



IB AFRICA, EUROPE & MIDDLE EAST  
REGIONAL CONFERENCE 2013

**THE HAGUE 24<sup>TH</sup> - 27<sup>TH</sup> OCTOBER**

# What price innovation?

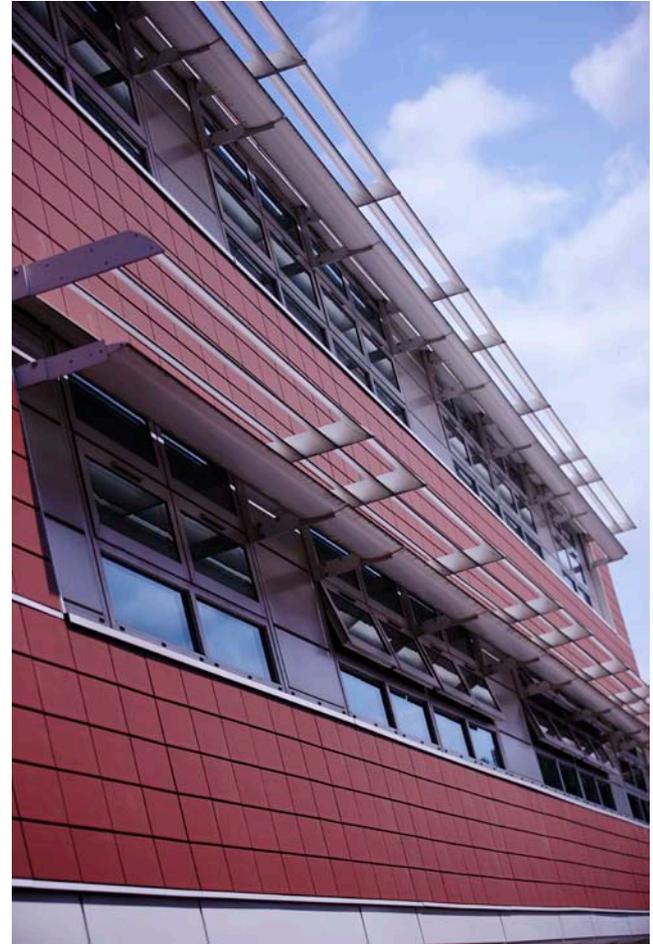
## The DP and change management

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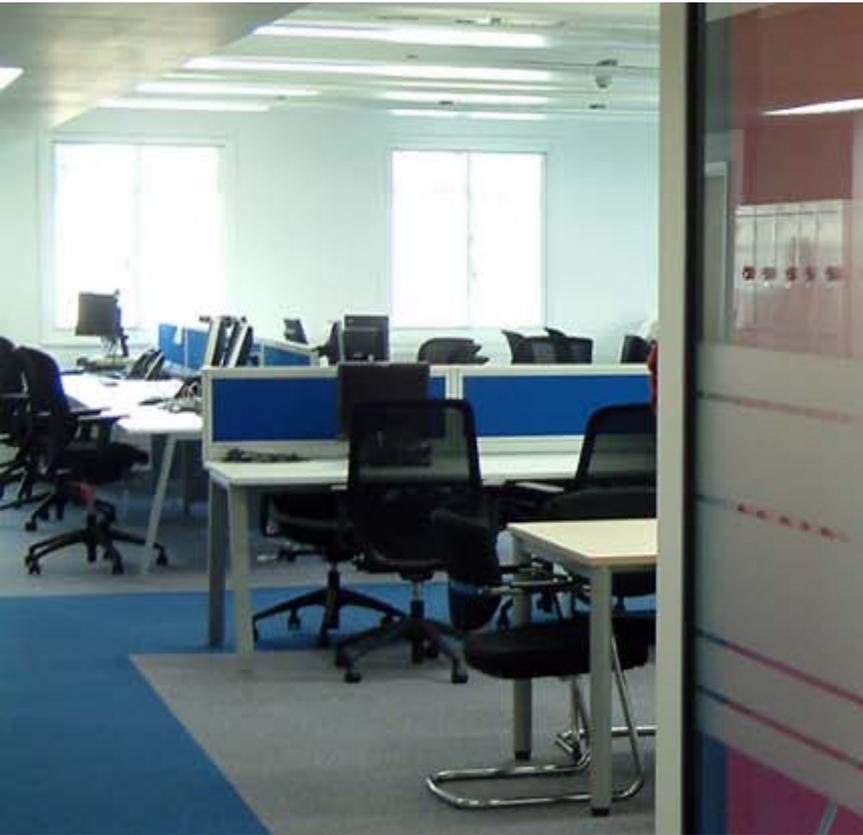




