

PROGRAMME HIGHLIGHT REPORT

FOR THE PERIOD MAY 2006

Prepared by

Corporate PMO

Version 0.4

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SECTION 1 – REGENERATION STREAM BOARD

Regeneration Stream Board								
(1) HARINGEY HEARTLANDS LEVEL 1 PROJECT	PROJECT DESCRIPTION / OBJECTIVES <ul style="list-style-type: none"> To commission a masterplan for the regeneration and development of the Eastern Utility Lands. To secure the land known as the “former sand sidings” for the provision of a new sixth form secondary school. To obtain funding for a new spine road through the overall site from North to South. To secure a guarantee of the decommissioning of the National Grid TRANSCO site. To work with major landowners and private developers to deliver these plans. To meet the output targets of up to: - <ul style="list-style-type: none"> 1,200 new jobs 1,200 new school places 2,000 new homes 							
	Original End Date: N/A as phased programme of work		Current End Date: N/A as phased programme of work		Project Budget: £100k		Forecast spend: £200k-£250k	
	Risks	Issues	Resources	Budget	Time scale	Status Last Month	Status This Month	
A	G	G	R	A	G	G	A	
MANAGEMENT SUMMARY <ul style="list-style-type: none"> Agreement on the price for the British Rail Board (Residuary) owned ‘school site’ have been agreed between the agents acting for us and the vendor respectively. Murray Rix have completed and submitted their report (1st June) on the ground investigation and preliminary contamination assessment of the proposed school site. CB Richard Ellis have drafted and circulated heads of terms for the school site acquisition. 							Budget / Resources: <ul style="list-style-type: none"> There is insufficient budgeting provision available to the project managers for professional fees to cover the anticipated costs of e.g.: <ul style="list-style-type: none"> Public Consultation (draws heavily on staff time) Publishing, printing & publicity A Sustainability Appraisal Negotiating land acquisitions Architectural input into the Masterplan 	
Project Sponsor: Justin Holliday Project Manager: Shifa Mustafa / Mark Lucas								

Regeneration Stream Board

(1) HARINGEY HEARTLANDS CONT.

Risks:

- Heads of terms with the vendor of the school site need to be agreed before the contracts can be prepared for exchange. CB Richard Ellis circulated a draft heads and will respond to any changes requested by the vendor.
- The British Rail Board (Residuary) Agent's disposal report needs to be agreed by BRB(R)'s Board. The Board meets monthly and their agent's recommendations are not usually disputed.
- The Council needs to find and pay the balance of £2.8m (+ stamp duty), including £1m from S.106 funds. Executive approval to meet these costs was agreed in 2005/06.

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

Forecast spend: N/A as budget is held, spent & monitored by the LDA

MANAGEMENT SUMMARY

Two applications have been received for the two major sites in the Masterplan. These are from Lee Valley Estates for the GLS site and ISIS for the British Waterways owned Hale Wharf site. These have been subject to regular pre-application discussions with the site owners / developers. The following activities have been completed this period:

- The final amendments from TfL, GLA, LDA, and our own internal comments have been incorporated into the Masterplan and both documents have been signed off.
- A covering report has been prepared for the Planning Applications Sub-Committee for approval to consult on the Masterplan and Sustainability Appraisal.
- The team has met with the planning consultants for the ISIS scheme.

Budget:

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

Risks:

- There is a risk that the proposals may be unfavourable to the public and community. To mitigate this, the team will continue to promote the wider regeneration benefits to the area and gauge prevailing public opinion when the Planning Application goes out for consultation.

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

Project Sponsor:
David Hennings

Project Manager:
Shifa Mustafa / Mark Lucas

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

Total Budget: £2,250

Forecast spend: £2,250

MANAGEMENT SUMMARY

The BID's (Business Improvement District) Feasibility study is the first stage in preparation for an overall Wood Green Town Centre Strategy. This strategy, once completed, will state a way forward based on the outcome of the study and the recently completed spatial plan. The BIDs Feasibility research concluded that Haringey Council should not pursue a BID vote.

Activities this month include:

- All LDA funding obligation have now been met and evidence provided.
- The Civic Centre Building has now been included into the Spatial Plan as requested by Regeneration Stream Board. The Spatial Plan has been finalised and delivered by Urban Practitioners.
- Wood Green Town Centre and Tottenham Town Centre Management Teams have been awarded a place on the Cleaner, Safer, Greener Communities programme hosted by the ODPM in partnership with Price Waterhouse Coopers. The two-year programme will give advice and guidance of creating a healthier town centre and assist with benchmarking and sustainable funding activities.

Issue:

The main issue at present is that there is still a need to find a sustainable funding mechanism for Wood Green Town Centre Management.

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

Project Sponsor:
David Hennings

Project Manager:
Karen Galey

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	Total Budget: £4438.9k	Forecast spend: £4438.9k
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Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
A	A	A	A	A	A	A

MANAGEMENT SUMMARY

Timescale

The 3.2 Urban Centre for City Growth (UCCG) programmes is presently made up of seven individual projects with both internal and external partners. One (Park Lane) is completed, five are on target for completion by the extended deadline of 31st March 2007. (Seven Sisters Road, Tottenham Green Enterprise Centre, the Townscape Heritage Initiative, Heritage Economic Regeneration Scheme and Fore Street projects

Stoneleigh Road Depot is programmed for completion by 31st March 2007. This is subject to completion of a construction contract. NM is working to complete a demolition in July and enable work to start on the new build in August.

3.1 Programme, Rangemoor Road – The design team programme suggests completion in January 2007. This is subject to completion of a construction contract. NM continue to work to identify timesaving opportunities with the chosen contractor.

Project Sponsor:
Zena Brabazon

Project Manager:
Sean Burke

Regeneration Stream Board

(4) TOTTENHAM HIGH ROAD STRATEGY IMPLEMENTATION CONT.

Budget and Resources

The UCCG Programme budget is £5.16m, made up of a number of funding streams. £3.5m is committed to live projects with £726k spent in 2005/6. £1.665m is not allocated to specific projects. NM is developing four reserve projects that would take up the bulk of this sum. One project is close to approval and discussions continuing with the other three partners.

NM has secured funding extension for the UCCG programme through Government Office for London (GOL) to the 31st March 2007.

Issues

The overall programme rating is Amber. There is a risk of delay on the Stoneleigh Road construction project in the event the Holcombe Road market is required to close during the demolition works due to environmental health concerns. There are concerns on potential food contamination. The Council may have to negotiate compensation and this could delay the start on site. NM is meeting with the EH team to discuss mitigation measures and also explore temporary alternative trading sites with Property Services.

3.1 Rangemoor Road – Urban Futures have not provided a final draft Service Level Agreement for completion and signing. No ERDF grant can be claimed until this is completed and this could cause slippage to the spend profile. NM is pressing UF to complete the agreement in July 2005.

Risks

The key risk to the UCCG programme is not securing additional reserve projects to the full value required. NM is working to achieve formal funding agreements for three projects Workspace, Investland, NDC, and Property Services(Techno Park) this is progressing well. The extension of the funding period to March 2007 significantly reduces risk to delivering the programme on time.

3.1 Rangemoor Road – the key risk is that the contractor estimate exceeds the available budget. This will be addressed through value engineering if necessary. Use of a contractor from the new Framework Agreement reduces this risk due to savings on profit and overhead costs. There is also a medium risk that construction will not complete by December 31st 2006. The final construction programme cannot be confirmed until a contractor has formally been selected.

