Appendix A

PROJECT INITIATION DOCUMENT

Idea Store Learning
Interactive Learning Project

Project Initiation Document (PID)

Project Name:	Idea Store Learning Interactive Learning Project		
Project Start Date:	January 2017	Project End Date:	April 2017
Relevant Heads of Terms:	CPAY		
Responsible Directorate:	CLC		
Project Manager:	David Walters		
Tel:	0207 364 5926	Mobile:	07507 842921
Ward:	Borough wide		
Delivery Organisation:	Idea Stores		
Funds to be passported to an External Organisation?	No		
Does this PID involve awarding a grant? ('Yes', 'No' or 'I don't know')	No		
Supplier:	Supplier of interactive education touch screen technology, hardware vendor, Civica schools licencing section		
Does this PID seek the approval for capital expenditure of up to £250,000 using a Recorded Corporate Director's Action (RCDA)? (if 'Yes' please append the draft RCDA form for signing to this PID)	No, the capital estimate will be adopted as part of Cabinet process.		
Has this project had approval for capital expenditure through the Capital Programme Budget-Setting process or	No		

through Full Council? ('Yes' or 'No')	
S106	
Amount of S106 required for this project:	£96,537.29
S106 Planning Agreement Number(s):	PA/13/00384 £47,069.00 PA/08/00195 £49,468.29
CIL	
Amount of CIL required for this project:	£135,804.71
Total CIL/S106 funding sought through this project	£232,342
Date of Approval:	

Distribution List

Organisation	Name	Title
LBTH – D&R	Aman Dalvi	Corporate Director
LBTH – D&R	Owen Whalley	Service Head – Planning & Building Control
LBTH – D&R	Chris Holme	Service Head – Resources
LBTH - D&R	Andy Scott	Service Manager – Economic Development
LBTH – D&R	Matthew Pullen	Infrastructure Planning Team Leader
LBTH – D&R	Helen Green	S106 Programme Coordinator
LBTH – Legal	Gillian Dawson	Principal Planning Lawyer
LBTH Legal	Marcus Woody	Planning Lawyer
LBTH - D&R	Andy Simpson	Business Improvement & S106 Programme Manager
LBTH - CLC	Tope Alegbeleye	Strategy, Policy and Performance Officer
LBTH –CLC	Judith St John	Head of Idea Stores
LBTH- CLC	Shazia Hussain	Service Head Cultural Learning and Leisure

Organisation	Name	Title
LBTH – CLC	Simon Leveaux	Programme Standards and Improvement Manager
LBTH CLC	Thorsten Dreyer	Strategy & Business Development Manager - Culture, Public Realm and Spatial Planning
LBTH Public Health	Tim Madelin	Senior Public Health Strategist
LBTH ESCW	Pat Watson	Head of Building Development

Related Documents

ID	Document Name	Document Description	File Location
If copies of the related documents are required, contact the Project Manager			

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1.0   Purpose of the Project Initiation Document

1.1   This project is made possible by the implementation of a £2m public access ICT infrastructure improvement project by Agilisys. This new infrastructure will enable the Idea Stores to exploit new technology opportunities and this PID has been prepared to secure Section 106/ CIL funding to deliver new learning lab hardware and software across the Idea Store Learning service. The existing equipment has been in place since 2005 and as identified in the last two Ofsted inspections, is no longer fit for purpose.

1.2   IT facilities within Idea Store Learning labs are not fit for purpose. Despite IT limitations, the learning delivered continues to be popular and highly regarded by local residents. In the academic year 2015/16 Idea Store Learning ran over 900 courses for 7,500 learners, 9 out of 10 learners are Tower Hamlets residents of which 85% come from the boroughs' most deprived postcodes.

1.3   A key factor in the service maintaining its Ofsted rating of "Good" has been the dedication and innovation of learning staff. The last two Ofsted reports have both remarked that IT facilities are not fit for purpose and it is the highest risk to Idea Store Learning losing the current rating of Good when next inspected. Ofsted inspections are now done at short notice and it is highly likely that Idea Store Learning will be inspected before the end of 2016.

