish an administrative hub in Wood Green and refurbish office buildings in Wood Green</li> <li>To dispose of those buildings which consequently become surplus to requirements</li> </ul>					
		Original End Date: Dec-2008 End date last month: Dec-2008		Current End Date: Dec-2008		Project Budget: £3319k	Actual spend: £0 Forecast spend: -£1669k due to slippage in start dates for Alex House, 40 Cumberland and 48 Station Rd. refurbishments.
		<b>MANAGEMENT SUMMARY</b>					
		<p><u>Alexandra House</u>- Refurbishment contract due to be let week beginning 15 May.</p>					
		<p><b>Timescale</b></p> <ul style="list-style-type: none"> <li>The planned vacation and disposal of some buildings (e.g. Civic Centre) may be delayed by the need to provide temporary accommodation for services which have outgrown their accommodation. Development/replacement of the Civic Centre is now also subject to the outcome of the Wood Green Town Centre Masterplan.</li> </ul>					
		<p><b>Issues</b></p> <ul style="list-style-type: none"> <li>Current uncertainties about new structures (e.g. Children's Service) affect future Accommodation Planning.</li> </ul>					
		<p><b>Project Sponsor:</b> Dinesh Kotecha</p> <p><b>Project Manager:</b> Ruth Gibson</p>					
		Status This Month		Status Last Month		Risks	
		G		G		G	
		A		G		A	
		G		G		A	
		G		G		A	
		G		G		A	
		G		G		A	

## Value for Money Stream Board

### (2) CORPORATE MANAGEMENT OF PROPERTY

#### PROJECT DESCRIPTION / OBJECTIVES

- Ensure that the Council can demonstrate its buildings are legislatively compliant, safe and fit for purpose.
- Release front line services from non-core responsibilities on building maintenance.
- Provide a more strategic and better planned use of the building assets
- Promote best practice in the management and maintenance of the building portfolio.
- Deliver best value in the delivery of the maintenance services.

Original End Date: Dec 2006

Current End Date: Dec 2006

Project Budget: £500k

Actual spend: 0

End date last month: Dec 2006

Forecast spend: £500k

Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
G	A	G	G	G	G	G

#### MANAGEMENT SUMMARY

- The new Property Helpdesk system was launched at the beginning of April 06 and early reports have been positive from a small sample of users. The system is still operating on the "FM Database" due to continuing snags with the LIVE database. An action plan has been developed to resolve these issues.
- All the building surveys were completed for the 31<sup>st</sup> March 2006 and have been delivered in both hard and electronic format to Haringey Corporate Property Services. Temporary effort has been resourced for a period of 2 to 3 months to enter the Condition Surveys and Asset/Maintenance Plans onto Manhattan.
- Work on developing the skills and capacity to deliver the CMP strategy has commenced and draft Job Descriptions are being developed for key roles.
- Meetings have taken place with cross service CMP Stakeholders and an action plan has been agreed to improve communications within an Assets Management Group.

**Project Sponsor:**  
Dinesh Kotecha

**Project Manager:**  
John Barnett

## Value for Money Stream Board

### (2) PARKING EFFICIENCY REVIEW

#### PROJECT DESCRIPTION / OBJECTIVES

This is one of the first two efficiency reviews that the Council is undertaking in response to the Gershon report and Audit Commission focus on value for money. Specific objectives are:

- To review the budget preparation process and the financial structure of the service
- To examine the allocation of parking revenue
- To identify unit cost/VFM indicators and comparative data for the service
- To identify outcome indicators of performance.
- To examine policy framework for the service and the future developmental requirements for the service
- Examine the reasons for low customer satisfaction with parking services

**Original End Date:** May-2006  
**End date last month:** May-2006

**Current End Date:** May-2006

**Project Budget:** N/A – all activities delivered by current staff establishment with no additional revenue costs.

Status This Month	Status Last Month	Timeliness	Budget	Resources	Issues	Risks
G	G	G	G	G	G	G