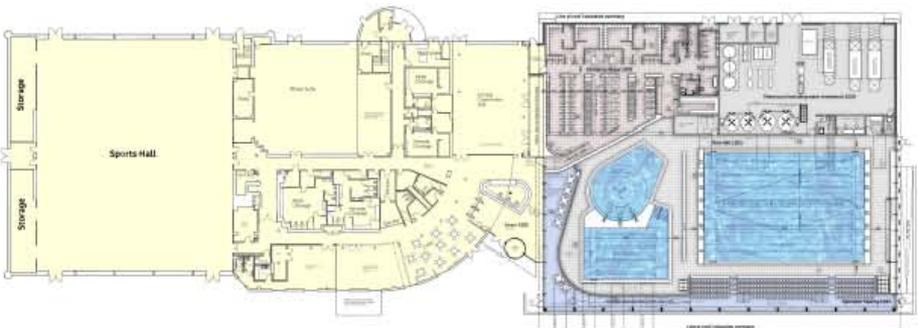
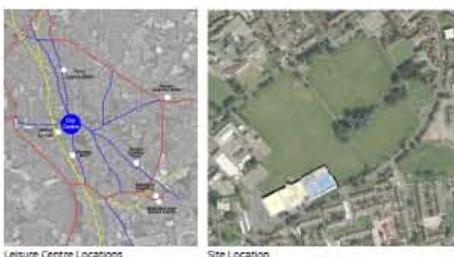








# Update on Proposed New Competition Standard Swimming Pool at Blackbird Leys



Artist's Impression of how the Pool Hall may look

**Images showing approach to quality and design proposals**



## 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 reconfiguring elements of the existing building, including a relocated entrance reception between the two distinct buildings and enhanced 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 movable floor allowing flexibility in depth.
- Teaching Pool.
- Shallow fun waters with water features (examples above).
- Modern changing facilities including a unisex changing village and group changing rooms.
- Spectator and competitor seating at poolside.
- Full disabled access to all facilities and changing areas.
- Café terrace adjacent to the teaching and fun pools linking through to existing sport centre café area.

## Update on Proposal Development

Further to feedback on the outline design proposals from the Public Consultation held from 29th 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 change room with shower has been incorporated.
- The movable floor to the 25m pool will be longitudinally orientated allowing shallow waters to be provided alongside deep water 25m lane swimming.
- Two community halls are to be retained with one of the halls being provided upstairs.
- The number of parking spaces will be increased by 21 spaces to the car park and an over flow area for a further 22 cars is to be provided.
- Upgraded coach, drop off and disabled parking areas are to be provided.
- The street frontage and tree line 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.