2.0   Section 106/CIL Context

Background

2.1   Section 106 (S106) of the Town and Country Planning Act 1990 allows a Local Planning Authority (LPA) to enter into a legally-binding agreement or planning obligation with a developer over a related issue. Planning Obligations / S106 agreements are legal agreements negotiated, between an LPA and a developer, with the intention of making acceptable development which would otherwise be unacceptable in planning terms.

2.2   CIL is a £ per square metre charge on most new development. In April 2015, the council adopted its own CIL Charging Schedule. CIL must be spent on the provision, improvement, replacement, operation or maintenance of infrastructure, where a specific project or type of project is set out in the Council's Regulation 123 List.

2.3   On the 5th January 2016, the Mayor in Cabinet agreed the implementation of a new Infrastructure Delivery Framework which will help ensure the process concerning the approval and funding of infrastructure using CIL/S106 will be appropriately informed and transparent.

S106

2.4 In terms of the allocation of S106 funding, this PID is part of the Tower Hamlets Council S106 Delivery Portfolio and is aligned with the agreed Heads of Terms (HoT) for the Deed creating Planning Obligations and undertakings for the following developments

Planning Application	HOFT	Site Address	Expiry Date	Funding Requirement	Amount Agreed	Total Requested
PA/13/00384	CPAY	Former Queen Elizabeth Hospital	TBC [Expended in full or committed within 10 years from the date of practical completion]	Community and Leisure facilities in the Borough	£49,879	£47069.00
PA/08/00195	CPAY	14Field gate Street	04/03/2021[10 years from date of receipt - 04/03/2011]	Local Community Facilities in Whitechapel	£75,000.	49,468.29

The value of the deliverable for Whitechapel Idea Store, as shown in the break down in Appendix A and the costs listed within the Project Budget table (9.1), amounts to a total of £54,176, this figure exceeds the amount requested against contribution PA/08/00195.

CIL

2.5   In terms of the approval to allocate CIL funding, the project detailed within this PID complies with the requirements for spending CIL.

2.6   This project seeks the amount of £135,804.71, for the provision of Idea Store and library facilities.

3.0   Legal Comments

3.1   We are satisfied that this project is in accordance with the purposes of the S106 agreements listed in the table in paragraph 2.4 above. The funding from the agreement for the 14 Fieldgate Street development (PA/08/00195) must be used solely for the project in Whitechapel as that is an express requirement of that agreement. However, we are content that the use of that money for this project will be in compliance with that requirement on the basis that the whole of it will be used towards the provision of facilities at the Whitechapel Idea Store.

3.2   These comments are limited to addressing compliance with the terms of the s106 agreements mentioned above (as based on the information detailed in the PID) and advice on any other legal matters (such as advice on procurement) should be sought separately if appropriate.

4.0   Overview of the Project

4.1   Agilisys are in the midst of implementing a £2m public access ICT infrastructure improvement project and once complete, it will enable the much needed upgrade of the technology to deliver Idea Store Learning programmes.

This project will be delivered in two distinct phases. Phase 1 will see a service improvement brought about by the use of new computers and software. Phase 2 will cover the replacement of teaching aids, namely interactive touch screen technology and peripheral devices.

The Agilisys infrastructure project will result in a complete logical and physical separation between LBTH staff and public networks. The creation of an autonomous public network means that Idea Store Learning can now use modern industry standard software. Idea Store Learning requires modern software in order to impart skills that learners will need in the workplace. There has been a tension between this and the more cautious approach of corporate IT which requires new

software to be tested within a corporate environment, the fear being it could potentially cause problems in other areas on the staff network. Now the risk of contagion has been removed through the infrastructure project, Idea Store Learning is able to move forward with its service improvement.