#### MANAGEMENT SUMMARY

- The Parking Efficiency Review is one of two initial efficiency reviews decided on by Members of the Executive Budget Working Group. The reviews are designed to assist in achieving the Value for Money (VFM) agenda.
- The review started in early February and this is the first Project Highlight Report covering the period 1<sup>st</sup> February – 31<sup>st</sup> March 2006.
- To date:
  - the service self-assessment has been completed and relevant staff have been interviewed.
  - Performance, Financial and Productivity information has been gathered initial analysis has taken place and further requests for information have now been responded to.
  - Residents survey analysis has taken place and major issues identified
- There is some slight slippage regarding identification of progress on previous reviews recommendations and the analysis of finance and performance information has taken longer than expected due to the need to clarify and reconcile information received. The review is still on track to report by the end of May.

**Project Sponsor:**  
Anne Bristow

**Project Manager:**  
Jaine Le Cornu

## Value for Money Stream Board

**(3) HOMECARE EFFICIENCY REVIEW**

**PROJECT DESCRIPTION / OBJECTIVES**

This is one of the first two efficiency reviews that the Council is undertaking in response to the Gershon report and Audit Commission focus on value for money. Specific objectives are:

- To look at the demand and supply of internal homecare provision and assess the potential impact on shift patterns
- To identify efficiencies in the operational management of internal homecare provision
- To identify unit costs and compare those costs with others
- Compare the internal provision with the block contractor suppliers
- To review the current budget structure and costs in the context of the policy framework
- To examine customer satisfaction with the service

**Original End Date:** 14-Apr-06  
**End date last month:** 14-Apr-06

**Current End Date:** 30-May-06

**Project Budget:** N/A – all activities delivered by current staff establishment with no additional revenue costs.

**MANAGEMENT SUMMARY**

Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
A	A	R	G	G	G	G

**Timescales / Status:**

The final report was considered by the Project Board on 8 May and additional work was requested to examine different models of care, supplies and services and provide a more detailed breakdown of Homecare's unit cost figure. This will delay completion of the final report by 3 weeks to 30 May.

**Project Sponsor:**  
Anne Fisher

**Project Manager:**  
Catherine Cobb

Overall, the review has examined:

- Customer Satisfaction and a comparison between external and internal provision
- Identification of unit costs for 2005/06 data to be broken down within the internal service to show rapid response and the night service as well as a general unit cost for standard homecare. Develop an overall forecast for 2006/07.
- Calculation of the unit cost of external provision.
- Mock HH1 return for week beginning 14<sup>th</sup> November 2005, to audit the calculation of contact hours.
- Examination of demand and supply of care hours, within each internal team. For week beginning 14<sup>th</sup> November. To analyse the existence of spare capacity.
- Development of options to address the high cost and low contact hours as shown in the vfm profile.
- External benchmarking with other similar authorities on number of staff, contact hours and unit costs.

## Value for Money Stream Board

### (4) PROCUREMENT PROGRAMME

#### PROJECT DESCRIPTION / OBJECTIVES

- To deliver Gershon recommended efficiencies in terms of cashable and non-cashable savings.
- To achieve a target of £2m (£3m stretch target) savings over 2005/7 (£2m cashable, £1m non cashable).
- To deliver against National Procurement Strategy milestones and deliver procurement objectives.
- To ensure the Council's Procurement Strategy is updated, published and embedded.
- To develop a best practice model for the provision of temporary staff and permanent recruitment.

Analysis of annual procurement spend (2004/5) on goods and services has identified key areas for efficiency review. These are:

- Bought in Legal Services
- Temporary Accommodation
- Training Consultants
- Marketing and Communications
- Transport Services

**Original End Date:** Apr-2007  
**End date last month:** Apr-2007

**Current End Date:** Apr-2007

**Project Budget:** N/A. £200k savings achieved in 2005/6; £800k expected in 2006/7 from the new agency contract; Projected shortfall of £1m anticipated to be achieved through the 5 new efficiency review projects.

Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
A	G	G	G	G	R	G

#### MANAGEMENT SUMMARY

1) PIDs have now been developed for:

- Bought in Legal Services
- Training Consultants
- Transport Services

Ownership of these projects has been agreed and PIDs are being submitted for discussion and approval to the VfM Stream Board in May.

**Project Sponsor:**

Andrew Travers

**Project Manager:**

Michael Wood

## Value for Money Stream Board

### (4) PROCUREMENT PROGRAMME CONT.

2) PIDs are also being developed for:

- Marketing and Communications
- Temporary Accommodation

These PIDs are currently work-in-progress and will be submitted to the June VfM Stream Board meeting for discussion and approval.

A spend analysis report has been submitted to the Children's Service for action. Once the initial sift is complete, the necessary procurement strategy will be managed and reported as a project via the VfM Stream Board.

A similar spend analysis exercise has been done for the Chief Executive Service and this will be released to Directors this month.

Each directorate will receive a report in due course for their areas of spend.

**Issues / Status:**

The overall savings target of £2m requires £1m to be achieved in 2006/7 from new projects listed in the highlight report. Given that these projects are at the PID stage, this places the savings target in doubt.

## Value for Money Stream Board

### (5) USE OF RESOURCES

#### PROJECT DESCRIPTION / OBJECTIVES

The project will implement the action plan developed in response to the Audit Commission assessment of the Use of Resources block of the CPA completed in October 2005. The aims include:

- To achieve an overall level 4 criteria of the Key Lines of Enquiry in September 2006
- To improve from level 2 to levels 3 and 4 on value for money and internal control respectively.
- To improve from level 3 to level 4 on financial standing, financial reporting and financial management.
- To show progress on District Audit recommendations from September 2005 by April 2006.

**Original End Date:** Dec-06

**Current End Date:** Dec-06

**Project Budget:** N/A – all activities delivered by current staff establishment with no additional revenue costs.

Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
G	G	A	G	G	G	G

#### MANAGEMENT SUMMARY

- The project will implement the Use of Resources Action Plan.
- To address the value for money and efficiency agenda, two efficiency review projects in homecare and parking began in January 2006. These should be completed by May 2006.
- In April the audit commission will look at a sample of VFM profiles, the homecare efficiency review and SAP to see how Haringey is tackling value for money.
- The comprehensive list of partnerships has been finalised and all business units have been consulted. Terms of reference and key documentation for all partnerships are being gathered by member services and will be given to internal audit to carry out assessment, monitoring and evaluation as part of the audit plan for 06/07.
- The first draft of the corporate business plan has been prepared, full plan to be published by the end of May 06.
- Action plan developed to review Corporate Property Function, Asset Register and Performance. Changes planned in the structure in the first half of 2006/07.
- The report on whole life costing has been drafted and reported to the Use of Resources group on 10 May
- The transfer of the register of interest, gifts and hospitality has not been transferred to Personnel. The target date has been revised from March to June 2006.
- Resources identified to review the budget scheme of delegation by December.

**Project Sponsor:**  
Andrew Travers

**Project Manager:**  
Gerald Almeroth

#### Timescale:

- The register of interest, gifts and hospitality will now be transferred to Personnel at the end of June 2006 rather than March 2006.

