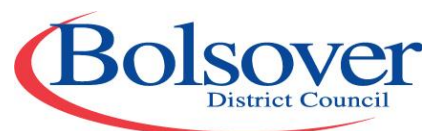


Transformation Programme Project Proposal Form



1. Proposal Details

BDC TP Reference	BDC/TP
Project Name	Sign Video (Or equivalent system)
Project Owner / contact details (Sponsor)	Matt Broughton
Project Manager and contact details (if different from above)	Lesley Botham
Proposal	Implement Sign Video in all Contact Centres and web access on staff devices to allow effective communication with deaf residents.
Date Received	12 Dec 2019
Transformation Governance Group Consideration Date	18 Dec 2019
Date Passed to Project Owner	
Date to Complete and Return Form (to Transformation@bolsover.gov.uk)	
Date Completed and Returned by Project Owner	

2. Project Owner Considerations Overview:

What if we do, what if we don't...

Political: Is there political will? What policy factors need to be considered from the various perspectives (National, Regional, Local Govt; Partner Agencies)?	None directly. This project contributes to the continued drive to make services accessible to all.
Economic: Are there financial opportunities or barriers to the proposal's delivery? What is the likely saving?	<p>There is likely to be a cost for tablet devices in each of the contact centre, say £2000.</p> <p>Shared set-up costs with NEDDC will be: Set-up Cost = £495 (One off) Annual Licence cost = £750 Purchase of 600 mins = £1500</p> <p>These costs are anticipated to be 50% funded by NEDDC therefore, BDC year one cost = £3,372 (Inc. devices) Future years = £1,125 (Depending on demand for minutes)</p>
Social: Are there benefits to the local community or sectors (e.g. residents, businesses, staff) or likely to be arising concerns? Will the issue be affected by existing or changing demographics? Is any further consultation required?	Yes, this project allows the deaf, BSL speaking, community to access our services that they may not have been able to access without the assistance of others.

Technological: Are there ICT, logistical or transport solutions or restrictions? Can barriers be overcome?	Minor technical barrier in accessing the internet on devices. This is easily overcome in our contact centres via our network, out in the community it will be reliant on 3G/4G coverage.
Legal: Is the activity required by law? Are there restrictions to what can be achieved? Is Planning Permission or other permissions or licences required?	No restrictions known.
Environmental: Are there internal or external factors which need to be considered such as, weather, climate, geographical position, climate change, pollution, energy efficiency?	None.

3. Need and Approach

Is there a clear Justification of Need?	Yes. In line with our equalities policy we are striving to make our services accessible to all and this project allows the Council to be more accessible to the deaf community.
How does the proposal fit with internal/external Strategic Plans (Corporate Plan, Service Plans etc.)?	The project directly aligns to the vision in the Digital Transformation Strategy "To effectively utilise digital technologies to improve customer service whilst improving the efficiency of Council services for the benefit of residents and businesses alike"
Are there another options that require investigation?	Sign Video is one of a few suppliers with similar products/solutions. Other such solutions should be considered

4. Resource Requirements

Financial: <ul style="list-style-type: none"> What are the likely costs? Is there a funding requirement for further exploration of idea / feasibility study? Is a business plan required? 	BDC year one cost = £3,372 (Inc. devices) Future years = £1,125 (Depending on demand for minutes)
Assets: <ul style="list-style-type: none"> Can this be delivered through existing physical/capital resources? Or, are additional resources required? If so, estimate costs in Financial section. 	No, new devices needed for contact centres
Staffing: <ul style="list-style-type: none"> Can this be delivered through existing staffing resources? Or, are additional resources required? If so, estimate costs in Financial section. Is additional training required? 	Yes
Communication:	Promotion of the service will be required through all channels along with appropriate signage where Sign Video is available. Without

	promotion the deaf community won't be aware the service is available to them.
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5. Conclusions

Recommendation of how to proceed: (Progress; Do not Progress; Investigate Further)	Progress to Executive report
What will be delivered and when? Financial outcomes? Environmental Outcomes? Process improvement? Service improvement? Note: Must be measurable	It is difficult to establish demand with the service not being available to the deaf community. The measure to monitor would be the number of Sign Video minutes used.
Implementation: When could activity commence? How long will it take for benefits to be realised?	Subject to a decision in the early new year, Sign Video live in Contact Centres by April 2020. Training will be required to staff who visit residents on how to use Sign Video on their phone. This will likely be Spring 2020
Risks: What will be the key risks and mitigation required?	The key risk is little or no demand for the service. We know that we have a deaf community to support in the district. Communication and promotion of the service will be key.