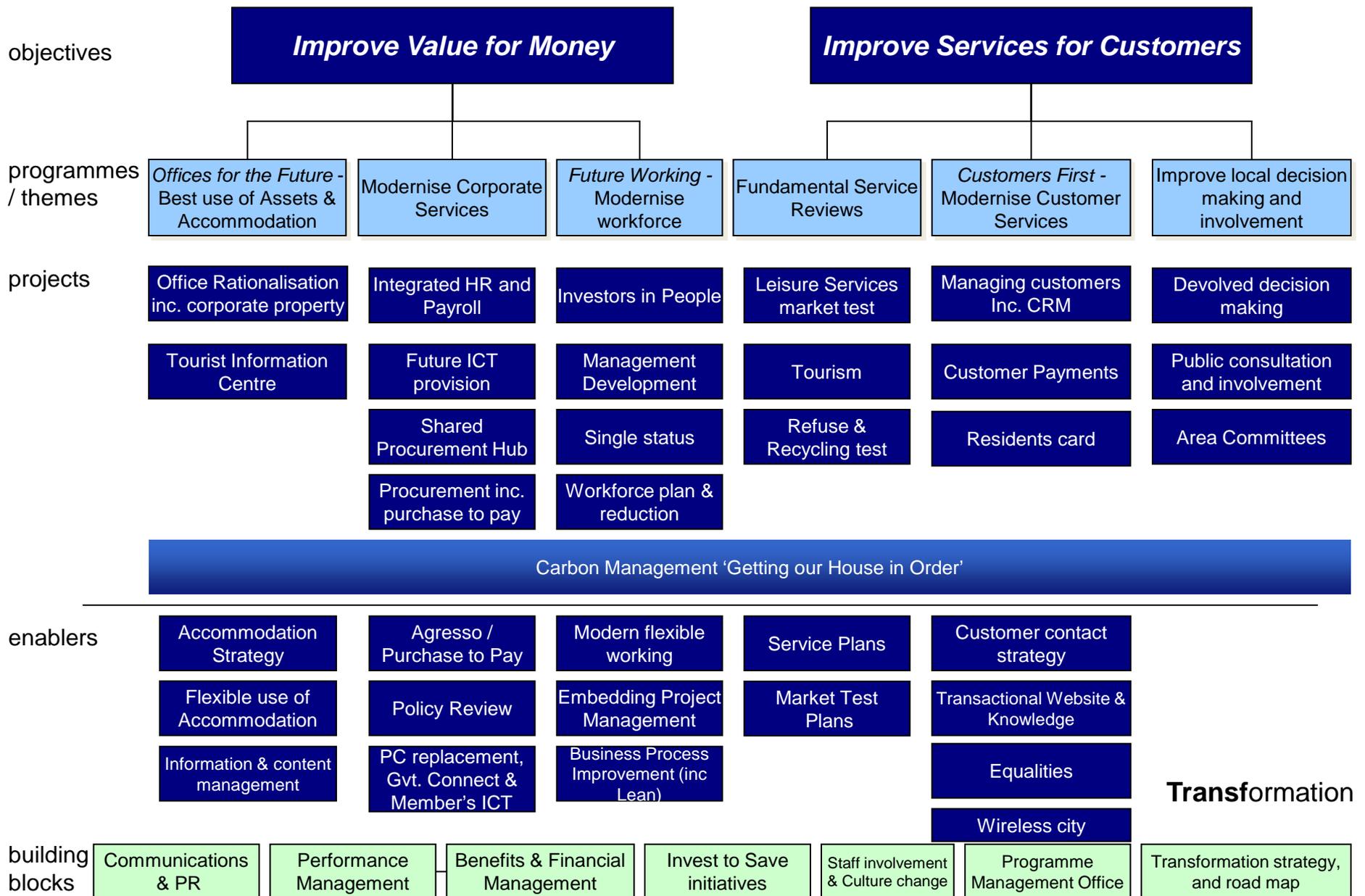


Artist's Impression of approach to New Entrance to Leisure Centre and Pool Extension Building

