Appendix 2 – Change Programme: Project Closures 2022/2023

The table below summarises the Change Programme projects completed and closed during 2022 and 2023.

Ref	Project	Project Overview	High Level Benefits	Start	End
1	**Revs & Bens Service Review**	Full service review applying zero based principles with the objective of improvement by applying lean principles, streamlining processes, prioritising resources and applying a digital first approach.	- £750k cost efficiencies - More effective, lean, automated processes resulting in improved customer experience.	Dec-21	Jun-22
2	**FLO (WeLearn)**	Implementation of the 'FLO' learning experience platform powered by Thrive software to replace existing WeLearn system.	- Compliant and supported system solution - Meets legal requirement for staff training & development	Jul-20	Jul-22
3	**Capita SaaS Cloud Migration**	Migration of the Capita Academy system to Capita's hosted solution.	- Compliant and supported system solution	May-22	Aug-22
4	**Pay 360**	Migration of the Council's payments platform to Capita's cloud system.	- Compliant and supported system solution - Statutory Compliance with PCI DSS regulations - Public confidence in the Council when making Card Payments.	Jan-22	Aug-22
5	**Cemetery Management Software, Webcasting & Website**	System replacement project to introduce 'Plotbox' software Provision of music and webcasting software for funerals. Development of a new commercially focused website for the Cemetery & Crematoria Service.	- Compliant and supported system solution - Improved services for Wirral residents and funeral businesses - Supports creation of income stream	Sep-19	Sep-22
6	**Wirral Evolutions day services Transfer**	Transfer of Wirral Evolutions day services staff back to the Council Delivery of day services commissioned contract inhouse, previously eternally delivered by whole owned company, branded Wirral Evolutions LTD	- Staff and non-staff cost efficiencies - Increase Council Control and Decision Making - Increased ability to respond flexibly to the health and care transformation agenda	Apr-22	Nov-22

#		Description	Benefits	Start	End
7	**Enterprise Service Management (ESM)**	Enterprise Service Management (ESM) solution to replace IT helpdesk - 4me	- Reduction in calls to Service Desk - Reduction in Cyber Security risk - Reduction in calls with the ability for staff to 'self serve' - Staff efficiencies	Feb-22	Mar-23
8	**Microsoft Foundations (Phase one)**	Critical digital foundations activity - modern service management, modern work & adoption and change management - to enable future digital transformation.	- Reduction in a Cyber Security risk to the Council by ensuring secure access to systems, devices and information sharing - Increase in user digital skills supporting self-service capabilities and personalised content to increase productivity - Ability to collaborate with colleagues and partners securely and effectively. - Promote adoption of digital culture within Wirral Council and empower IT to support modern services. - Improved monitoring leading to a reduction in IT staff time working on reactive incidents - Reduction in staff experiencing non-productive time due to IT issues with a reduction in time to resolution	Nov-22	Apr-23
9	**2008 Server Migration**	Server upgrade	- All Servers supported - Accreditation requirements met in terms of supported platforms. - Avoidance of Premium Assurance costs for Server support. - Creation of a single source of information provided by or supported by Wirral ICT	Nov-17	Jul-23
10	**Shared Lives transfer**	Development of an in-house, Wirral Council delivered, model of the previously externally commissioned contract Shared Lives service.	- Increase Council Control and Decision Making - Increased job opportunities in Wirral for staff - Increased employment opportunities for paid carers - Increased independence for people supported through shared lives - Improved profile and benefits of Shared Lives service - More joined up opportunities and pathways from with Council run services - Efficiency gained.	Nov 22	May 23

#	Project	Description	Benefits	Start	End
11	**Data Centre Migration**	Migration of data centre from Treasury Building	- Compliant and supported systems - Decanting of Treasury Building in support of Birkenhead Regeneration plans	Oct-22	Jul-23
12	**WCHCFT Social Care Transfer**	Transfer of Adults Social Care staff from WCHCFT back to the Council	- Increase Council Control and Decision Making - Staff and non-staff cost efficiencies - Increased uptake in Direct Payment - Greater ability to prioritise and influence pathways - Increase in case review rates	Dec-22	Aug-23
13	**Community Asset Transfer (CAT)**	Community Asset Transfer of a number of Council owned assets.	- Community benefits as identified in individual business plans - Clear and robust CAT policies and processes developed supporting future asset transfers and associated community benefits	Mar-22	Oct-23
14	**CQC Readiness**	Enabling project to provide additional support and put structure, governance and controls in place to prepare for upcoming CQC assurance inspection.	- ASC fully prepared and ready for inspection - Identified improvement topics & developed into a - comprehensive plan to support required service changes. - Enabling activity to help improve practices/support Wirral's improvement journey that will ultimately benefit service users	May-23	Oct-23
15	**Hybrid Mail**	Rolling out and embedding a new digital hybrid mail solution across the Council	- Consistent corporate approach to outgoing mail - Staffing efficiencies - Reduction in vehicle costs - (Based on 500K dispatch) cost avoidance of £45k on postage alone - Reduced risk of data breach and costly fines - Capital outlay of £100k for new mailing machine avoided - Improved range of print formats	Apr-22	Dec-23