

**19 October 2016**

**Ordinary Council**

**Progress Update on Key Corporate Projects**

**Report of:** *Philip Ruck – Chief Executive*

**Wards Affected:** *All*

**This report is:** *Public*

**1. Executive Summary**

- 1.1 A report and presentations were made at the 20 September 2016 meeting of the Policy, Finance and Resources (P, F and R) Committee providing an update on the achievements and targets to date of the key corporate projects of the Council. These were defined as:
- a) The Town Hall & Service Delivery Hub
  - b) The Local Development Plan (LDP)
  - c) The Town Centre (incorporating William Hunter Way)
  - d) The Transformation Agenda of the Council
- 1.2 The above was not an exhaustive list and other projects might be incorporated as determined by the P, F and R Committee. However, such projects were defined as being integral to the delivery of the revised Corporate Plan 2016-2019.
- 1.3 The report and presentations made were considered by the P, F and R Committee and it was resolved that Members agreed to the actions and timescales incorporated within the report.

**2. Recommendation**

- 2.1 **That Members note the actions and timescales agreed at the 20 September 2016 Policy, Finance and Resources Committee meeting.**

**3. Introduction and Background**

- 3.1 This report provided an update on the position of the projects to date and upcoming actions.

3.2 The four projects referred to in 1.1 above were considered key for the following reasons.

Project	Validation
The Town Hall & Service Delivery Hub	Will support the transformation of service delivery, provide modern and effective customer services as well as increased utilisation of existing assets for the Council and partner organisations.
The Local Development Plan (LDP)	Will broaden the range of housing in the Borough and guide infrastructure delivery to meet the needs of our population now and in the future.
The Town Centre (incorporating William Hunter Way)	Will promote the use of Council assets to promote sustainable development in the Borough whilst supporting the future local economy.
The Transformation Agenda of the Council	Will utilise alternative methods of service delivery, develop new ways of working for the Council and modernise service delivery, whilst delivering greater value for money.

#### **4. Project Update**

##### **4.1 Town Hall and Service Delivery Hub**

4.1.1 The following actions had been completed since the previous report to P, F & R Committee:

- Recommendations agreed at Full Council to move to a Detailed Business Case (DBC) supported by financial analysis of options.
- Wedding services commenced in the Town Hall committee rooms (and chamber)
- Mind have relocated to the Town Hall
- Officers have been working with Citizens Advice Brentwood (CAB) and Job Centre Plus (JCP) to develop an enhanced Pilot at the Town Hall
- We have continued to work with Essex Police to relocate to the Town Hall prior to Town Hall redevelopment
- Officers have continued to engage with those involved in the Hub to develop layout and costings

4.1.2 The following actions are to be taken in the next three months:

- Complete, submit and gain approval of DBC to Ordinary Council in October 2016

- Staff and Member workshops on Transformation including Town Hall and Customer Relationship Management developments will be held in September 2016.
- Detailed financial modelling including true costs of the entire development - approximately £10m - which will support DBC
- We are currently negotiating with another potential large user of the facility to agree financial implications
- Officers are assisting Members in reviewing the workings of the Assizes Trust to ensure that available resources are utilised fully. It is hoped that such a review will assist voluntary groups serving the community in Brentwood Develop, as part of the DBC, the headline project plan for the lead into and implementation stage

## 4.2 Local Development Plan

4.2.1 The following actions had been completed since the previous report to P, F & R Committee:

- Processing of representations made in response to the Draft Local Plan consultation
- All representations and summaries published on Council's website (Local Plan consultation portal), email and letter notifications issued
- Published issue 10 of the Local Development Plan Newsletter to provide progress update
- Progress made considering representations so that a response can be made for each to be published in a Consultation Statement document and inform the next version of the Plan
- Continued work on evidence base, including publishing Part 2 Strategic Housing Market Assessment (affordable housing needs); commissioned additional work on Green Belt assessment; and progressed discussion with Essex County Council (highways authority) and Highways England to agree baseline highways impact assessment and identify next stages of work
- Discussion with adjoining authorities regarding identified strategic cross boundary issues (Duty to Cooperate)
- Applied resource to restart work on infrastructure planning, specifically to produce an Infrastructure Delivery Plan
- Completion of baseline viability evidence to inform revised Community Infrastructure Levy (CIL) preliminary draft charging schedule for consultation