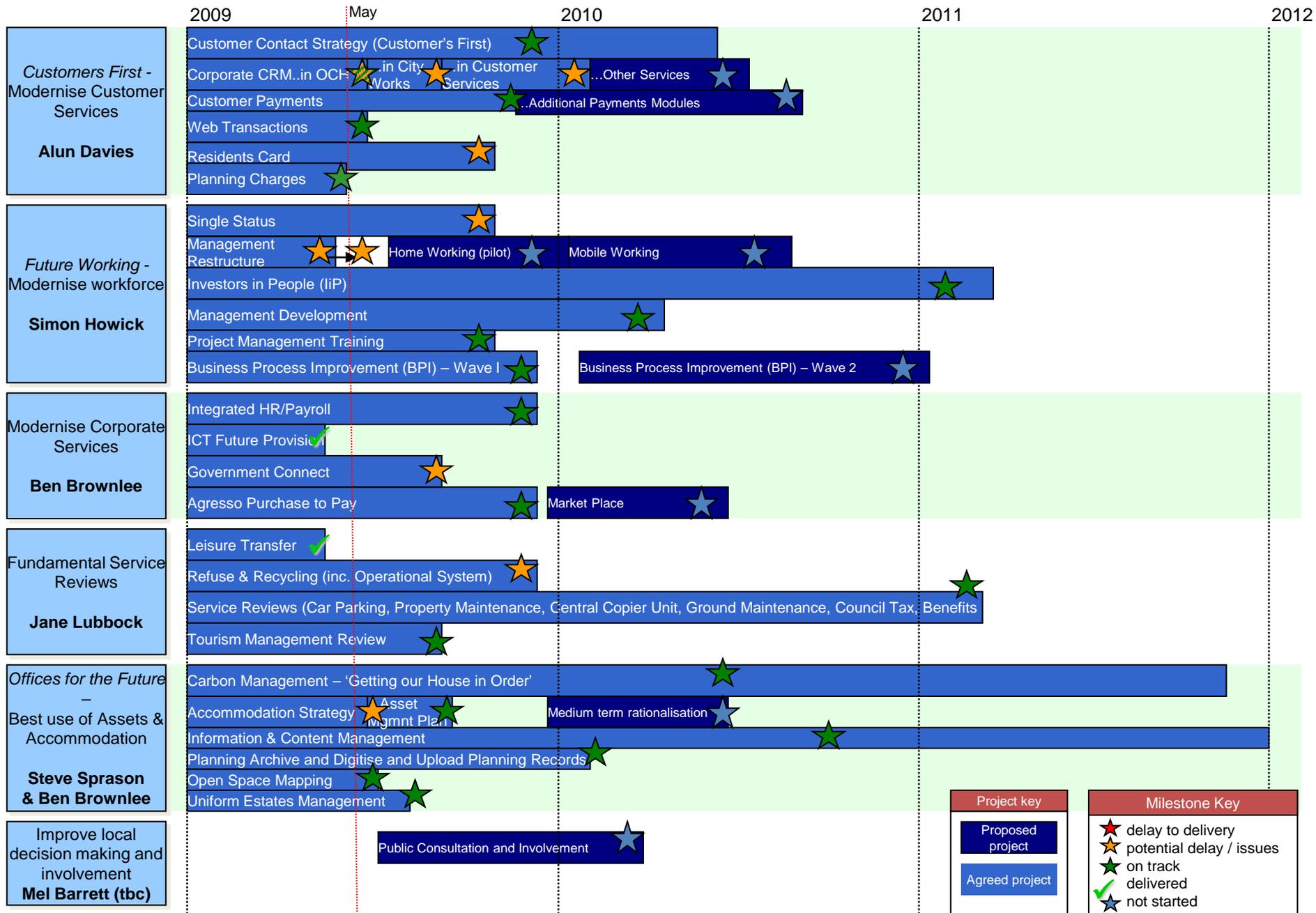


Artist's Impression of New Pool Extension from East up Pegasus Way

# Building a World-class City & Council for Everyone – Business Transformation Programme



# Business Transformation Programme Roadmap 2008 to 2012



# Transformation Programme Summary Highlight Report – May 2009

Area	Status	Project Status	Comments	Relevant Plans	Issues
Cross Programme					
Customers First		<p><b>Key Achievements:</b> Planning pre-application charging: Project has achieved its target of implementing pre-application charging by May 09.</p>			
Time:		<p><b>Corporate CRM: Green/Amber</b> Phase 1: Green / Amber Phase 2: Amber Phase 3: Amber</p>	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>There is a solid 'run up to go-live' plan agreed and the end user training is getting very good feedback. It is largely positive that the stretch target to complete all of the necessary parallel processing of C will happen.</li> <li>Business integration elements and cost reduction factors are starting to become a reality with the Horspath Road switchboard and associated changes of roles.</li> </ul>		
Requirement:					
Cost:		<p><b>Key Milestone:</b> OCH Go-live June 1<sup>st</sup> <b>Cashable Benefits:</b> £431k</p>			
Benefits:		<p><b>Customer Contact Strategy: Green</b> <b>Key Workstreams/Milestones:</b></p> <ul style="list-style-type: none"> <li>Gather customer insight on preferred access channels (June 09)</li> <li>NI14/CRM recording &amp; training (Sept 09)</li> <li>Final Strategy (Oct 09)</li> <li>Develop a 'one number' Contact Centre (May 2010)</li> <li>Corporate Post and document scanning (June 2010)</li> </ul> <p><b>Project Spend:</b> N/A</p>	<p><b>Comments and Plans:</b> A summary of key workstreams identified by the Customer First (CF) Steering Group in April are listed below:</p> <ul style="list-style-type: none"> <li><b>Gathering Customer Insight on preferred access channels:</b> Preliminary insight gathered from survey work during January 2009 and results being reviewed during May. Plans for wider survey work to be completed by June 2009.</li> <li><b>Corporate 'one number' Contact Centre dealing with over 80% of contact:</b> The CF Steering Group has set up a Council-wide task/finish project group (who will bring back options to the Steering Group in July 2009).</li> <li><b>Future Provision of face2face contact centres:</b> 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).</li> <li><b>NI14 recording and training to reduce avoidable contact and inform improvement delivery processes:</b> Data is currently being collected to be reviewed at end of July 09. Corporate training to be completed by August 09.