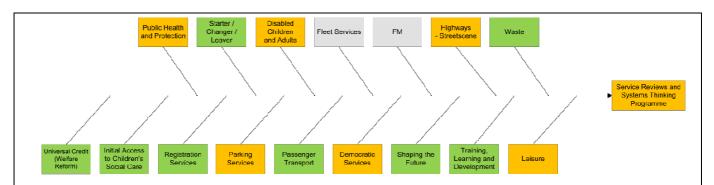# Standard Programme Template

To consider and seek the Committee's views on using this example used for the systems thinking programme as a standard programme template.

Programme Name	Systems Thinking Workstream, Transformation		Workstream Manager	John Rogers
Period Covered	From: 19th August 2013	To: 20th September 2013	Workstream Sponsor	Mark Stone/Corporate Directors
Programme Status			Budget Status	

Status Summary

- The forward programme is being developed and confirmed at present. At the same time, delivery continues and also some preparatory work is being done for reviews likely to be signed off by Corporate Directors (eg in welfare reform, in campus preparations and in customer access). The permanent team was recruited in June and went through induction from mid July to early September. All team now working on reviews.
- Systems thinking training workshops (3-day immersion workshops) were delivered in late August and early September, bringing the total number of people having gone through the training to 569. This includes 88 people from Police. In September, three senior managers from Swindon Borough Council took part.
- There are two other elements of the systems thinking programme which are integral parts of major programmes (Police Strategic Partnership (PSP), and Development Services Transformation Programme (DSTP); these programmes have their own reports and fishbones and the relevant systems thinking work is reported on those.
- However, they are taken account of in determining the systems thinking workstream's status; systems thinking work is green in PSP, and amber in DSTP.
- The seven major reviews which we use to determine workstream status are: Development Services, Disabled Children and Adults, Initial access to Children's Social Care, Leisure, Local Highways and Streetscene, Police, and Starter Changer Leaver. Of these, three are green and four are amber.
- The four amber reviews are amber due to local factors; we are taking action to address each and expect an early return to green status in each case. . At this stage there is no significant threat to or impact on overall delivery.
- Commentary on the reasons for amber status follows in the key activity summaries below.

Key Issues

Issue	Impact/ status	Management Actions	Review Date
There are no programme-level issues			

Key Risks

Risk					Score/ status	Mitigating Actions	Review Date
	Impact	**Score**	**Probability**	**Score**			
	Catastrophic	4	Likely	4			
	Minor	1	Unlikely	1			
There are no programme-level risks					🟩		

Progress on Key Activities:

Completed in This Period			
Activity	**Stage**	**Status**	**Comments**
Workstream: Programme Management			
Development of forward programme	Draft	🟩	With Corporate Directors for sign off.
Review: Development Services Transformation Programme (systems thinking work)			
Review of progress to date (programme wide). Board agreed to enlarge scope of the review work. Customer feedback process development in Building Control.	Implement-ation; (Scoping)	🟧	Amber due to: impact of DPIT work on available capacity; desire to coordinate implementation of improvement work with DPIT go-live; re-scoping of review to create an integrated major development lifecycle.
Review: Disabled Children and Adults			
Staff consultation over new structure, processes, and redesigned roles.	Implement-ation.	🟧	Amber due to capacity issues hampering ability to meet Pathfinder requirements and engagement with schools. Work underway to address resourcing.
Review: Initial access to children's social care			
Working to remove the wrong kinds of incoming calls through social workers encouraging direct calls from clients, by updating web information, and by engaging with referring agencies.	Implement-ation	🟩	Calls for August – initial data shows a 50% reduction in call volumes compared with this time last year. Web content and navigation under development.
Review: Leisure			
Designed next stage of review work – review of service demand and processes in Five Rivers Leisure Centre.	Check	🟧	Amber due to delays securing necessary support from Finance and overall slow down due to the need to coordinate the work with the campus development programme.
Review: Local Highways and Streetscene			
Reviewed with BBLP what systems thinking work by them is outstanding at this stage. Community teams implementation continues, as does related ICT and telephony work.	Implement-ation.	🟧	Amber due to pace of implementing community teams delivery model, and ICT and telephony work.
Review: Police (systems thinking work)			
Reviewed and grouped (type) 6,000 items of demand from all main channels. Begun demand capture in Neighbourhood Policing Teams. Mapping flows and analysing outcomes using case records.	Check.	🟩	
Review: Starter-Changer-Leaver			
Leaver stage e-form developed. IT teams developing and testing improved processes. Opportunity analysis for starter stage work.	Redesign/ Check.	🟩	

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Scheduled For Next Period (Including carried forward)			
Activity	**Stage**	**Date due**	**Comments\Planned Actions\Reason for carrying forward**
Workstream: Programme Management			
Development of forward programme	Sign-off	30/09/2013	Draft programme with Corporate Directors for sign-off.
Review: Development Services Transformation Programme (systems thinking work)			
Develop an enlarged scope – integrated major development and Development Services within that. Complete customer feedback process work in Building Control.	Implement-ation; (Scoping)	ongoing	
Review: Disabled Children and Adults			
Continuing staff consultation and progressing with implementation.	Implement-ation.	ongoing	
Review: Initial access to children's social care			
Work continues on improving the incoming calls mix and on web development.	Implement-ation.	ongoing	
Review: Leisure			
Five Rivers review work to commence once approved.	Check.	31/10/13	
Review: Local Highways and Streetscene			
Revising process maps in BBLP environment.	Implement-ation.	30/11/13	
Review: Police			
Begin quantitative demand capture. Continue NPT demand capture. Continue case study analysis. Begin review work on lost property process.	Check.	ongoing	
Review: Starter Changer Leaver			
Leaver e-form test and sign-off. Starter blue-printing workshops; development work on starter e-form. IT process development continues.	Redesign/ Check	ongoing	

Dependencies / Interfaces

Title	Risk	Owner	Review Date	Comments
Preparations for Corsham Campus go live	🟩	JR	31/10/13	Work to define a programme has begun with other Transformation workstreams, with related reviews, and with Corsham COB.

Budget

Reference	Status	Actual	Commitment	Projected	Comments
Staffing	Green	£	£	£	Staffing costs identified and agreed for systems thinking team. On budget.

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Roadmap

Subject to decisions by the Corporate Directors about the forward programme.

Roadmap