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	Total Budget: contracts have not yet been agreed with GoL.	Forecast spend: contracts have not yet been agreed with GoL.
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Month	Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks
	G	G	A	A	G	G	A

MANAGEMENT SUMMARY

Purchase of Heartlands School Site:

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 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.

Heartlands Spine Road:

The project group has been set up and will have their third meeting on the 12th June. The project will follow the delivery timetable and all key milestones which were agreed with ODPM / DfT as part of the CIF submission.

Project Sponsor:

David Hennings

Project Manager:

Shifa Mustafa, Mark Lucas, Steve Carter

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 August 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.

GLS Site:

A planning application was submitted on Monday 15th May for the major development of the site. The infrastructure elements within the GAF2 project have been changed to suit the revised planning application timetable. These changes have to be approved by GoL / DCLG when they issue the contract. The PID will be completed once the contents of the contract are known, (prior to the Board meeting on the 22nd June).

Risks / Budget:

- School Site Acquisition. Funding required for the gap between the GAF funding and the eventual purchase price. Funding provided by the Council. Funding to be allocated in the Council budget.
- Markfield. The level of work required to the sewers may be greater than anticipated in the initial survey. Additional funding from Thames Water will be sought.
- The Mortuary. Planning restrictions apply 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 restraints. Awaiting design and priced bills of quantities.
- GLS Site. 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.
- Spine Road. Potential compulsory purchase and compensation payments if the private landowner will not grant a right of way over his land. There is also the potential for opponents of the UDP to generate a campaign against the proposals. As a result the grant is not spent by March '08.

Timescales / Budget:

- Contracts have not yet been issued by GoL / DCLG (due date was the 1st April 2006). One has been received for the school site purchase, (25/05/06), but none have been agreed or signed.
- Overall costs for the projects will be clearer when detailed bills of quantities have been prepared.

Regeneration Stream Board

(6) COUNCIL OWNED LAND

PROJECT DESCRIPTION / OBJECTIVES

1. To resolve the future of key surplus, derelict or under used sites in Council ownership.
2. To secure economic, community and environmental benefits and where appropriate the long term future of protected historic buildings.
3. To support inward funding and investment.

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

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

Project Budget: Budgets in preparation

Forecast spend: Budgets in preparation

MANAGEMENT SUMMARY

The project currently comprises four separate projects.

1. Hornsey Town Hall

- A Development Brief for the site is required before progress can be made with inviting proposals from development partners. This is currently scheduled for September 06.
- The Community Partnership Board continues to consider the potential mixed uses of the complex and the form of future management arrangements (e.g. a Trust) and is due to report to the Executive on 25/7/06.

2. Tottenham Town Hall/Bernie Grant Centre

- The Council, in conjunction with its marketing agents, has clarified issues about commercial provision and affordable housing arising from the original brief. Guidance on this has been issued to the interested development partners. Presentation of revised proposals is now scheduled for August and report to Executive in September 2006.

3. Hornsey Depot

- The site is zoned for mixed residential and food retail development. Further work is being undertaken to reassess the (affordable) housing mix, valuation of the site, site usage and access and to investigate alternative locations for existing site users.

4. 725 – 731 Lordship Lane

- There is a longstanding approval to dispose of the site. Further progress is subject to resolution of a planning appeal submitted by the prospective developer.

Project Sponsor:
Andrew Travers

Project Manager:
Dinesh Kotecha

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

Regeneration Stream Board

(6) COUNCIL OWNED LAND CONT.

Timescale / Issues

- Some delays have occurred to Tottenham Town Hall because of the unsuitability of original developers' proposals and there is now a timescale for revised proposals. Work continues to pursue alternatives for CAB and Age Concern services currently operating from the Town Hall.
- Other delays are beyond the Council's control, such as 725 – 731 Lordship Lane which awaits the outcome of a Planning Appeal.

Risks:

- Development briefs may not be sufficiently attractive to the market. The project brief will need to be reviewed and the scope may be amended or phasing introduced.
- There is an inability to reach consensus on schemes which are of significant community/public interest or where financial viability and community aspirations cannot both be achieved. Appropriate consultation and community engagement has been undertaken. Options and scope are being reviewed.
- There is a funding gap where investment is required (e.g. to restore buildings). Alternative funding (e.g. grants) is being pursued. Scope and components of the scheme are being reviewed and facilities are to be provided.

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 and 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

- Deliver a Strategic Business Case (SBC) that describes the education vision for the London Borough of Haringey and details how education transformation is going to be delivered;
- Deliver an Outline Business Case (OBC) for the first and the second wave of schools to be delivered as part of the BSF programme;
- Prepare the London Borough of Haringey for the procurement of delivery partners which includes involvement of the existing PFI provider (SMIF) to 8 of the Borough's secondary schools.
- 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.

Original End Date: 2011 End date last month: 2011	Current End Date: 2011	Project Budget 2006/7: £24.478m (Total project budget to 2010/11: £177m)	Actual spend: £TBC Forecast spend: £24.478m
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Risks	Issues	Resources	Budget	Time scale	Status Last Month	Month Status This Month
A	G	A	R	G	N	A

MANAGEMENT SUMMARY

- The OBC (Outline Business Case) has now been completed and submitted to PfS for onward transmission to DfES. Comments are being received.
- The project is now moving into the delivery phase and resources are being organised accordingly. A shortlist of proposed designers is imminent.
- The JPMT project and subgroups have now been established and memberships confirmed.
- Tenders for designs are to be issued in June.
- An OJEU for contractors is being prepared as well as an OJEU for an independent assessor for the contractual arrangement between LBH and SMIF (the existing PFI provider)
- The total budget for the project is £167m (excluding a further £10m for the 6th Form Centre). This remains on target. Detailed cash-flow will be provided once the overall project programme is confirmed.

Project Sponsor:
Andrew Travers

Project Manager:
Iain MacDaonald

Children & Young People Stream Board

(1) BUILDING SCHOOLS FOR THE FUTURE CONT.

- Solicitors have been instructed to commence work and review of contractual procurement frameworks for designers and contractors as well as interface with the existing PFI framework.
- The new school site at Heartlands is in the process of being procured. Solicitors have been instructed.
- ICT procurement is advancing and targeted for a procurement competition in late summer from the PfS approved framework.
- The implementation of the Communications Strategy continues apace.
- Construction works for the new 6th Form remains on programme

Resources and Risks

- The Amber status for resources and risks highlight issues relating to resources for the programme and the key risk in agreeing the procurement process with SMIF and obtaining approval to the OBC.
 - Resources are currently being addressed.
 - Discussions are on-going with SMIF to reach consensus on the way forward.
 - Concerning the OBC Pfs are fully engaged with LBH delivery strategy.

Budget

- Detailed financial information is not currently available to profile the budget for BSF. The budget will be agreed as part of producing the project initiation document which will be available in July.

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 2006/07: £7.450m

Actual spend: £0
Forecast spend: £7.688m

MANAGEMENT SUMMARY

Coldfall

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

Coldfall Expansion

- Project is proceeding to planned programme to handover the new classroom and finish phase 2 of the works by November 2007.
- The construction works are approximately 70% complete.
- Possibility of increase to costs for additional site security due recent Theft and Vandalism to installed works.

Project Sponsor:
Anne Bristow

Project Manager:
Brendan Wells

Budget

- The budget variance (£50k) is due to an additional commitment for the reception and entrance area which will have to be contained in the overall budget.

Children & Young People Stream Board

(2) PRIMARY SCHOOLS CAPITAL PROJECTS CONT.

