

Corporate Project Register

Appendix C

| Action Reference | Project Name | Description | Council | Service Area | Manager | Project Status | Project Type | Timeframes | Completed Date |
|---------------------------|---|--|---------|---|---------------------|----------------|------------------------|--|----------------|
| | Maximise Telephone Functionality for Channel Shift | Maximise Telephone Functionality for Channel Shift. Review and improve telephone IVR and call routing to support channel shift. | Both | Customer Services | Emma Cankovic | On Target | Operational Project | To be completed by December 2016 | |
| | Self Service Portal & Fully Transactional Website | Website single sign on portal linked to Capita Connect. Full Transactional website | Both | Customer Services | Sandra Lewis | On Target | Transformation Project | To be completed by the 31st March 2017 | |
| | Bin Module | Implement Firmstep Bin module Bin Finder on website/self service portal Green waste renewal process | Both | Customer Services | Ros Atkins | On Target | Transformation Project | To be completed by the 31st March 2017 | |
| | Customer Led Mystery Shopping Programme | Implement a customer led mystery shopping programme to test services | Both | Customer Services | Emma Cankovic | On Target | Operational Project | To be completed by the 31st March 2017 | |
| | Out of Hours Service Review | Review of the Councils out of hours service and CCTV service | Both | Customer Services | Steve Thacker | On Target | Transformation Project | To be completed by the 31st March 2017 | |
| | Written Communications | Review of customer communications to improve customer experience, reduce demand and costs | Both | Customer Services | Ros Atkins | On Target | Operational Project | To be completed by the 31st March 2018 | |
| ES18, ES17 | Joint: Developing prospects on the Suffolk Coast: Economy, People, Environment | The project aims to build a more robust tourism economy along the Suffolk Coast, developing key assets, delivering events and expanding activities to attract visitors during the shoulder and off-seasons. The project builds upon the strong, cross-sector tourism collaboration that has developed along the Suffolk Coast. All organisations involved have a common goal of developing new opportunities, building on existing strengths, exploiting niche markets and addressing weaknesses in the current offer. | Both | Economic Development and Regeneration | Neil Cockshaw | On Target | Transformation Project | Start date Feb'15 - Nov'16 | |
| S10 | Suffolk Coastal: Felixstowe Seafront Gardens | Jointly funded project between HLF and SCDC to restore historic Gardens along the Seafront Promenade in Felixstowe | SCDC | Economic Development and Regeneration | Helen Greengrass | On Target | Operational Project | Project completes September 2016 | |
| S10 | Suffolk Coastal: Pier Head Development | Development of the Pier Head building in Felixstowe | SCDC | Economic Development and Regeneration | Helen Greengrass | On Target | Transformation Project | Work is due to commence September 2016 with a re-opening July 2017 | |
| S10 | Suffolk Coastal: Discover Landguard | Expand and enhance the visitor experience at Landguard, Felixstowe and support a Heritage Lottery Fund bid. | SCDC | Economic Development and Regeneration | Paul Grant | Major Issues | Operational Project | Ongoing | |
| S10 | Suffolk Coastal: Beach Side Events Area | Redevelopment of old boating lake site in Felixstowe. | SCDC | Economic Development and Regeneration | Helen Greengrass | On Target | Transformation Project | April - August 2016 | |
| S10 | Martello P Tower | Future options appraisal and consultation on Martello P | SCDC | Economic Development and Regeneration | Helen Greengrass | On Target | Transformation Project | Consultation due to start September 2016 | |
| W02 | Waveney: Minor improvements to existing traffic pinch points in Lowestoft | Minor improvements to existing pinch points adversely affecting traffic flow within Lowestoft. | WDC | Economic Development and Regeneration | Carolyn Barnes | On Target | Operational Project | Part of the short term proposals (1-5 years) as specified in LTIP | |
| W09 | Waveney: East of England Park (SSP4) | To deliver the East of England Park project by creating a large scale, self sustaining visitor attraction which transforms a currently unappealing semi- derelict green space and promenade into an events and cultural heritage space. | WDC | Economic Development and Regeneration | Samantha Jones | On Target | Operational Project | July 2014 - March 2020 | |
| ES02 | Waveney: Nwes Business Support Voucher proposal | The project seeks to address a need to support local businesses in the rural areas of the district. The council, Waveney Business Forum and Nwes have identified that there is presently a lack of support available in the district market towns. Two-hour business advice sessions will therefore be offered via a voucher scheme drawing on the learning and experience from a similar scheme that ran in the District from November 2012 until April 2014. The scheme would be promoted to the rural based businesses specifically and, where no alternative support is available, also assist rural pre-starts. | WDC | Economic Development and Regeneration | Marie Webster-Fitch | On Target | Operational Project | Start November 2015 for a 12 month period | |
| W02 | Waveney: Support improvements to the A12 - A47 | Support improvements to the A12 - A47 between Lowestoft and the A11 via Great Yarmouth. | WDC | Economic Development and Reg | Carolyn Barnes | On Target | Operational Project | Part of the short term proposals (1-5 years) as specified in LTIP | |
| Completed Projects | | | | | | | | | |
| | Woodbridge Library Accommodation | Transfer front facing services to Woodbridge Library Close Melton Hill Reception | SCDC | Customer Services | Julie Carver | On Target | Transformation Project | To be completed by the 30.04.2016 | 29/04/2016 |
| ES01 | Waveney: Construction Apprenticeship Project | Facilitated a project to combat skills shortages in the construction sector working with Lowestoft College and local construction companies. The project saw 44 young people taking part in a 2 day per week work experience on site with local builders. | WDC | HOS Economic Development and Regeneration | Cheryl Willis | On Target | Operational Project | Project completion and evaluation July '14. | 29/07/2016 |
| ES21 | Web Alignment Project | Create a single East Suffolk website | Both | ICT Services | Sandra Lewis | On Target | Transformation Project | Website went live May 2016 | 31/05/2016 |