What price innovation?
The DP and change management

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Update on Proposed **New Competition Standard Swimming Pool** at Blackbird Leys

The Project

The proposed Competition Standard Pool will provide a new modern pool facility for Oxford to replace Temple Cowley Pools and Blackbird Leys Pool.

The new pool facility is proposed as an extension to the existing Blackbird Leys Leisure Centre creating a combined wet and dry sports facility.

The project includes relocating elements of the existing building, incorporating a relocated entrance reception between the two distinct buildings and enhancing landscape frontage.

All facilities within the existing centre will be retained and will generally remain open during the construction period though some areas will require relocating to allow for the connection of the new pool building. In parallel with the pool extension design process the existing sports centre has undergone some additional refurbishment to its dry changing areas and a new spin studio has been provided.

The Proposals

The new Competition Standard Pool Building will consist of the following facilities:

- An eight lane 25 metre swimming pool with moveable floor allowing flexibility in depth.
- Teaching Pool.
- Shallow fun waters with water features (examples above).
- Modern changing facilities including a infants' changing village and group changing rooms.
- Spectator and competition seating at poolside.
- Fully disabled access to all facilities and changing areas.
- Cafe terrace adjacent to the teaching and fun pools linking through to existing sports centre cafe area.

Update on Proposal Development

Further to feedback on the outline design proposals from the Public Consultation held from 20th November to 17th December 2010 at the Blackbird Leys Leisure Centre and other centres across the city, the following changes are being investigated and are currently being shown in the design:

- A sauna has been added at poolside.
- Spectator seating has been increased to provide up to 200 seats with additional capacity for 80 available on benches to the front and rear.
- Two group changing rooms have had showers incorporated.
- An additional four private changing cubicles with showers have been incorporated.
- A further disabled changing room with shower has been incorporated.
- The moveable floor to the 25m pool will be long enough to obstruct allowing shallow waters to be provided alongside deep water 25m lane swimming.
- Two community halls are to be relocated with one of the halls being remodelled (poolside).
- The number of parking spaces will be increased by 21 spaces to the car park and an overflow area for a further 22 cars is to be provided.
- Unplanned toilets, drop off and disabled parking areas are to be provided.
- The street entrance and the foyers are to be replaced and enhanced to the front of the new and existing buildings.

The proposals have now been submitted for planning approval and detailed design development is taking place.

Should you have any further comments on the developing proposals please provide these to a member of staff.
Business Transformation Programme Roadmap 2008 to 2012

**Customers First - Modernise Customer Services**
- Alun Davies
  - Customer Contact Strategy (Customer’s First)
  - Corporate CRM..in OCH
  - Customer Payments
  - Web Transactions
  - Residents Card
  - Planning Charges

**Future Working - Modernise workforce**
- Simon Howick
  - Single Status
  - Management Restructure
  - Investors in People (liP)
  - Management Development
  - Project Management Training
  - Business Process Improvement (BPI) – Wave 1
  - Business Process Improvement (BPI) – Wave 2

**Modernise Corporate Services**
- Ben Brownlee
  - Integrated HR/Payroll
  - ICT Future Provision
  - Government Connect
  - Agresso Purchase to Pay
  - Market Place

**Fundamental Service Reviews**
- Jane Lubbock
  - Leisure Transfer
  - Refuse & Recycling (inc. Operational System)
  - Service Reviews (Car Parking, Property Maintenance, Central Copier Unit, Ground Maintenance, Council Tax, Benefits
  - Tourism Management Review

**Offices for the Future – Best use of Assets & Accommodation**
- Steve Sprason & Ben Brownlee
  - Carbon Management – ‘Getting our House in Order’
  - Accommodation Strategy
  - Asset Management Plan
  - Information & Content Management
  - Planning Archive and Digitise and Upload Planning Records
  - Open Space Mapping
  - Uniform Estates Management
  - Public Consultation and Involvement

**Improve local decision making and involvement**
- Mel Barrett (tbc)

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**Project key**
- Proposed project
- Agreed project
- Milestone Key
  - delay to delivery
  - potential delay / issues
  - on track
  - delivered
  - not started

Dates subject to review: May 09
## Transformation Programme Summary Highlight Report – May 2009

### Cross Programme

**Key Achievements:**
Planning pre-application charging: Project has achieved its target of implementing pre-application charging by May 09.

**Time:**
- **Corporate CRM:** Green/Amber
  - Phase 1: Green / Amber
  - Phase 2: Amber
  - Phase 3: Amber

**Requirement:**
- **Key Milestone:** OCH Go-live June 1st

**Cost:**
- **Cashable Benefits:** £431k

**Benefits:**

### Customers First

**Key Workstreams/Milestones:**
- Gather customer insight on preferred access channels (June 09)
- NI14/CRM recording & training (Sept 09)
- Final Strategy (Oct 09)
- Develop a ‘one number’ Contact Centre (May 2010)
- Corporate Post and document scanning (June 2010)

**Project Spend:** N/A

**Key Milestone:**
- Customer Payments: Green (amber to time)
- Tender Completed: June 09
- Project Spend: None to date
- Cashable Benefits: £2k

### Transactional Website

**Key Milestone:**
- eForms on test website April 09
- Promotional material: May 09
- Staged launch of eForms: June 09

**Project Spend:** £6.4k (of £25k)

### Knowledge Project

**Key Milestone:**
- Web pages for by June 09
- Remaining Service web pages Aug 09

**Comments:**
- City Works eForms are on track and will be available May/June 09.
- There is a solid ‘run up to go-live’ plan agreed and the end user training is getting very good feedback that it is largely positive that the stretch target to complete all of the necessary parallel processing of Corporate CRM will happen.
- Several integration elements and cost reduction factors are starting to become a reality with, e.g., the move of the Horsham Road switchboard and associated changes of roles.

**Comments and Plans:**
- A summary of key workstreams identified by the Customer First (CF) Steering Group in April and May 2009.
- Gathering Customer Insight on preferred access channels: Preliminary insight gathered from surveys and focus groups during January 2009 and results being reviewed during May. Plans for wider survey work to be agreed.
- Corporate ‘one number’ Contact Centre dealing with over 80% of contact: The CF Steering Group approved the Council-wide task/finish project group (who will bring back options to the Steering Group in July 2009). The CF Steering group to set up a Council-wide task/finish project group (who will bring back options to the Steering Group September 2009).
- NI14 recording and training to reduce avoidable contact and inform improvement delivery processes: Data is currently being collected to be reviewed at end of July 09. Corporate training plan to be agreed.
- Corporate Comments and Complaints System: Plan to set up a Council-wide task/finish project group (who will bring back options to Steering Group).
- Implement self-service for Academy system: This project is part of the wider Transactional Services work to introduce another stream of work exploring functionality with Lumina.

**Risks:** Planned mitigation for the risk of project slippage. The new Head of Customer Services must ensure teams become familiar with the project. This involves securing additional capacity to work on discreetly.

**Comments:**
- The tender process to select a new system is underway. There has been a delay in organisations responding and we expect the tender process to be completed by mid June.
- Project resource has been identified in Finance.

## Additional Notes

**Issues:**
- To date no timescales have been provided by County ICT on technical work that needs to be completed.

**Comments:**
- All information for OCH and City Works has been collected and loaded. All information required for City Works has been loaded.
- Relevant Plans: Council Tax and Buss Pass information to be loaded.

**Issues:**
- The Knowledge Management software is not delivering consistently.

**Comments:**
- Potential resource availability in Customer Services given the volume of work that needs to be completed.
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