## SECTION 7 – CUSTOMER FOCUS STREAM BOARD

### Customer Focus Stream Board

<b>(1) CUSTOMER SERVICES STRATEGY</b>							<b>PROJECT DESCRIPTION/OBJECTIVES</b>						
							<ul style="list-style-type: none"> <li>The Customer Service Strategy aims to ensure that 80% of contacts with customer services (including the website and automated telephone lines) will be resolved at the first point of contact and that access will be offered across more Council services, working towards 80% of all customer contacts.</li> </ul>						
Original End Date: March 2006			Current End Date: March 2009			Total Budget: Development work is funded from mainstream funding and the net revenue effect is nil.							
End date last month: March 2009													
<b>MANAGEMENT SUMMARY</b>													
<b>Achievements</b>													
<ul style="list-style-type: none"> <li>Met with Head of Service on 12<sup>th</sup> April and obtained Agreement to Proceed for Members Services.</li> </ul>													
<b>Amber traffic lights</b>													
<ul style="list-style-type: none"> <li>Having been ready to go live with Parking Permits in March, it was discovered that the "Cash Tills" option, necessary to issue permits, could only operate on a thick client. An interim fix has been agreed with IT and will be implemented by June to enable go-live.</li> <li>E-Payments (customer present) implementation in Customer Service Centres is delayed as the ability to deal with E-Payments requires Thick Client machines. As Thin Clients have been installed on every workstation across Customer Services an interim fix is required to enable these projects to be implemented. Longer term, the Civica / Radius solution will enable E-Payments for all services including Parking Services.</li> <li>The Planning Implementation project began in September 2005. Since then, scoping and various process development exercises have been carried out but no agreement to proceed has been made. Planning have raised a concern that they feel the capability within Customer Services is not at a high enough level to be able to deal with their queries effectively. A meeting will be held in May with the Head of Planning to discuss any concerns and obtain an agreement to proceed.</li> <li>The Enforcement database (MVM) Upgrade Project has started again, but as yet no go-live date for the system has been set. Following a phase 2 implementation proposal meeting with the Head of Service, a collective decision was made not to go live using e-forms, but to implement phase 2 of Enforcement when Customer Services have access to the MVM system. This will avoid duplicate entry of data.</li> </ul>													
<p><b>Project Sponsor:</b> Jane Waterhouse</p> <p><b>Project Manager:</b> Carla Segel</p>													
Month	Month Status Last	Month Status Last	Time	Budget	Resources	Issues	Risks						
A	A	A	G	G	A	A							

## Customer Focus Stream Board

### (2) SIEBEL DEVELOPMENT

#### PROJECT DESCRIPTION/OBJECTIVES

The purpose of this project is to implement a new customer relationship management system in Customer Services, by upgrading to Siebel version 7.7 for the public sector. This will:

- provide quicker call transaction times
- reduce the cost of call handling within the Customer Service Centres
- improve management information and provide better control, planning and deployment
- better use of Siebel capability

Original End Date: 10-May-06  
End date last month: 10-May-06

Current end date: 10-May-06

Project Budget 2006 /07: £194,000

Actual spend: £0  
Forecast spend: £194,000

Month This	Month Status Last	Time scale	Budget	Resources	Issues	Risks
G	G	G	G	G	G	G

#### MANAGEMENT SUMMARY

- The upgrade to Siebel 7.7 was planned to take place in two phases (or releases). The first phase was implemented before Christmas 2005.
- The activities to support the second phase of the Siebel upgrade are underway. This phase will be implemented in two parts. The first part (Release 1.1) was successfully launched in early February, providing Customer Services with improved functionality.
- The focus for April has been the completion of the System and User Acceptance Testing and training for Release 2. Siebel Release 2 was successfully implemented on May 8th 2006 as planned.
- A new Training environment has been delivered and progress has been made on the cleansing and validation of Address and Ward data.

**Project Sponsor:**  
Jane Waterhouse

**Project Manager:**  
Nayan Datta

## Customer Focus Stream Board

### (3) E-PAYMENTS

#### PROJECT DESCRIPTION/OBJECTIVES

- To allow payment over the internet of sundry debts, Council Tax, rent and NNDR.
- To allow collection of debt over the telephone
- To implement card payments

Original End Date: Mar-06  
End last month: Mar-06

Current End Date: May-06

Project Budget 2006/07: £140,000

Actual spend: £140,000  
Forecast spend: £140,000

#### MANAGEMENT SUMMARY

Month This	Month Last	Status	Time scale	Budget	Resources	Issues	Risks
G	A	G	G	G	G	G	G

- Pilot implementation of customer present card services in Customer service Centres is still being resolved by the ITS technical team. No implementation date has yet been agreed.
- Payment denials (system for managing returned payments) is currently awaiting prioritisation for packaging.
- The Allpay (Cash payment card network) interface has been upgraded to include a further payment network.
- Changes to the intranet have been made for commercial rent transactions to allow payments to be taken for Manhattan tenant demands.