4.2   Phase 1 – New PCs and software

The equipment used by the Idea Store learning tutors and students, is no longer fit for purpose. Learners are being taught in Microsoft Office 2003. With 13 year old software and PCs of a similar age Idea Store Learning is not adequately preparing students with the skills required in the modern workplace.

Idea Store Learning IT currently sits outside the Agilisys contract. As the learning environment is outside the contract, the computers will not be upgraded by Agilisys and are still running the now defunct Windows XP operating system. The onus to refresh learning equipment resides solely with the Idea Store service.

Now that Agilisys have completed the relevant infrastructure upgrade it will be possible to move the public access PC network into the council network , whilst maintaining appropriate security and segregation. In the future all Idea Store ICT equipment will be managed by Agilisys. It is therefore proposed to replace all 100 Idea Store Learning computers with modern equipment capable of running Windows 10 and Microsoft Office 2016.

With new computers and an autonomous network Idea Store Learning is able to take a new approach to software procurement. As a recognised learning provider Idea Store is able to lease the latest software at a fraction of the retail price. Rather than buying software that is not able to be upgraded without further expense, it is proposed that Idea Store Learning move to a software leasing model with software assurance. Under this model, which is only available to education providers, Idea Store Learning would automatically get the latest versions of Microsoft Office and Adobe Creative Cloud as soon as they are released. With a separate network there is no risk of these products adversely affecting IT in other areas of the council.

4.3   Phase 2 – New teaching aids and peripherals

Idea Store Learning labs are all fitted with Promethean Interactive Whiteboards connected to ceiling mounted projectors. The boards where purchased in 2003 and worked well for many years. However after 13 years of continual use they are at the end of life. The boards should be interactive and allow tutors to use smart pens to annotate presentations freehand and print the outcome for the class but many of the boards are damaged beyond repair. In the main the screens are now simply used as whiteboards for pre-prepared presentations. Tutors are adjusting their material accordingly with less classroom discussions because they know the technology does not support this mode of delivery.

It is proposed that Idea Store Learning labs are fitted with the same standard equipment now being used within Tower Hamlets schools, namely internet enabled

touch screens linked to wireless printers. Touch screen technology would revolutionise the way Idea Stores deliver learning. Tutors would be able to annotate presentations and instantly share this with the class or embed websites or video into lesson plans. There are two main suppliers in the education touch screen market, Promethean and Smart. Both suppliers have similar products at a similar price point; it is proposed that quotations are sought from both. The use of touch screen technology would remove the need for expensive ceiling mounted projectors and represent a leap forward in how courses delivered.

Tutors should have the facility to print work that has been collaboratively developed during a teaching session. At present the only printing facilities are within learning labs that have student computers. Learning has evolved and if we are to encourage group discussions and embed learning the outputs of facilitated learning need to be captured and shared with the class.

To reap the full benefit of wifi enabled touch screen devices each touch screen should be linked to a printer. Printing facilities are not only required by students who produce work in IT labs, the ability to print is needed in every learning lab.

5.0 Business Case

5.1 Without a major technology refresh Idea Store Learning will need to cut the range of courses offered. Some high fee generating courses such as web design have already been cancelled due to inadequate IT facilities, without a complete technology refresh further courses will come under threat. Tower Hamlets is in a unique position, with high tech jobs in both Canary Wharf and silicon roundabout demand for introductory and improver adult education courses is high but without adequate IT facilities Idea Store Learning is unable to service this demand.

5.2 Unless there is a radical improvement with the quality of IT hardware and software Idea Store Learning may lose its Ofsted rating of Good, making it more difficult to recruit and retain learners and potentially putting at risk income from the Skills Funding Agency.

The following extract is from the latest Ofsted report from March 2013:

"Accommodation for learning is good, particularly in the four Idea Store Learning centres which are highly popular, attractive and welcoming settings. Together with an extensive and diverse range of other premises across the borough, they ensure learning is easily accessible to local communities. Resources to support learning are generally good, but some computer hardware and software that learners use are not up to date."