4.2.2 The following actions are to be taken in the next three months:

- Complete consideration of representations and produce Consultation Statement for agreement at committee

- Prepare revised Local Development Scheme to update LDP and CIL timetables, to be agreed at committee and published on website in line with national requirements
- Produce CIL preliminary draft charging schedule document for public consultation, to be agreed at committee before consultation launch
- Prepare next version of LDP (pre-submission version) for public consultation
- Reconvene LDP members working group to discuss drafting of LDP and evidence at appropriate stages
- To bring to Full Council the LDP for a decision in Jan-Mar 2017

Continued work on evidence base alongside LDP timetable

### **4.3 Town Centre Design Plan (incorporating William Hunter Way)**

4.3.1 The following actions had been completed since the previous report to PF & R Committee:

- Project renamed as “Brentwood Town Centre Design Plan” to reflect design-led principles of the project
- Project brief completed and published for tender
- Brief advertised for tender on 5 August with deadline for bids set for 8 September 2016
- Frequently Asked Questions published online following large interest in project from specialist consultant teams
- Timeframes for consideration of bids, short listing and interview confirmed with assistance from Design Council Caba at appropriate stages

4.3.2 The following actions are to be taken in the next three months:

- Consider bids, shortlist and interview specialist consultant teams
- Appoint successful consultant team
- Organise and hold inception meeting, including input from officer and member steering groups
- Undertake work in partnership with successful consultant team, including regular project team meetings, review of draft work, and bringing forward a development brief for William Hunter Way car park in line with emerging Town Centre Design Plan
- Hold stakeholder consultation once findings are published

#### **4.4 The Transformation Agenda of the Council**

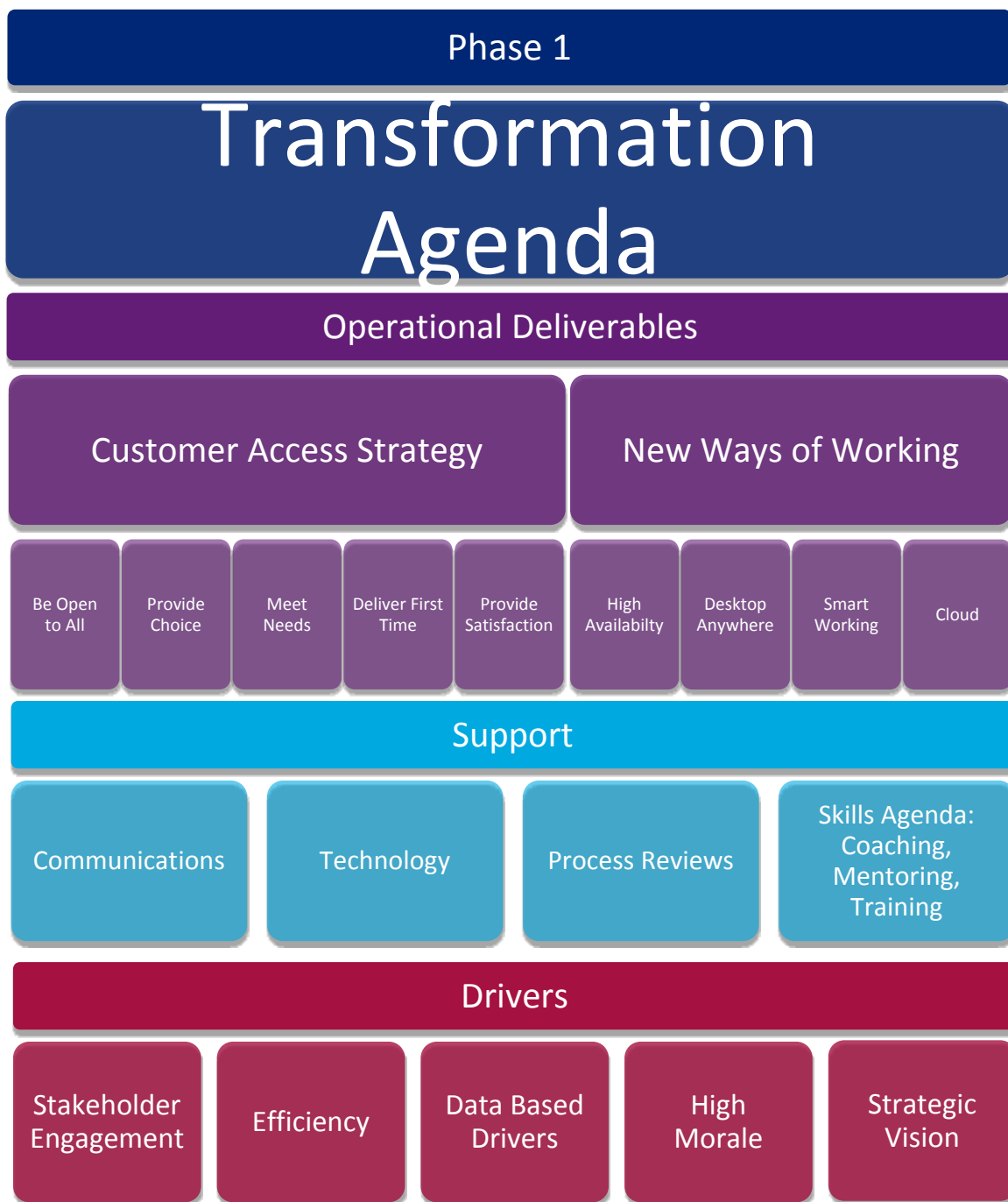
##### **4.4.1 The following actions had been completed since the previous report to PF & R Committee:**