**Project Sponsor:**  
Gerald Almeroth

**Project Manager:**  
Ian Wellbelove

#### Amber traffic lights

- The key project concern during this period has been the resolution of the interface specification to allow for parking payment to be taken using all of the existing payment channels. Civica have offered a full upgrade of our existing ATP solution to the latest "Authority ATP" solution. It is expected that if this is agreed by the project board that the upgrade and testing required will take approximately 3 months to complete. Additional budget will be required to support this plan.
- **Customer Focus Board Update:** Parking payments were outside the original project scope. Therefore the Customer Focus Board took a decision not to upgrade the ATP system but to close the project and revisit the next phase later in the year.

## Customer Focus Stream Board

**(4) HOUSING REPAIRS  
PHASE 2: TASK  
IMPLEMENTATION**

**PROJECT DESCRIPTION/OBJECTIVES**

- This is the second phase of the Housing Repairs system upgrade project. In the first phase, completed in 2005, the OptiTime system was implemented enabling automatic scheduling of housing repairs appointments. The aim of the second phase is to implement Task which is the contractor component of the Housing Repairs application and will manage materials, cost and human resources issues.
- The aim of these changes is to improve performance against key indicators including % of jobs completed on first visit and % urgent repairs completed within Government timescales (BV72).

<b>Original End Date:</b> Mar-06 <b>End date last month:</b> Mar-06	<b>Actual End Date:</b> 7 April 2006	<b>Original Budget:</b> £507,000	<b>Forecast Spend:</b> £ 396,050 <b>Spend to date:</b> £ 315,837
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Month This	Month Last	Status	Time sc ale	Budget	Resour ces	Issues	Risks
G	G	G	G	G	G	G	G

**MANAGEMENT SUMMARY**

- Task went live as planned on 28 February. On 7<sup>th</sup> April, the Project Board agreed to close the project and transfer any remaining issues to Housing Repairs and the Housing Information Team for ongoing support and development work. Therefore this is the last management summary that this project will provide.
- The Project Closure report will be presented to the June meeting of the Customer Focus Stream Board.

**Project Sponsor:**  
Bob Watts

**Project Manager:**  
Sue Cameron

## Customer Focus Stream Board

### (5) INSOURCING ICT LEVEL 1 PROJECT

#### PROJECT DESCRIPTION/OBJECTIVES

- To transition support of the infrastructure delivered by the Tech Refresh programme from the project team to permanent staff
- To outsource the Networks and Security element to a new managed service provider and to purchase 3rd party software tools as required by the service management design
- To design processes and develop role definitions to deliver a user support and infrastructure maintenance service based where applicable on ITIL recommendations.
- To design an organisational structure that encapsulates the defined roles and processes, utilising existing resources as much as possible to fill the new structure and recruiting additional skilled resources where necessary.

**Original End Date:** Dec 2006  
**End date last month:** Dec 2006

**Current End Date:** Dec 2006

**Project Budget:** Detailed cost plan has been approved but is subject to agreement by the Executive in June.

#### MANAGEMENT SUMMARY

Again programme progress has been good. Previous concerns relating to availability of resources and ambitious timescales and the associated risks and issues have been largely addressed through re-planning and/or re-scoping of the affected activities. This re-planning opportunity has also been used to validate the draft plan using industry standard techniques resulting in a clearer understanding of the products that will come out of the planned activities and thus allowing better management of scope, quality and, ultimately, timescales and budget. The finalised programme budget proposal, including a contingency fund, is awaiting sign-off by the Council Executive.

As a result the overall programme RAG status is now Green.

**Timescale** – The draft programme plan presented at the last Programme Board meeting is being finalised this week and next using the output from the validation process. A few changes have been made to accommodate specific resource and timescale concerns, but the programme end-date has not moved and most milestones are unaffected. Hence the programme timescale RAG status continues at Green.