Tetherdown

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

Tetherdown

- The land has now been purchased and land registry of the existing school land and extension land can now proceed.
- In consultation with the Executive Member for Children and Young People, the Director of the Children's Service has been asked to approve the award of contract for the new build extension.
- Legal Services have advised a minimum two-week period for contract preparation.
- Timescales:** A new procedure is now in place for preparation of contracts whereby all documentation is first passed to Construction Procurement who then passes to Legal Services. This has delayed the planned start date.
- Insurance details of the main contractor have been checked and full documentation was sent to Construction procurement on 4th May 2006. Start and completion dates have still to be agreed with the contractor. Likely to be- Start: 30 May. Completion 25th August 2007. (This includes the 5-week enabling works period).
- The project manager has been asked to produce a contingency plan for housing the Sept 2007 reception class should the new building not be ready for occupation.
- Budget:** The revised budget shows spend of £3.7m in 2006-07 against an original budget of £3m. This is contained within the overall Children's Service 06-07 agreed capital budget for new primary pupil places and which will be placed before the Executive for approval in June 2006.
- Issues:** Phase I works are approx £150k above pre-tender estimate. The Phase II works have not yet been designed but will need to reduce in scale to stay within overall budget.

Children & Young People Stream Board

(2) PRIMARY SCHOOLS CAPITAL PROJECTS CONT.

Coleridge

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

Broadwater

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

Coleridge

- Planning Conservation Officer and Development Planner advised that due to being in a conservation area, they would not support complete demolition, that any demolition proposal would have to be justified in planning terms, and that the Victorian house must be retained. (This scale of adaptation has increased costs)
- Design is under review. Revised outline scheme proposals are around £1.3m beyond budget excluding roof works to retained building
- Programme is under review. Need to reflect delay due to Schools Organisational Committee indecision
- Need to agree issue of additional area capacity within existing TUC building and Victorian house (school use or alternative):
- Need to review impact of:
 - Transport Assessment, impact, recommended actions, and consultation
 - Form of procurement (New Haringey Framework / mini competition) and impact on programme
 - Need to engage with contractor early in programme
 - Planning Application and Conservation Area requirements
- School and Governors wish Transport Assessment to be reviewed for inconsistencies (pick up and drop of areas/numbers)

Broadwater

- Preliminary proposals for Primary SEN (special education needs) development discussed with SEN Strategy Manager and the three Head teachers
- Programme under review regarding contract options, EU requirements, consultation and Haringey procurement approval process

R A G Status

- Timescale:** The Broadwater Farm project has been delayed by the decision to phase both Targeted Capital Fund projects with the secondary scheme at White Hart Lane. The White Hart Lane scheme has been now subsumed into the Buidling Schools for the Future plan for the whole White Hart Lane campus.
- Budget:** Budget sufficient to re-provide Primary SEN facilities and shared new entrance, kitchen, dining and resource area only, with some modernisation to BWF Primary (toilets etc)

Children & Young People Stream Board

(2) PRIMARY SCHOOLS CAPITAL PROJECTS CONT.

- **Issues:** Need to seek Heads and Governors agreement before requesting Council permission to undertake Statutory Consultation
- Current proposal achievable in timescale. The accommodation provided would provide for very flexible resource areas for whole school use.
- Project proposals incorporate BWF Children's Centre and anticipate shared community use of MUGA (Multiple Use Games Area) once secondary element relocates to WHL and the two special school buildings have been demolished.
- Whilst footprint for final school could be contained allowing small area of land to be sold for receipt, land in this area would only be of interest to affordable housing providers and would not bring a satisfactory receipt, (probably less than £500k), nor is it a sustainable policy to provide homes for further low and fixed income household on Broadwater Farm estate. However good external sport facilities with shared use (school and community) are very desirable in this area.

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	Current end date: Dec-2006	Project Budget: £6,145m	Actual spend: £N/A
End date last month: Dec-2006			Forecast spend: £6,145m

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.

Feasibility studies have been commissioned 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. Community mapping workshops started last period and will finish in June. Local consultation meetings in each ward to bring together stakeholders and look at requirements of a Children's Centre in the area will start shortly.

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

Project Sponsor:
Dr Ita O'Donovan

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 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

Original Budget: £N/A

Forecast Spend: £N/A
Spend to date: £N/A

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

MANAGEMENT SUMMARY

- 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 23rd March 06. Belinda Evans has been recruited as the Head of Service and will start 3rd July 06. The recruitment process for the remaining posts is continuing, we have now recruited for the post of Training Curriculum and Quality Assurance Manager. The Participation worker and the Media and Performing Arts worker's positions are being shortlisted and interviews will be taking place in two weeks time..
- The paper on the assimilation of Youth Support Workers has been drafted and 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 24th 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.

Project Sponsor:
Janette Karklins

Project Manager:
Ayten Kiani

Children & Young People Stream Board

(4) YOUTH SERVICE IMPROVEMENT PROJECT CONT.

- The NDC mobile youth provision, and the YMCA, Connexions Mobile have been ordered and delivered
- 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.
- The Duke Of Edinburgh Awards centre has been completed and was officially opened by the Duke of Edinburgh on 10th May 2006

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 1st 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.

End Date: Phase 1 closed in April 2006. Phase 2 feasibility study in progress.

Phase 2 Project Budget: £1,461,000

Actual spend: £89,000

Forecast spend: £1,461,000

MANAGEMENT SUMMARY

Phase 1

- Plans for continuing to provide ongoing training and support to staff from both Children's and Social Services post closure of this phase have been put into place, and will be formalised shortly.
- The Phase 1 Closure report was agreed at the Project board and will now be submitted to the Well Being Stream Board.
- Specific members of the eCARE project board have been asked to ensure that progress of the ongoing reconciliation activity in Children's Services is monitored at the next project board.

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

Project Sponsor:
Gerald Almeroth

Project Manager:
Andrew Rostom

Well Being Stream Board

(1) E-CARE CONT.

Issues

- The project team have completed testing of the Integrated Children's System (ICS) documents, and this identified some issues which now require resolution from Corelogic. The project team are pushing Corelogic to ensure timely resolution of these issues and subject to this, are aiming for the new version of the ICS forms to be released to users in Children's by the end of July 06.

Phase 2

- The Phase 2 feasibility study (being undertaken to consider the implications and risks associated with the potential implementation of the Framework-I Finance modules), is currently being reviewed by senior management in Social, Children's and IT services.
- Once a formal decision has been made regarding the Phase 2 Feasibility study, the current project budget will be re-profiled to meet the agreed scope.

Well Being Stream Board

(2) 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: £5.65m

Actual spend: £1.438m
Forecast spend: £5.65m

MANAGEMENT SUMMARY

Osborne Grove

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

Osborne Grove

- The contractor started on site on the 2nd May 06. The site preparation has been ongoing with the site being set out, the remaining foundations being dug out and the new footings being set.
- Building Regulations application queries have been addressed and final approval is imminent.
- The extent of the works to the drainage is less than originally anticipated as the need to divert the existing run is now not necessary and therefore only connection of the new drainage to the existing main run in Upper Tollington Park is required. The original concern surrounding a main sewer has been alleviated now that the authority has declared the pipe redundant. This takes the requirement for road closures and statutory notices from the projects critical path.
- The Assistant Director for Older People's Services has endorsed that the 32 bed home will provide respite facilities for people with dementia and those that are frail elderly, 2 x units of eight for dementia and 2 x units of eight for Frail elderly. The client groups will be physically separated including the provision of a separate enclosed garden for those with dementia.
- A meeting between Older People's Residential Service Manager and HR Recruitment has taken place to consider the project plan for recruitment and dates adjusted to cater for a spring 2007 opening. The updated plan will be issued next month.
- The Party Wall issues have been pursued with the appropriate neighbouring properties and as a result a compromise that benefits both the Local Authority and the neighbour has been proposed. This issue is currently being explored with Legal and the Party Wall surveyor.

