

Action Reference	Project Name	Description	Council	Service Area	Manager	Strategy	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	Financial Self Sufficiency	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	Financial Self Sufficiency	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	Financial Self Sufficiency	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	Financial Self Sufficiency	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	Financial Self Sufficiency	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	Financial Self Sufficiency	On Target	Operational Project	To be completed by the 31st March 2018	
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	Economic Growth	On Target	Operational Project	Start November 2015 for a 12 month period	
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	Economic Growth	On Target	Transformation Project	Start date Feb'15 - Nov'16	
GDPA	General Data Protection Act	Prepare for the legal changes in to the EU Directive over the Data Protection Act 1998.	Both	Audit	Siobhan Martin	Enabling Communities	On Target	Operational Project	To be completed by 31 Dec 2017	
S10	Suffolk Coastal: Felixstowe Forward	Felixstowe Forward initiative was set up in April 2016 to develop a collective approach to tackling the towns key challenges and opportunities.	SCDC	Economic Development and Regeneration (Joint)	Helen Greengrass	Economic Growth	On Target	Transformation Project	April 2015 - March 2018	
S10	Suffolk Coastal: Felixstowe Seafront Gardens	Jointly funded project between HLF and SCDC to restore historic Gardens along the Seafront Promenade in Felixstowe	SCDC	HOS Economic Development and Regeneration	Helen Greengrass	Economic Growth	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	Economic Growth	On Target	Transformation Project	Work is due to commence September 2016 with a re-opening July 2017	
S10	Suffolk Coastal: Discover Landguard	Review and implement new governance measures at the heritage site at Landguard. Expand and enhance the visitor experience at Landguard, Felixstowe and support a Heritage Lottery Fund bid. Ensure Landguard derives maximum benefit from, PoF S106 agreement.	SCDC	Economic Development and Regeneration	Paul Grant	Economic Growth	Major Issues	Operational Project	ongoing	
S10	Suffolk Coastal@ Martello P Tower	Future options appraisal and consultation on Martello P	SCDC	HOS Economic Development and Regeneration	Helen Greengrass	Economic Growth	On Target	Transformation Project	Consultation due to start September 2016	
W02	Waveney: Support improvements to the A12 - A47	Support improvements to the A12 - A47 between Lowestoft and the A11 via Great Yarmouth.	WDC	HOS Economic Development and Regeneration	Carolyn Barnes	Economic Growth	On Target	Operational Project	Part of the short term proposals (1-5 years) as specified in LTIP	
W02	Waveney: Minor improvements to existing traffic pinch points in Lowestoft	Minor improvements to existing pinch points adversely affecting traffic flow within Lowestoft.	WDC	HOS Economic Development and Regeneration	Carolyn Barnes	Economic Growth	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	HOS Economic Development and Regeneration	Samantha Jones	Economic Growth	On Target	Operational Project	July 2014 - March 2020	
W02	Waveney: Facilitation of infrastructure within the EZ sites	The provision of transport measures and road infrastructure in order to speed up development within those EZ sites to ensure that the highest possible return on business rates is achieved in order to support future growth.	WDC	HOS Economic Development and Regeneration	Samantha Jones	Economic Growth	On Target	Operational Project	Part of the 1-5 year proposals contained within the LTIP. Delivery expected by 2018	
Completed Projects										
	Woodbridge Library Accommodation	Transfer front facing services to Woodbridge Library Close Melton Hill Reception	SCDC	Customer Services	Julie Carver	Financial Self Sufficiency	On Target	Transformation Project	Completed	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	Economic Development and Regeneration	Cheryl Willis	Economic Growth	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	Enabling Communities; Financial Self Sufficiency	On Target	Transformation Project	Website launched June 2016	14/06/2016

Action Reference	Project Name	Description	Council	Service Area	Manager	Strategy	Project Status	Project Type	Timeframes	Completed Date
S10	Suffolk Coastal: Beach Side Events Area	Redevelopment of old boating lake site in Felixstowe.	SCDC	HOS Economic Development and Regeneration	Helen Greengrass	Economic Growth	On Target	Transformation Project	April - August 2016	31/08/2016