**Budget** – The budget and contingency proposal has been finalised and is awaiting sign-off by the Council Executive at the next opportunity. A programme change control process has been proposed that will allow careful management of any growth in costs that will impinge on the contingency fund. The delay in signing off the budget means that the programme budget RAG status continues at Amber.

**Project Sponsor:**  
Davina Fiore

**Project Manager:**  
Lidia Lewis

Risks	Issues	Resources	Budget	Timescale	Status Last Month	Month Status This Month
G	G	G	A	G	A	G

## Customer Focus Stream Board

### (5) INSOURCING ICT CONT.

**Resources** – 14 former NIS resources started working in mostly interim roles within the Service Delivery stream under the Council’s TUPE obligations. While there is still a concern around sufficiency of resources to quickly reduce the operational change implementation backlog, overall the programme resources RAG status has reduced to Green.

**Issues** – Most issues are being satisfactorily managed, thus the programme issues RAG status has reduced to Green.

**Risks** – Most risks are being satisfactorily managed, therefore the programme risks RAG status has reduced to Green.

The programme streams have made progress in the following key areas:

- **Service Management Design** – An ITS customer satisfaction survey is being finalised for distribution to a large proportion of Council staff in the near future – this will provide a baseline for one of the programme performance measures as outlined in the revised PID presented at the last Programme Board meeting; a draft “To-Be” charter has been completed and is being discussed with ITS and Business Partners in order to balance benefits all round; draft “To-Be” processes are being defined in parallel; the RFP process for the Service Management tool procurement has resulted in 7 responses being received for evaluation, which will be reduced to 3 candidates for detailed assessment.
- **Service Delivery** – The important customer service application Respond was rolled out successfully with only minor issues; the initial draft of the April performance report has been completed; BAU backlog continues to reduce, although more slowly than desired due to resource constraints and large volumes of BAU activities; changes to IT systems resulting from changes to the list of Members after the recent local government elections have been completed despite some organisational difficulties.
- **Resource** – 15 former NIS resources formally became Haringey Council employees this week under the terms of TUPE, although 1 of these resources is on long-term sick leave; a 16<sup>th</sup> resource has an ongoing personnel issue that needs resolving if he is to join the Council; work on the new ITS structure report continues, including the preparation of a proposal to make the report’s sign-off into a 2 phase process to accommodate the tight timescales imposed by the schedule of Executive meetings; the early recruitment initiative agreed to at the last Programme Board meeting is progressing, although there has been a slight delay in confirming the 3<sup>rd</sup> party supplier of recruitment services.

## Customer Focus Stream Board

### (5) INSOURCING ICT CONT.

- **Programme Quality Assurance** – Terms of Reference have been completed for all four areas of independent challenge, although project briefs may vary slightly from these as a result of more detailed discussions with the parties who will provide the challenges; a meeting with the British Computer Society resulted in a more detailed understanding of what they can provide in the way of independent challenge as well as other benefits to the programme; work on developing the content and supporting technology for the forthcoming ITS customer satisfaction survey will be completed this week in conjunction with the Service Management Design stream.
- **Procurement** – Service desk tool procurement activity is reported under the Service Management Design stream; detailed contractual agreement with 3<sup>rd</sup> party supplier of Network & Security services is nearing completion; the Council's requirements are being gathered with respect to printer maintenance in preparation for a tendering process with local maintenance service suppliers.

<b>PROGRAMME OFFICE COMMENTS</b>	
1	Attendance at some stream boards in May was low and deputies were nominated in a number of cases. CEMB is asked to remind their representatives of the importance of attending the stream boards in person wherever possible.
2	In accordance with the report agreed at CEMB on 2 May, the Housing Programme Board has been set up to manage Housing projects in the lead-up to the Homes for Haringey inspection. This board will start to report up through the programme from June 2006.
3	The Children and Young People Stream Board recommended that the Youth Service Improvement project should not be required to report to the programme as there is no longer any major capital spend attached to this project and the remaining activities are service management issues which should be dealt with as part of business-as-usual work. CEMB is asked to confirm whether this project should be removed from the programme.