Project Sponsor:
Mary Hennigan

Project Manager:
David Bray

Well Being Stream Board

(2) COMMUNITY CARE STRATEGY IMPLEMENTATION CONT.

Broadwater Lodge

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

Cranwood

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

The Red House

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

Broadwater Lodge

- The handrail for the front entrance pedestrian ramp is installed and the final account has been submitted.
- As all works have now been completed, Broadwater Lodge will not be reported in future highlight reports.

Cranwood

- Following a meeting on 3rd May 06 it was agreed that snagging was not fully completed. A list has been agreed and the snagging list is currently under discussion with the contractor with all snagging to be completed by the end of June 06. However, this does not affect the rest of the programme, all parties are content and practical completion has been issued.
- As all works have now been completed, Cranwood will not be reported in future highlight reports.

The Red House

- The first floor bedrooms, kitchenettes, lounges, remodelled staff areas and a new walkway completed on the 26th May 06.
- The key factors that may delay the move of residents from the ground floor to the first floor area have been managed to attempt to mitigate the current problems.
- Last months report of a delay in delivery of panel ducting has been managed, the ducting arrived and is installed.
- After an initial delay from April, the contractor completed phases 1 and 2 of refurbishment as agreed on 2 June. The contractor has shown considerable improvement on site and residents moved up to the first floor on 6 June. The contractor maintains the overall programme completion of 11th August 06 will still be met.

Issues / Risks / Status:

- Haringey's Internal Project Manager wrote to the Contract Administrator and Construction Project Manager expressing concerns around Health and Safety on the site. The Contract Administrator and Project Manager confirmed that the situation was unacceptable and confirmed that there is a full history of correspondence to the contractor identifying concerns and asking for action. After visiting site the L. B. Haringey Safety Officer concluded the issues raised were valid.

Well Being Stream Board

(2) 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

- **Resolution plan:** A meeting between the main contractor and L. B. Haringey's Construction Procurement Manager, Contract Administrator, Internal Project Manager and Construction Project Manager was called on the 24th May 06 to address both Health and Safety, site management and programme issues. A seven point action plan was agreed with the contractor with set dates for ensuring change occurs and is demonstrated.
- The Fire Officer has visited and agreed the fire safety for Phases 4 and 5.

Trentfield

- The home was closed on the 27th March 06 and advertised on the open market until the 28th April 06.
- Property Services received 35 bids and the top three bids were in excess of expectations.
- At the Executive on the 13th June 2006, members agreed to go ahead with the sale to the highest bidder, Grocola PLC.

Cooperscroft

- Staff consultations have been concluded.
- A visit by the Pensions Team scheduled for early May 2006 has now taken place.
- Contract enquiries regarding the draft contract received from Rockley Dene have been dealt with.
- A contract meeting between Management, Rockley Dene's Solicitors and Haringey's Solicitors on the 23rd May 06 addressed issues around the contract.
- A contractor has been instructed to redecorate the 2nd Floor of the home. This will facilitate the registration of 14 rooms for dementia with CSCI. The works will cost £15,000.
- Responses to their questions discussed with Legal Services on 17th May and he will send our response today.

Budget

- Last month's statement included, in error, future year's expenditure. The current commitment for 2006/2007 is £3.7m and the remaining commitment will be spent in 2007/08. Spending is currently on track.

SECTION 4 – BETTER HARINGEY STREAM BOARD

Better Haringey Stream Board							
(1) BETTER HARINGEY ESTATES IMPROVEMENT PROGRAMME			PROJECT DESCRIPTION / OBJECTIVES				
			To deliver a range of improvements to housing estates in consultation with residents including: street lighting, door entry, waste recycling, landscaping and play facilities.				
			Original End Date: March 06 End date last month: June 06	Current End Date: June 06	Project Budget: £4.07m	Forecast Spend: £4.07m Actual Spend: £3.77m	
Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks	MANAGEMENT SUMMARY
G	N	A	G	G	G	G	<p>The majority of works were completed during this reporting period subject to inspections and any rectifications. Outstanding works include:</p> <p><u>Street Lighting</u> – Imperial Wharf and Chestnuts Estate</p> <p><u>Door Entry</u> – All works complete subject to rectifications and minor connections</p> <p><u>Waste Recycling</u> – 1 site on Winkfield Road</p> <p><u>Landscape and Play</u> – Ida Road and Appleby Road Play Areas, Protheroe House and Gretton Rd hard landscape</p> <p>Timescale A £300K slippage was identified and agreed as a carry forward into 06/07. These works are being progressed under the same project management and will be completed within 06/07</p>
<p>Project Sponsor: Stephen Clarke</p> <p>Project Manager: John Morris</p>							

Better Haringey Stream Board

(2) COMMUNICATION & EVENTS

PROJECT DESCRIPTION / OBJECTIVES

- To communicate improvements to staff, local residents, businesses and visitors including hard to reach groups.
- To encourage uptake of environmental services through targeted information and education, and to encourage residents, businesses and visitors to help sustain those improvements
- To help change behaviour in line with the wider aims and objectives of the Better Haringey programme.
- To support other key corporate projects to enhance the Council's reputation locally, within London, and nationally.

Original End Date: Ongoing
End date last month:

Current End Date: Ongoing

Project Budget: £228k

Forecast Spend: £228k
Actual Spend: £15k

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

MANAGEMENT SUMMARY

Media Campaign 2006-07

- Progress on the June / July advertising campaign has continued. 39 sites have been identified for a combination of telephone box and bus stop advertising. The campaign will highlight Haringey's parks – to coincide with the start of summer. New photography has been commissioned of parks in Haringey for this purpose.
- A presentation was received by the Better Haringey Stream Board on 17 May detailing the overall aims and objectives of the media campaigning for 2006-07.
- Project Initiation Document (PID) to be produced during next reporting period.

Project Sponsor:
Joanna David

Project Manager:
Jon Clubb, Ian Jones

Better Haringey Trail

- The Library Service has agreed to support the event by providing refreshments and toilet accessibility within the libraries. They have also offered the services of their consultant and assistance in obtaining free merchandise.
- There is the option of working alongside PEPP with their Good Going alternative transport campaign. The two-week campaign will take place in September and there is the opportunity to share resources.
- A briefing has been prepared for Members, outlining the purpose of the event and proposing 9th September as the event date.

Better Haringey Stream Board

(2) COMMUNICATION & EVENTS CONT.

Better Haringey Survey

- Wave 5 of the Better Haringey Survey is due to take place in late July / early August 2006.
- A discussion paper was considered by the Better Haringey Stream Board on 17 May, which suggested areas to develop the survey as well as retaining a set of core questions to gather trend data.
- Proposals are being drafted for presentation to members, along with a draft list of questions for their discussion and input.
- Questions will need to be finalised by early to mid July in order to progress with the preparation of materials for the interviews.

