

Chief Executive's Department – July to September 2019 Update
Programme 1 – Consolidating our new department

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Develop new operating models in the new department.	On-going	On Target	
Peer review outcome report will be reported to Committee in the Autumn, along with an Action Plan setting out next steps on the recommendations.	October 2019	Complete	

Programme 2 –Commercial Strategy

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Embed commercial skills by providing commercially focused training that will form part of the key competencies for Council employees.	Ongoing	On Target	
Further services supported in their commercial development.	Ongoing	On Target	
Undertake a review of pricing and charging.	October 2019	Experiencing Obstacles	Data on all income generating services has been collated. A sample of services have been selected and detailed data collection and analysis has commenced but this is taking longer than anticipated. The review will now be completed by December 2019.

Programme 3 – Intelligence led Performance

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Prioritise deliverables for business intelligence across the Council.	Autumn 2019	On Target	
Refresh the operating model and processes for performance and intelligence.	Model developed Winter 2019/20	On Target	
Bring together people and place data to provide spatial analysis for service and inform demand management.	Autumn 2019	On Target	

Appendix A

Upgrade our Geographical Information Systems to provide mapping of spatial data.		On Target	
Develop our approach to predictive analytics, machine learning and Artificial Intelligence, including our ethical use of data.	Autumn 2019	On Target	

Programme 4 – Information Governance

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
SharePoint Governance Group established.	May 2019	Complete	
ICT staff trained by Microsoft in O365 capabilities and produce action plan for effective implementation (note: this milestone is part of Cloud Migration but is a key requirement of Information Governance Improvement Programme).	June – Sept 2019	Complete	
Document Management – pilot External Sharing Sites established and document management capabilities tested.	June – Dec 2019	Experiencing Obstacles	Lack of project management capacity to progress work (staff absence / departure). Being addressed but slippage into Q4 estimated.
Review of document management good practice within NCC and development of associated principles, guidance and tools Council-wide use.	Sept - Mar 2020	Experiencing Obstacles	As directly above.

Programme 5 – Our Workforce

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Refresh People Strategy.	July 2019	Complete	

Programme 6 – Health and Social Care Technology Integration

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Improving referral workflows with King's Mill Hospital and other hospitals within Sherwood Forest Hospital Trust (SFHT).	July 2019	Complete	

Appendix A

Developing a secure technology approach for automating workflows amongst a number of Health and Social Care partners.	December 2019	On Target	
Implementing a standard for Wi-Fi access for staff and partners across health and local authority sites.	Ongoing	On Target	
Use of portal technology for sharing agreed information between Health and Social Care practitioners.	Sept 2019	Complete	
Use technology to support improvements to home-based care services.	To slip to Dec 2019 from Oct 2019	Experiencing Obstacles	Timelines compromised due to limited developer resources, increase in scope and conflicting demands. Increased project performance tools and new resourcing planning put in place to mitigate against further delay. Once available the technology will automate the commissioning of Home-Based Care.
Use technology to support vulnerable children.	November 2019	On Target	
Access provided to E-Healthscope for Public Health team.	December 2019	New for Q3	
Improving referral workflows with Doncaster & Bassetlaw Hospital Trust (DBHT).	December 2019	New for Q3	
Improving referral workflows with Nottingham University Trust Hospitals (NUH).	December 2019	New for Q3	
Create a standard suite of interoperability standards for wider use.	December 2019	New for Q3	

Programme 7 – The Cloud (off-site data centres)

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Migrate to an Office 365 platform.		Complete	
Upgrade of desktop / laptop Office image from 2013 to 2016.	September 2019	Complete	
Transition a range of applications and databases to off-site solution.	Autumn 2019	On Target	

Appendix A

Complete migration to O365 secure email solution.	December 2019	New for Q3	
Commence migration of H drive data to OneDrive.	December 2019	New for Q3	
Windows 7 replacement commenced.	December 2019	New for Q3	

Programme 8 – Investing in Nottinghamshire

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Undertake detailed feasibility work to support the disposal of existing office premises and development of new accommodation to better meet the needs of the Council.	April 2020	On Target	

Programme 9 – Improving Customer Experience through Digital Development

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Report to Improvement and Change Sub Committee to approve the scope and initial deliverables	Oct 2019	Complete	
Departmental leads nominated for Programme Board	Oct 2019	Complete	
Initial Programme Board scheduled for 15 th October 2019	On-going	On Target	

Programme 10 – Member Communication and Engagement

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Programme plan developed and agreed.	September 2019	On Target	
Additional resources identified.	September 2019	On Target	
Review of Corporate Complaints procedure undertaken.	March 2020	On Target	
Develop member training on key cross cutting issues such as the effective use of social media, personal safety and member conduct.	October 2019	On Target	