6.0 Approach

6.1   Indicative costs have been sought for suppliers of promethean and smart for touch screen solutions. Promethean and smart are the two market leaders in the area of classroom technology. The quotes have come from the same installation company who installed touch screens in schools across Tower Hamlets.

6.2   Computer replacement costs have been derived after consultation with the ICT Client team.

6.3   A quotation for new learning lab software was sought from Civica under their Schools licencing agreement. As a learning provider Idea Stores can benefit from obtaining educational licences that attract a discount of up to 80%.
The maintenance of the software and the hardware will be covered by the suppliers of the equipment, as specified within the contract.

6.4   Costs for replacement learning lab wireless printers were obtained from Insight UK, a Council approved supplier of computer hardware.

7.0 Infrastructure Planning Evidence Base Context

7.1   This project is captured within the Idea Stores Improvement Programme referred to in the Infrastructure Delivery Framework Evidence Base. This is ranked as the equal top priority Idea Stores project.

8.0 Deliverables

8.1   This project will deliver the following:

-   A complete refresh of all Idea Store Learning IT equipment
-   A reliable and robust IT infrastructure
-   The ability to run a wider range of courses and thus increase revenue
-   The ability to incorporate blended learning into course delivery
-   A basis to retain or improve the current Ofsted rating of Good

A detailed list of individual deliverables by site can be found in Appendix A.

9.0 Local Employment and Enterprise Opportunity

9.1   Consultation will be undertaken with the procurement team to ensure that where

practical opportunities for local businesses to supply goods and services are fully explored. However, due to the specialist market for education hardware and software it is unlikely that the equipment can be found locally. Installation will be undertaken by R2P approved suppliers.

10.0 Programme Timeline

10.1   Project Budget

Description	Number	Unit cost	Amount	Funding Source	Funding (capital/revenue)
Table 1					
Financial Resources					
60" touch screens	39	£3,500	£136,500	S106/CIL	Capital
Wireless Keyboard & mouse	39	£50	£1,950		
Learning Lab PCs with Windows 10	100	£500	£50,000		
MS Office with software assurance (3 yrs. – Capitalised)	100	£24 / annum	£7,200		
Adobe Creative Cloud with software assurance (3 yrs. – Capitalised)	36	£90 / annum	£9,720		
Wireless Printers	39	£150	£5,850		
Contingency (10 %)			£21,122		
Total excluding VAT			**£232,342**		

- Any unused Contingency will be returned to the S106 portfolio / recycled for additional works.

10.2 Financial Profiling

Table 2									
Financial Profiling									
Description	**2016/17**				**2017/18**				**Total**
	Q1	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	
60" touch screens					£136,500				£136,500
Wireless Keyboards & mice					£1,950				£1,950
Learning Lab PCs with Windows 10				£50,000					£50,000
MS Office with software assurance (3 yrs. - Capitalised)				£7,200					£7,200
Adobe Creative Cloud with software assurance (3 yrs. - Capitalised)				£9,720					£9,720
Wireless Printers					£5,850				£5,850
Contingency (10%)						£21,122			£21,122
Total				**£66,920**	**£144,300**	**£21,122**			**£232,342**

- No project management fees are to be applied in respect of this project.

10.3 Outputs/Milestone and Spend Profile

Table 3			
Project Outputs/Milestone and Spend Profile			
ID	**Milestone Title**	**Baseline Spend**	**Baseline Delivery Date**
Phase 1	Delivery 100 new PCs	£50,000	January 2017
Phase 1	Delivery of new software	£16,920	January 2017
Phase 1	Creation of new software build	n/a, in-house	February 2017
Phase 1	Develop new course	n/a, in-house	February 2017
Phase 1	Install new PCs	n/a, in-house	March 2017
Phase 1	Advertise new courses	n/a, in-house	March 2017
Phase 2	Start of procurement process	n/a, in-house	November 2016
Phase 2	Select touch screen supplier	n/a, in-house	January 2017
Phase 2	Installation & configuration of touch screens	£136, 500	April 2017
Phase 2	Installation & configuration of wireless keyboards & mice	£1,950	April 2017
Phase 2	Installation & configuration of wireless printers	£5,850	April 2017
Total		**£211,220[1]**	