</li> <li><b>Corporate Comments and Complaints System:</b> Plan to set up a Council-wide task/finish project group to bring back options to Steering Group.</li> <li><b>Implement self-service for Academy system:</b> This project is part of the wider Transactional Customer Services to consider introducing another stream of work exploring functionality with the Academy system.</li> </ul> <p><b>Risks:</b> Planned mitigation for the risk of project slippage. The new Head of Customer Services must become familiar with the project. This involves securing additional capacity to work on discrete projects.</p>		
		<p><b>Customer Payments: Green (amber to time)</b> <b>Key Milestone:</b> Tender Completed: June 09 <b>Project Spend:</b> None to date <b>Cashable Benefits:</b> £2k</p>	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>The tender process to select a new system is underway. There has been a delay in organising the tender process. We expect the tender process to be completed by mid June.</li> <li>Project resource has been identified in Finance.</li> </ul>		
		<p><b>Transactional Website: Green (amber to time)</b> <b>Key Milestone:</b></p> <ul style="list-style-type: none"> <li>eForms on test website April 09</li> <li>Promotional material: May 09</li> <li>Staged launch of eForms: June 09</li> </ul> <p><b>Project Spend:</b> £6.4k (of £25k)</p>	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>City Works eForms are on track and will be available May/June 09.</li> <li>There has been a delay specifying requirements of all forms due to the need for more forms than initially anticipated.</li> <li>An Exception Report has been submitted highlighting delays regarding the Licensing and City Works project. This is due to new central government guidance on licence applications online. Also to do with repairs reporting.</li> </ul> <p><b>Issues:</b> To date no timescales have been provided by County ICT on technical work that needs to be completed.</p>		
		<p><b>Knowledge Project: Green (amber to time)</b> <b>Key Milestone:</b></p> <ul style="list-style-type: none"> <li>Web pages for by June 09</li> <li>Remaining Service web pages Aug 09</li> </ul>	<p><b>Comments:</b> All information for OCH and City Works has been collected and loaded. All information for Customer Services has been loaded.</p> <p><b>Relevant Plans:</b> Council Tax and Buss Pass information to be loaded.</p> <p><b>Issues:</b> The Knowledge Management software is not delivering consistently.</p> <p><b>Risks:</b> Potential resource availability in Customer Services given the volume of work that needs to be completed.</p>		

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