

Chief Executive's Department: January – March 2020 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.	December 2019	Complete	
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.	May 2020	Experiencing Obstacles	Due to internal movement of staff and staff sickness absence, progress has been delayed. Work on this project has now re-commenced and is on target to complete in May before being presented to members.

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	Complete	
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	
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	Experiencing Obstacles	Draft policy and procedures have been prepared for internal consultation. Consideration will be given to these at the Information Governance Management Board and Governance and Ethics Committee in the Spring. The timescales for this work have been revised to allow for wider discussion of the innovative topics that they cover and engagement with the Council's new transformation partner.

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.	Dec 19 –Sept 20 (revised)	Experiencing Obstacles	Consultants undertook development and design work on external sharing sites in Dec 19. Work on external site lifecycle governance and

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			management progressing. Ability to implement document management technology in Office 365 (O365) impacted by having a variety of operating systems on computers across the Council. ICT will be updating systems over Spring / Summer after which O365 document management capabilities will be able to be deployed consistently across the Council. A fact-finding exercise with other Council's is taking place to learn from their approaches to document management using O365.
Review of document management good practice within NCC and development of associated principles, guidance and tools for Council-wide use.	Dec 19 – Sept 20 (revised)	Experiencing Obstacles	As above. Liaison with the Records Management Service (provided by Inspire) taking place to scope and improve NCC records management approach and policies, standards, procedures etc. Legal Services identified as operating good document management practice. Requirements gathering to take place to apply full O365 capabilities to their work as a proof of concept for the wider Council.

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	

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Developing a secure technology approach for automating workflows amongst a number of Health and Social Care partners.	December 2019	Complete	
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.	Jan 2020	Complete	
Use technology to support vulnerable children.	June 2020	On Target	
Access provided to E-Healthscope for Public Health team	February 2020	Complete	
Improving referral workflows with Doncaster & Bassetlaw Hospital Trust (DBHT).	December 2019	Complete	
Improving referral workflows with Nottingham University Trust Hospitals (NUH).	Awaiting a new date from NUH	Complete	
Create a standard suite of interoperability standards for wider use	January 2021	On Target	

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

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Migrate to an Office 365 platform.	November 2019	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.	March 2020	Complete	
Complete migration to O365 secure email solution	December 2019	Complete	
Commence migration of H drive data to OneDrive	March 2020	On hold	This workstream has been put on hold due to risk of migrations during emergency COVID-19 state
Windows 7 replacement commenced	December 2019	Complete	
Windows 7 replacement completed	February 2020	Complete	
Node 4 consolidation – equipment removal	March 2020	On Target	

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Smart phones – have new android devices available to order under business as usual processes	March 2020	Complete	
Commence replacement of Windows smartphones with new Android devices	March 2020	Complete	

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	Complete	
Complete Detailed Design for new build on County Hall site, West Bridgford and present to Committee for decision	September 2020	On Target	
Submit Planning Application for new office development at Top Wighay	September 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	Complete	

Programme 10 – Member Communication and Engagement

Key Milestones	Implementation Date	Status	Update, Exception Detail and Mitigations
Programme plan developed and agreed.	September 2019	Complete	
Additional resources identified.	September 2019	Complete	
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.	June 2020	On Target	
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