Better Haringey Stream Board

(3) IMPROVING GREEN & OPEN SPACES

PROJECT DESCRIPTION / OBJECTIVES

- To improve the quality, standard and general environment of Haringey's smaller open spaces.
- To provide connections (green corridors) between larger open spaces through infrastructure repair, replacement and re-planting.
- To reduce maintenance costs and common associated problems between the sites (e.g. anti-social behaviour, vandalism, littering).
- To Establish 'future proof' design plans and long term initiatives for development of small open spaces.
- To deliver NRF and SSCF open space improvements
- To deliver an effective programme of tree planting
- To deliver HiB and Small Grant funding for Community Groups programmes

Original End Date: Ongoing
End date last month:

Current End Date: Ongoing

Project Budget: Open Spaces Improvement Programme £1.4M

Forecast Spend: £1.4M
Actual Spend: £451k

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

MANAGEMENT SUMMARY

Open Spaces Improvement Programme

There have been no changes to the overall budget and there are no issues that require input from the Better Haringey Stream Board. The majority of works are now complete.

Project initiation documents for future projects are currently being developed.

Project Sponsor:
John Morris

Project Manager:
Don Lawson, Andy Briggs,
Paul Ely

Better Haringey Stream Board

(4) SUSTAINABILITY

PROJECT DESCRIPTION / OBJECTIVES

- To continue roll out of doorstep recycling
- To develop business recycling
- To boost recycling participation through information campaigning
- Developing a climate change action plan for Haringey
- Monitoring energy use and carbon reductions
- Developing and Implementing practical projects

Original End Date: Ongoing
End date last month:

Current End Date: Ongoing

Project Budget
Climate Change: £220k

Forecast Spend: £155k
Actual Spend:

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

MANAGEMENT SUMMARY

Climate Change Strategy & Projects

- Against the project plan, the project is progressing well. The climate change audit will be completed at the end of June. Staff resources to finalise and analyse the audit has been identified. Project development is necessary for identifying what and how to implement practical projects. This will require access to external expertise that is yet to be commissioned.
- The budget allocation is subject to agreement – consultation will take place with the Environment DMT, Better Haringey Stream Board and the NRF programme office.

Issues:

- There is currently no funding identified to set up the Business Recycling project.
- Key projects outstanding are:
 - Bounds Green Road Landscape works – latter stage of design phase – construction likely September 2006
 - Noel Park Play Area – tender review and award w/c 12th June

Project Sponsor:
Steve McDonnell

Project Manager:
Sule Nisancioglu , Zoe Robertson

Better Haringey Stream Board

(4) SUSTAINABILITY CONT.

Bounds Green Road Landscape works involve extensive design and specification. In addition various statutory consents are required to carry out works. Consultation may also be required. A timetable for consultation / exhibition is being developed. Works are scheduled to commence prior to September (end) 2006.

Noel Park Play area has been subject to consultation and as a result re-specification. This has resulted in a slight delay, however works are scheduled to commence end June 2006.

SECTION 5 – HOUSING STREAM BOARD

Housing Improvement Programme Board

(1) REPAIRS PROCUREMENT	PROJECT DESCRIPTION/OBJECTIVES <ul style="list-style-type: none"> To achieve the procurement of a value for money responsive repairs and maintenance service for Haringey’s tenants and leaseholders. Test the R+M market in order to identify providers of the service best able to deliver a fit for purpose solution for both the council and its housing clients. High level objectives for this project are to: <ul style="list-style-type: none"> establish and confirm resources to oversee development of service specification, appointment of external resources and the procurement process develop and implement a housing repairs procurement strategy that adopts modern procurement practices that aim to secure value for money and efficiencies. 						
	Original End Date: Apr-07 End date last month: Apr-07		Current End Date: Apr-07		Project Budget: £N/A		Actual spend: £N/A Forecast spend: £N/A
MANAGEMENT SUMMARY							
Month This	Month Last	Status	Timescale	Budget	Resources	Issues	Risks
A	G	R	G	G	G	G	G
Activities in reporting period <ul style="list-style-type: none"> Requests for Quotation (RFQ) sent to all project management and quantity surveyors on the framework agreement plus additional consultants identified through market research. Finance rep identified Request for HR rep sent to Stuart Young 							
Activities for next period <ul style="list-style-type: none"> Consultant to be engaged Residents consultation process to be agreed Information from Housing services to be validated 							
Project Sponsor: Stephen Clarke Project Manager: Kim Sandford							
Timescale / Status <ul style="list-style-type: none"> As a result of delays in appointing a procurement consultant the current timetable is being reviewed and a new plan will be produced for Programme Board in July. 							

Housing Improvement Programme 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 Housing inspection.

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.

End date last month: Dec-06

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

MANAGEMENT SUMMARY

- In reaching the decision to create an end to end service, a Scrutiny Review of Adaptations took place together with a business process re-design project in Occupational Therapy and Adaptations. The Executive has agreed that an end to end service is created and this project is the means to implement this policy decision.
- 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 25th January shows a reduction by December 2005 from 503 days to 347 days.
- The project will be completed in October 2006, with a fully operational structure and process ready for the Housing inspection in April 07.
- Comments received from equalities, legal and finance on the new structure. New structure report going to General Purposes Committee on the 27th June. Consultation with Unions to be carried out on the 9th June.
- Adaptation episode developed within Framework I to monitor the end-to-end process. Training of Adaptations and Occupational Therapy staff during weeks 05/06 - 12/06.

Project Sponsor:
Anne Bristow

Project Manager:
Gary Jefferson

Housing Improvement Programme Board

(2) ADAPTATIONS PROJECT CONT.

- Current plan to place the equipment catalogue on the intranets of Haringey Council and the PCT in a PDF format together with an order form, to enable greater access for prescribers to accurate information. Further research into the possibility of placing it on a portal on the main Haringey website with an e-form. Further investigation to take place into a shopping basket type programme.

Key Issues and Exception Report

- The financial systems, working processes and protocols and performance management arrangements need to be established. This work will require substantial change management input as the change in structure and working practices is a large culture change for staff and there may be resistance. Dedicated resources need to be identified to undertake this work and the project manager is raising this with the Assistant Director for Adult Services. However, guidance is also sought from the Programme Board about whether additional resources are available to deliver this project
- No additional capital is available in 06/07 over the 05/06 standstill position, despite the increase in base budget. Therefore there will be a funding gap which will mean there will be a waiting list for major adaptations. The end-to-end process target of 164 days will therefore need to be reviewed to take account of the current budget allocation.
- The IT Business Partner is working with staff on detailed implementation plans to allow the go-live of the SAP materials management module to manage the HICES joint equipment stores.

Housing Improvement Programme Board

(3) EMPTY PROPERTY PROJECT

PROJECT DESCRIPTION/OBJECTIVES

- To implement all the recommendations of the Empty Property Management Review by October 06.
- To improve performance on the process of managing empty properties including customer satisfaction and VFM by the next inspection in April 07.
- To improve the standard of repair and cleanliness within empty properties by October 06.
- To minimise delays throughout the voids/lettings process and reduce the overall turnaround time to 27 days by October 06.
- To identify areas of further review and improvement by March 07.

Original End Date: Apr-07 End date last month: Apr-07	Current End Date: Apr-07	Project Budget: £40,000	Actual spend: £0 Forecast spend: £40,000
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Month This	Month Status	Last Status	Time scale	Budget	Resour ces	Issues	Risks
G	G	N	G	G	G	A	A

MANAGEMENT SUMMARY

- Project Initiation Document agreed and accepted by sponsor in May 06
- Empty Property Review BPR Implementation Plan outlining objectives, key activities and timescales drafted in Word format May 06
- Voids Improvement Manager (VIM) commenced role on 8/5/06
- Project Team meeting on a weekly basis, progress against target monitored
- Monthly highlight report (summary) and Voids performance data to be submitted to future Housing Improvement Programme Board
- VIM attending Lettings Project Group meetings on a weekly basis

Issues/Risks

- Older Persons Service have yet to actively participate at Project Team level – Housing Business Improver to organise meeting/escalate
- Lettings have not agreed to implement accompanied viewings– issue to be escalated to Head of Housing for resolution

Project Sponsor:
Stephen Clarke

Project Manager:
George Georgiou

Housing Improvement Programme Board

(4) 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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Month This Month	Month Status Last	Time scale	Budget	Resources	Issues	Risks
A	R	A	G	G	A	A

MANAGEMENT SUMMARY

- Homelessness and Housing Advice Review project now forms part of the Housing Improvement Programme.