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[1] This figure excludes contingency. If contingency was included the total would be £232,342

10.4   Realisation

Table 4	
Benefit	**Measure**
Improved learner satisfaction ratings	Learner surveys, social media feedback, increase in number of enrolments, Increase in number of learners who find jobs, maintain or improve current Ofsted rating, learners come from further afield as Idea Store Learning becomes their preferred choice
Improved staff morale	Staff surveys, feedback via team meetings,1:1's and PDR's, attract and retain skilled staff
Increase in enrolment revenue	Increase in number of courses on offer and thus number of enrolments
Reduction in number of complaints	Complaints monitoring procedure, reduction in instances of PC failure
Ability to offer industry recognised courses	Increase in number of learners who find jobs, increase in enrolments, courses are filled quicker
Develop ties with industry with increased opportunities for job placement and permanent employment	Organisations actively seek leaners who have been through Idea Store Learning courses

11. Project Team

11.1 Information regarding the project team is set out below:

- o Project Sponsor: Shazia Hussain (Service Head, CLC)
- o Project Manager: David Walters (Operations Manager, CLC)

- o **Project Team Members**:

- o Judith St. John (Head of Service, CLC)
- o Simon Leveaux (Programme standards & Improvement Manager, CLC)
- o Sergio Dogliani (Deputy Head of Idea Stores, CLC)
- o Sunil Hirji (Lead ICT Officer, CLC)
- o Andrew Chavez (Business Solution Architect, CLC)
- o Simon King (Service Relationship Manager, CLC)
- o Procurement category manager

12. Project Reporting Arrangements

Table 5			
Group	**Attendees**	**Reports/Log**	**Frequency**
Project Team	Judith St. John Simon Leveaux Sergio Dogliani Sunil Hirji Andrew Chavez Simon King	Forecast / Actual Spend and Delivery against outputs; Key risks and issues; Output/ Outcome Monitoring	Monthly, then fortnightly during delivery months. Delivery method likely to be voice conferences.
CLC Capital Board	Shazia Hussain (Chair), Project Managers, Heads of Service	Forecast / Actual Spend and Delivery against outputs; Key risks and issues; Output/ Outcome Monitoring.	Monthly

13. Quality Statement

The project will conform to CLC internal controls for assessment and reported as designated with the established control frameworks.

14. Key Project Stakeholders

Table 6			
Key Stakeholders	**Role**	**Communication Method**	**Frequency**
Local residents	Active or potential learners	Idea Store website, in store notices, course guide, via tutors	Throughout the project, specifically at key milestones
Idea Store Learning tutors	Deliver courses	Team meetings, 1:1's, group email, staff conferences	Throughout the project, specifically at key milestones
Idea Store front line staff	Front line communication	Team meetings, 1:1's staff briefings	Throughout the project
Ward Members	Elected representatives	Via senior managers	When requested
Skills Funding Agency	Provide funding	Meetings and email	Delivery of key milestones

15. Stakeholder Communications

15.1 Please refer to table 6, Idea Stores will actively engage will all relevant stakeholders throughout the lifetime of the project.