- Review of services' online offer
- New formal complaints policy published
- Customer service training undertaken by key staff
- Revenues and Benefits shared service with Basildon
- Planning review commenced
- Payment kiosk installed in reception to enable self-service payments
- Customer service benchmarking using SOCiTM software
- Customer portal, Customer Relationship Management (CRM) and bookings system options analysis and decision
- E-forms migrated to Azure cloud to increase security and provide high availability of service
- Office 365 + Planner Project group released to enable collaborative working
- Cloud desktop created as proof of concept
- Datacentre at The Brentwood Centre decommissioned
- Sway is being trialled as a way of creating and sharing interactive reports and presentations and of replacing internal microsites

##### **4.4.2 The following actions are to be taken in the next three months:**

- SharePoint launched to create websites, with a place to store, organise, share and access from any device
- Yammer will be trialled as a way for teams to communicate and collaborate
- Skype for Business audio conferencing will enable teams and external partners to communicate remotely, enabling them to call, message and share with powerful collaboration tools
- Housing review commences
- The customer portal, CRM and booking project will be prepared and begin implementation
- The core network will be replaced to improve speed and resilience as well as lower maintenance costs

4.4.3 A schematic of Phase 1 of the Transformation Agenda is provided below:



## 5. Reasons for Recommendation

- 5.1 To ensure that the Corporate Plan 2016-2019 is supported by projects that deliver the necessary change.

## 6. Consultation

6.1 Not appropriate at this stage

## **7. References to Corporate Plan**

7.1 A Modern Council transforming its services to improve efficiencies and economies through new ways of working.

## **8. Implications**

### **Financial Implications**

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8.1 These will be fully evaluated as part of the business case process

### **Legal Implications**

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8.2 The legal implications in respect of service level agreements etc. will need to be considered in detail should this option be progressed.

**Other Implications** (where significant) – i.e. Health and Safety, Asset Management, Equality and Diversity, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

8.3 These will all be addressed should the option be progressed.

## **9. Background Papers**

9.1 None at this stage

## **10. Appendices to this report**

10.1 Appendix A Key Corporate Projects Timeline

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