Amber Traffic Lights

- Housing Improvement Programme Board commissioned a review of additional pilot options. An options paper was presented to the 6th June Board meeting and it was agreed that the pilot will take place in Wood Green Customer Service Centre (CSC) rather than Apex House.
- A go-live date of 1 August for the Preventions and Options Service has agreed.
- Housing are working with Customer Services to develop the new procedures. This will require an additional interview room in Wood Green CSC but the budget for the changes has been agreed.

Project Sponsor:
Julian Higson

Project Manager:
Christian Carlisle

Housing Improvement Programme Board

(5) LETTINGS AND ALLOCATIONS PROJECT

PROJECT DESCRIPTION/OBJECTIVES

- Develop and implement a new allocations policy and pointing scheme for the London Borough of Haringey that meets housing need and supports council strategy.
- Develop and implement allocations procedures and validations processes;
- Undertake a review of the current Housing Register and implement improvement activities;
- Undertake a re-registration exercise for all clients currently on the Housing Register;
- Implement Home Connections, a new choice based lettings service, which will become LB Haringey's method for allocating housing;
- Improve the lettings service and in particular the letting of sheltered accommodation.

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

Current End Date: Dec-06

Project Budget: Budget under development

MANAGEMENT SUMMARY

- The overall aim of the Allocations Project is to deliver an allocations policy, pointing scheme and management process that will : be rated as a 2 star service following the ALMO inspection in December 2006 and; improve the way that Haringey meets Housing Need within the borough over the next 5 years.

Timescales / Issues

- The Lettings policy was agreed at Executive Advisory Board on 20 June and Members have agreed that consultation on the policy should go ahead.
- Following evaluation of an options paper at the 14th June meeting, programme board agreed the electronic option for the Re-Registration exercise.

Project Sponsor:
Julian Higson

Project Manager:
Christian Carlisle

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

SECTION 6 – PEOPLE STREAM BOARD

People Stream Board							
(1) EQUAL PAY REVIEW		Project Description/Objectives					
		<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"> • A new pay and grading structure with simplified grades and progression criteria • One job evaluation scheme to be used for all staff within a specified pay range • Pay protection arrangements • A set of premium rates to be applied to employees required to work 					
		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
		MANAGEMENT SUMMARY					
		Risks	Issues	Resources	Budget	Timescale	Status
		G	G	G	G	A	G
<p>Project Sponsor: Andrew Travers</p> <p>Project Manager: Steve Davies</p>		<ul style="list-style-type: none"> • 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. • 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. • The above proposal has been shared with the Project Board and Trade Union Representatives. • 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. 					
		<p>Timescales</p> <ul style="list-style-type: none"> • 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. • 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. 					

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

Progress

- Following agreement at the People Steam Board 19 May, a Project Initiation Document has now been written and will be presented to the Board on 21 June. The PID sets out key outcomes and deliverables and identifies the key projects that form part of the Investors in People programme.
- The Staff Survey was issued at the Staff Event 24/25 May and electronic versions are also available. 2,165 number were returned over the 2 days. Headline results will be available and reported to the People Stream Board.
- The results of the Staff Survey will determine where the liP Impact projects are to be located.

Details

- 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.

Project Sponsor:
Dr Ita O'Donovan

Project Manager:
Karen Rowing

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

People Stream Board

(2) INVESTORS IN PEOPLE CONT.

- 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.

SECTION 7 – VALUE FOR MONEY STREAM BOARD

Value for Money Stream Board							
(1) ASSETS STRATEGY		PROJECT DESCRIPTION / OBJECTIVES					
		<p>To ensure development and implementation of the corporate Asset Management Plan and the effective provision and utilisation of assets to support the Council's overall objectives.</p> <p>Specific project objectives are to:-</p> <ul style="list-style-type: none"> • Introduce a single framework for the corporate management of property which will increase the efficiency and effectiveness of building management. • Rationalise the accommodation portfolio and provide office space which is suited to modern ways of working. • Revise the Asset Management Plan. 					
		Original End Date: Dec-2008 End date last month: Dec-2008		Current End Date: Dec-2008		Project Budget: £3869k (£500k CMP; £3319k Accommodation Strategy)	Actual spend: £3k Forecast spend: -£1669k due to slippage in start dates for Alex House, 40 Cumberland and 48 Station Rd. refurbishments.
		1. Corporate Management of Property					
		Progress					
		Meetings with OD&L are being set up to develop an action plan to address areas of change management and to improve communications within the Assets Management Group.					
		Timescale					
		<ul style="list-style-type: none"> • The new Property Helpdesk system is currently operating on the "FM Database" due to continuing snags with the LIVE database. An action plan was implemented but there are still outstanding issues to be resolved hence full migration to LIVE is now being programmed for early June 06. • Temporary effort has been resourced to enter the Condition Surveys and Asset/Maintenance Plans onto Manhattan. Due to a serious snag within the software, some of the data entry was lost during the month and required re-keying. This delayed works by some 2 weeks and has required the software consultant Raindrop to resolve. 					
		Project Sponsor: Andrew Travers Project Manager: Dinesh Kotecha					
Status This Month	Status Last Month	Timescale	Budget	Resources	Issues	Risks	
A	G	A	G	G	G	G	

Value for Money Stream Board

(1) ASSETS STRATEGY CONT.

2. Accommodation Strategy

Progress

- Alexandra House refurbishment contract let week beginning 5 June.

Timescale

- The planned vacation and disposal of some buildings (e.g. Civic Centre) is subject to the need to provide temporary accommodation for services which have outgrown their accommodation.
- Development/replacement of the Civic Centre is additionally subject to the outcome of the Wood Green Town Centre Masterplan.

Issues

- Current uncertainties about new structures (e.g. Children's Service) affect future Accommodation Planning.

3. Asset Management Plan

Progress

- Revised Plan scheduled for submission to Executive on 27 July.

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	Timescale	Budget	Resources	Issues	Risks
G	G	G	G	G	G	G

MANAGEMENT SUMMARY

The review is effectively complete and a second draft passed to Project Board and the Project Team for final checks and amendments if necessary. The final report will be available by the end of June.

Project Sponsor:
Anne Bristow

Project Manager:
Jaine Le Cornu

Value for Money Stream Board

(3) **HEMOCARE 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 units 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

The final report has now been finished and agreed by the Project Sponsor. The report was presented to the Value for Money Stream Board in June.

As the project has finished it will not report up in future programme highlight reports.

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

Project Sponsor:
Anne Bristow*

Project Manager:
Catherine Cobb

*The Project Sponsor was previously Anne Fisher.

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 new efficiency review projects.

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

MANAGEMENT SUMMARY

All projects need to identify savings targets.

1. PIDs for Bought in Legal Services, Training Consultants and Transport Services were all taken to the April Procurement Board

- The Legal services PID needs to be clarified in regard to insurance damages claims. Overall spend to be defined and brought back to Procurement Board in July. Spend is expected to be significantly lower than first anticipated and a decision will be made as to whether to take this project forward. A report from the Head of Legal Services will be required, explaining the spend analysis and how/why certain spends have been categorised.