16. Key Risks

16.1 The key risks to this project are provided in the Table 7 below:

Scale
Likelihood (1 – 5) where 1 is highly unlikely and 4 is almost certain
Impact (1 – 5) where 1 is minimal impact and 4 is devastating

Table 7							
Risk No.	Risk	Triggers	Consequences	Existing Internal Controls – to be confirmed	Likelihood	Impact	Total
1	Project spend exceeds budget	Hidden costs arising from additional works and/or equipment	Project stalls or is only part implemented, damage to LBTH reputation.	Clear costs for all works received. Contingency in place.	1	4	4
2	Procurement processes do not allow Idea Store Learning to only invite quotations from the market leaders in education touch screen technology	Advice from Procurement	The procurement exercise takes much longer, no standardisation between equipment used in Idea Store Learning and schools/colleges, tutors require additional training in use of new product, increase in instances of hardware failure	Seek procurement advice at the earliest possible stage. Develop a case for this being a specialist procurement exercise with limited suppliers.	2	3	6
3	The project is not adopted as part of the Capital Programme.	Failure to obtain the required budget, proposal rejected by cabinet	The entire Idea Store Learning Service could grind to a halt, fewer enrolments so courses are cut, reduced revenue, Skills Funding Agency withdraws	Council commitment to Idea Store Learning at the highest levels.	1	4	4

Table 7							
Risk No.	Risk	Triggers	Consequences	Existing Internal Controls – to be confirmed	Likelihood	Impact	Total
			support, drop in Ofsted rating, increase in learner dissatisfaction, damage to LBTH reputation, poor media coverage, campaigns against closures by local pressure groups				

Appendices

Appendix A: Detailed list of deliverables by site

The following items will be delivered as part of this project:

Idea Store Bow
- Learning lab touch screen x 4
- Wireless keyboard & mouse x 4
- Learning lab PC with Windows 10 x 14
- MS Office 2016 with software assurance x 14
- Wireless printer x 4

Idea Store Canary Wharf
- Learning lab touch screen x 4
- Wireless keyboard & mouse x 4
- Learning lab PC with Windows 10 x 4
- MS Office 2016 with software assurance x 4
- Wireless printer x 4

Idea Store Chrisp Street
- Learning lab touch screen x 4
- Wireless keyboard & mouse x 4
- Learning lab PC with Windows 10 x 22
- MS Office 2016 with software assurance x 22
- Adobe Creative Cloud with software assurance x 18
- Wireless printer x 4

Idea Store Whitechapel
- Learning lab touch screen x 9
- Wireless keyboard & mouse x 9
- Learning lab PC with Windows 10 x 28
- MS Office 2016 with software assurance x 28
- Adobe Creative Cloud with software assurance x 18
- Wireless printer x 9

Idea Store Watney Market
- Learning lab touch screen x 1
- Wireless keyboard & mouse x 1
- Learning lab PC with Windows 10 x 1
- MS Office 2016 with software assurance x 1
- Wireless printer x 1

Bethnal Green Library
- Learning lab touch screen x 1

- Wireless keyboard & mouse x 1
- Learning lab PC with Windows 10 x 1
- MS Office 2016 with software assurance x 1
- Wireless printer x 1

The Shadwell Centre
- Learning lab touch screen x 16
- Wireless keyboard & mouse x 16
- Learning lab PC with Windows 10 x 30
- MS Office 2016 with software assurance x 30
- Adobe Creative Cloud with software assurance x 18
- Wireless printer x 16

Technology requirements:

New PCs and software
- must be minimum Intel core i5
- must have minimum 4GB Ram
- must have minimum 64GB hard drive
- must be small form factor
- All PCs must be able to run Microsoft Windows 10 and Office 2016
- Learning lab PCs must be able to run Adobe Creative Cloud

New teaching aids and peripherals
Touch screens:
- must be minimum 60"
- must be wall mountable
- must be wifi enabled
- must be compatible with Microsoft Office products
- must be compatible with multimedia file formats
- must be able to direct output to either a local or network printer
- must be able to perform mouse functions by touching the screen with a pen or finger

Wireless printers:
- must be compact as when the learning lab is not in use the printers will be locked away
- must be compatible with selected touch screens

To minimise disruption all installation work must be planned well in advance, agreed with each local site manager and take place outside of term time.