Project Sponsor:
Anne Bristow

Project Manager:
Michael Wood

Value for Money Stream Board

(4) PROCUREMENT PROGRAMME CONT.

- The Training Consultants PID was deferred from the May Procurement Board due to a lack of information. Due to a lack of resource it has now been deferred to the July Board.
- The Transport Services PID is to be revised to include tendering internal and external services while safeguarding options. Progress to be reported back to July Board

2. The PID for the Temporary Accommodation project will report through the Well Being Stream Board, but the efficiency objectives have yet to be shared with the VfM Stream Board.

3. The PID for the Marketing and Communications project will report through the Customer Focus Stream Board. The identification and delivery of savings in the project will be reported into the Procurement Project Board but a savings target has yet to be identified.

Timescales / Issues / Risks / Budget:

- There are significant concerns over ownership of projects. This is having an adverse effect on projects delivering efficiencies. This will be raised at CEMB Programme Board.
- All current projects are not due to deliver until the last quarter of 06-07 or the first quarter of 07-08. Given that these projects are at the PID stage, this places the savings target in doubt. New areas for efficiencies need to be looked at by Directors and the results will be passed to Procurement Project Board and VfM Stream Board.

Resources:

- There are a lack of resources within Directorates. Work is being done this month to identify these resources. An update will be provided to the July VfM Stream Board.

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

Total 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. The homecare review has finished and the final report has been agreed and the parking efficiency review will be completed by the end of June 2006.
- In May the Audit Commission was sent a sample of VFM profiles, the Homecare Efficiency Review final report and SAP project closure report 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.

Project Sponsor:
Andrew Travers

Project Manager:
Gerald Almeroth

Value for Money Stream Board

(5) USE OF RESOURCES CONT.

- The final draft of the corporate business plan has been prepared, full plan to be published to go to CEMB 6th June 2006.
- 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 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.
- Resources need to be identified from within corporate finance and improvement and performance to complete the annual report and the value for money self assessment. Last year a self-assessment was completed for the whole of Use of Resources, a decision needs to be made as to whether this is completed again this year and if so the resources to undertake it.

Timescale:

- The register of interest, gifts and hospitality will now be transferred to Personnel at the end of June 2006 rather than March 2006.
- Homecare Efficiency Review final report completed on 5th June 2006. Parking Efficiency Review draft now being finalised.
- Partnerships were due to be audited by May 2006 but the team are awaiting results of the Audit Commission review of the 2 key partnerships in order to agree the scope.

Value for Money Stream Board

(6) TRANSACTIONAL EFFICIENCY CONT.

Business Intelligence (BI)

- To provide management information (MI) on the type, value, term, product category and financial value of all contracts. To also capture information on health and safety, equalities, BME/SME, risk, performance and contract monitoring.

Implement the Contract Management System (CMS)

- To act as a document depository for all contracts over £5K
- To provide a tool to send out tenders and deal with incoming bids, providing an on-line capability for the evaluation of tenders and effective communication with suppliers and users.

SAP Upgrade ERP 2005

- Deliver an as-is upgrade from SAP R3 4.6c to My SAP ERP 2005

Transactional Efficiency

- Reengineer back office processes across the council to increase efficiency and value for money for our customers

Original End Date: Dates will be revised following initial analysis of BI.

Current End Date: Dates will be revised following initial analysis of BI.

Total Budget: Budgets yet to be allocated

MANAGEMENT SUMMARY

BI and CMS

The CMS blueprint was given to Haringey for approval on 7th June. Clarification is being sought on how framework agreements will be managed. Business task analysis has already started as it is envisaged that the greatest resource requirement will fall on the business for this project.

The implementation of Business Intelligence (BI) was originally planned for after the Contract Management System (CMS) but was bought forward due to a delay of the CMS project. The revised plan will result in using BI initially for existing transactional reports that are difficult to extract (Phase 1) and then contract management reports (Phase 2). LogicaCMG are contracted to deliver the project with 40 development days.

The approach taken was for Haringey to provide ten transactional reports for LogicaCMG to build in the development area by the end of May. LogicaCMG have been unable to meet this timetable and a meeting has been arranged to examine the impact this will have on the overall delivery.

BI and CMS

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

Project Sponsor:
Andrew Travers

Project Managers:
Catharine Southern / Kamla Chetty / Julia McClure

Value for Money Stream Board

(6) TRANSACTIONAL EFFICIENCY CONT.

SAP Upgrade

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

Transactional Efficiency

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

Upgrade

Haringey implemented an integrated SAP Finance, Material Management/procurement and HR/Payroll in 2002. The current SAP version is reaching the end of its support maintenance cycle. By the end of December 2006, this version of SAP will result in an additional 2% charge to our support maintenance.

In addition to reaching the end of the support contract, the current version has limitation on future developments. Therefore this upgrade will help Haringey be in a better position to exploit new functionality to continue to meet business benefits for the council and keep up to date with recent technology.

Transactional Efficiency

In addition to the upgrade the transactional efficiency board is currently in the process of scoping the work to deliver the following benefits;

- Release back office resources to focus on frontline, customer facing activity, improving customer care.
- Reduce the number and cost of resources focussed on back office administrative activity
- Reduce the number of roles and activities across the authority by centralising functions where necessary
- Increase the overall accuracy, quality and effectiveness of back office functions

SECTION 8 – CUSTOMER FOCUS STREAM BOARD

Customer Focus Stream Board

(1) 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

Current End Date: Dec 2006

Original Budget: £6,435m

Forecast Spend: £6,055

End date last month: Dec 2006

Spend to date: £1,129

MANAGEMENT SUMMARY

Despite certain concerns highlighted below, the Programme continues to progress within time, cost and quality tolerances leaving the **overall** programme RAG status remaining at Green. The finalised programme budget proposal, including a contingency fund, was signed off by the Council Executive on 13th June 2006.

Timescale – There are two key factors negatively impacting programme timescales:

- The recent addition of the Council's General Purpose and Remuneration committees to the sign-off process for the new ITS structure would most likely delay our Insource implementation as these committees are currently unscheduled and have not been planned for during the PID and programme plan design stages. In addition this revised process of approval will potentially conflict with the ITS reorganisation phase 2 approach adopted by the Board and planned to be delivered under the delegated authority . One week of delay in proceeding along the lines of the original plan will result in additional costs estimated at 115K .
- The unexpected departure at short notice of the Resource stream leader increases the risk of loss of continuity and sufficient knowledge transfer.
- Hence the programme timescale RAG status has changed to Amber.

Project Sponsor:
Davina Fiore

Project Manager:
Lidia Lewis

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

Customer Focus Stream Board

(1) INSOURCING ICT CONT.

Budget

- The budget status has improved now that the proposed programme budget has been signed off by the Council Executive. Any delay to the new ITS structure sign-off would cost £115,000 in spending on resources per week of delay, thus if the delay extends beyond 3 weeks, then the contingency budget will be used up. However, as this is only a potential cost, the programme budget RAG status currently stands at Green.
- A combination of delays in acquiring Northgate staff and contractor holidays not taken into account in the budget model has led to a committed under-spend in comparison to the profiled budget. It is anticipated that the delays in acquiring permanent staff will lead to higher resource expenditure on contractors later in the programme, thus using up the under-spend recorded to date and leading to the projected variance for the year as a whole being zero.

Resources – The Legacy Decommissioning team within the Service Delivery stream is facing current and potential future resourcing difficulties due to the following factors:

- diversion of existing resources to deal with unexpected problems, e.g. recent electrical and air-conditioning problems;
- the existing resources may apply for other permanent roles within the new ITS structure.

Thought is being given to the most cost-effective way to utilise any additional temporary resources that might be brought into this team thus reducing the overall resource impact and allowing the programme resources RAG status to continue at Green.

Issues – All issues are being satisfactorily managed, thus the programme issues RAG status remains at Green.

Risks – Most risks are being satisfactorily managed, the potential exception being that related to loss of staff in the Resource stream, therefore the programme risks RAG status remains at Green.

The following are the key areas of activity and/or achievement for the programme streams:

- Service Management Design – Having selected “Infra” as the preferred IT Service Management tool for the Council, the decision was endorsed by the Insourcing Programme Board and an award of contract was signed by the Assistant Chief Executive (Access) – procurement negotiations with the vendor are now underway; the ITS Customer Satisfaction Survey is in the process of being sent out to a third of ITS’s customers; the Incident, Change and Configuration Management documentation has been reviewed with Stream Leaders via a walkthrough session; the Capacity, Release, Continuity and Availability Management documentation is approaching this stage; preparations have started for the forthcoming independent challenge by the Information Technology Service Management Forum (*itSMF*).

Customer Focus Stream Board

(1) INSOURCING ICT CONT.

- **Service Delivery** – Weekend (3rd/4th June) electrical work carried out at Alexandra House as part of building maintenance resulted in unexpected shutdown of the Alexandra House legacy data centre, which led to various stream resources being diverted over a number of days to deal with the resulting problems; despite this some progress was made in legacy environment decommissioning and in reducing the backlog of support calls; good progress is being made on the migration of network and security service provision to the 3rd party supplier, which continues on target; failover testing of the infrastructure over the weekend of 10th/11th June went well in that most systems failed over as expected and the discovery of a few that didn't gives sufficient time for the problems to be resolved before the forthcoming BS7799 audit.
- **Resource** – Proposed functional structure developed and discussed with ITS SMT; joint consultations held with all members of staff to explain the rationale behind the proposed functional structure, and the next steps in the reorganisation process; questions from and following the consultations have been collected, answers to be sent out towards the end of the week; early recruitment roles were published both internally and externally and applications collated; Trade Union contact has been made and a schedule of regular meetings has been set up; seminar on restructure and redeployment held with relevant managers; concluded negotiation of redundancy settlement for one staff under TUPE. In addition S118 notice was prepared in consultation with the Head of HR.
- **Programme Quality Assurance** – Revised project resources forecasts with added input from project spend to date; reviewed time reporting process with a view to streamlining; provided assessment of impact of packaging vs manual installs and recommended a course of action; prepared ITS Customer Satisfaction Survey on behalf of Service Management Design stream; the independent challenge to the new ITS structure has been delayed by two weeks due to personnel changes in the Resource stream, however still plan for findings to be available to support report to CEMB on the 4th July; the Service Design independent challenge by the *itSMF* will take place on 15th June and they have agreed to provide the results in the form of a written non-binding opinion; a meeting has been held with Internal audit to initiate the Programme Governance and budget control independent challenge and they have suggested a slightly increased scope from that in the TOR.

Customer Focus Stream Board

(1) INSOURCING ICT CONT.

- **Procurement** – 3rd party network & security services provider distributed final version of the SLA for review; once finally agreed by IT Services it will be incorporated into the contract and passed to Legal Services for countersignature/sealing, a near final version of which was sent to Legal Services for review on 18th May; selection of a printer maintenance service provider, initially on a six-month contract while the required quantity/level of service is determined, has progressed with quotes being requested from four local SME suppliers and with a supplier agreeing to provide an ad-hoc printer maintenance service on an interim basis while the selection process is being concluded; Service Management tool procurement activity is reported under the Service Management Design stream.

Customer Focus Stream Board

(2) CUSTOMER SERVICES STRATEGY

PROJECT DESCRIPTION/OBJECTIVES

- 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.

Original End Date: March 2006
End date last month: March 2009

Current End Date: March 2009

Total Budget: Development work is funded from mainstream funding and the net revenue effect is nil.

MANAGEMENT SUMMARY

Achievements

- Work with central IT services and Parking Services has succeeded in getting us to an interim solution to be implemented late June/early July.
- Went live with Siebel release 2 on 8th May. Siebel Development is closely linked to the delivery of the Customer Services Strategy and will report as part of this highlight report in future. In light of this the governance structure for the Customer Services Strategy needs to be reviewed to ensure that key personnel involved in delivering the Siebel upgrade are represented.
- CEMB has agreed that Admissions, Student Loans and Adult Learning Services will all transfer to Customer Services.

Amber traffic lights

- We are now in a position to go live with Parking Permits with our interim solution. Hornsey CSC will go live first on 13th June (delayed from March) and the remaining CSCs will go live by the end of July.
- E-Payments (customer present) implementation in Customer Service Centres will be implemented once the new thin client version has been proven. Testing is currently underway.
- The Housing Improvement Board has agreed the location of the initial extension of services in the Homelessness Preventions and Options project. The decision taken on 6 June is to proceed with locating the project at Wood Green CSC utilising unused service desk space, recognising that there will be some residual activity at South Tottenham CSC.
- The Enforcement MVM Project Team has confirmed that the new version of MVM is likely to go-live in August. A meeting has been booked with the Head of Enforcement to formalise the agreement to proceed.
- A further agreement to proceed meeting will be held in June with the Head of Planning, after some minor amendments to the handover arrangements.

Project Sponsor:
Jane Waterhouse

Project Manager:
Carla Segel

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

PROGRAMME OFFICE COMMENTS

No.	Item
1	<p>BETTER HARINGEY STREAM BOARD</p> <ul style="list-style-type: none"> Progress is being made on production of Project Initiation Documents (PIDs) for projects in the work programme, in consultation with the relevant project sponsors. A list of Better Haringey projects for monitoring within the Better Haringey Stream Board was circulated at the last stream board, listing target dates for completion of PIDs and commencement of highlight reporting. The list outlines the six key areas that have been identified as an initial focus of work. Strong links are being made between the Better Haringey programme and Better Haringey projects that are funded via the Neighbourhood Renewal Fund & Stronger Safer Communities Fund (under the Better Places theme of the Better Places Partnership Board). Work is being carried out to ensure where there are several different reporting arrangements that documentation is streamlined. A resource needs to be identified to take forward work based with Children’s Services.
	<p>CHILDREN & YOUNG PEOPLE STREAM BOARD</p> <ul style="list-style-type: none"> A combined project initiation document for Children’s Networks and Children’s Centres has been produced and is awaiting approval. Once this has been produced a joint project highlight report will be produced each month.
2	<p>CUSTOMER FOCUS STREAM BOARD</p> <p>Siebel Release 2:</p> <ul style="list-style-type: none"> Release 2 was implemented on schedule on May 8th. This project has closed and will no longer report in the highlight report. <p>E-Payments:</p> <ul style="list-style-type: none"> The key project concern during May was the resolution of the interface specification to allow for parking payment to be taken using all of the existing payment channels. Civica required a full upgrade of our existing ATP solution to the latest “Authority ATP” solution. It was expected that if this was agreed by the project board the upgrade and testing required would take approximately 3 months to complete. Additional budget would be required to support this plan, which would be a tactical rather than strategic solution. Therefore the May meeting of 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. A project closure report for E-Payments will be presented to the Customer Focus Stream Board in July.