

Governance, Risk and Best Value Committee

10:00 Tuesday, 17th September 2024

Quarterly Status Update – Digital Services

Executive/routine
Wards

1. Recommendations

- 1.1 It is recommended that the Committee reviews, scrutinises and notes the progress detailed in this quarterly update.

Dr Deborah Smart

Executive Director of Corporate Services

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Quarterly Status Update – Digital Services

2. Executive Summary

- 2.1 The purpose of this report is to provide a quarterly progress update on the Council's Digital Services programme of works. The Council and our technology partner, CGI UK Limited, have continued to work in partnership on the plan to improve stability of our IT estate.

3. Background

Council Digital and Smart City Strategy

- 3.1 In October 2020, the Policy and Sustainability Committee approved the Council's new Digital and Smart City Strategy 2020-2023 which sets out our ambition to become a digital council. An updated strategy covering 2024-27 is lined up for approval at Policy and Sustainability Committee in October..
- 3.2 Our strategic technology partnership with CGI was extended to the end of March 2029 with formal approval to the extension at the Finance and Resources Committee on 27 August 2020. Both the original and extended contracts with CGI have provided savings to the Council which are detailed in Section 6 of this report.

4. Main report

Service Performance

- 4.1 Over the second quarter of 2024, incident levels remained stable, with Priority 1 and 2 incidents staying at acceptable levels. **Appendices 2 and 3** provide comparison of incident volumes since 2017. **Appendix 1** provides the definitions of and criteria for each of the priorities assigned to incidents logged with CGI.
- 4.2 Work has continued with CGI regarding proactive monitoring which is reflected in expediting faults and incident resolution. New software has been embedded and continues to be developed to help facilitate this process.
- 4.3 Over the past quarter, we have had a 'change freeze' during the exam period to protect those sitting their school qualifications and a further short 'change freeze' was deployed during Election week to ensure stability during that critical period.

Work is progressing to further stabilise the environment and provide resilience where required.

Major works are in planning to start later in the year to update our network routing and load balancing of traffic as well as hardware upgrades to both network equipment and some end user devices. Communications will be issued to staff highlighting any impacts as these programmes begin to deliver.

- 4.4 Weekly meetings continue with CEC and CGI to ensure that performance, delivery and escalations are monitored to ensure that systems are kept in a stable manner.

Protecting Our Organisation - Cyber Security Management

- 4.5 The Council and CGI teams are collaboratively managing Security Risks continuously across the estate. The Security Risk Management Plan (RMP) has continued its quarterly reviews and risk owners have been asked to provide regular updates to improve on the risk appetite by both partners in this framework, the Council and CGI. Enhanced reporting has been developed between key stakeholders within CGI and the Council.
- 4.6 The Security Dashboard (**Appendix 5**) provides an overview of current activity in Cyber Security.
- 4.7 Monthly e-Learning for Cyber Security continues to be rolled out across the Council. The Cyber Team is working with the Corporate Leadership Team to drive up the completion rates for the training. The Council are looking to implement forced compliance and are currently working with CGI and the platform provider for proposals to implement this across the 16000+ subscribers.
- 4.8 In June / July 2024 Penetration Testing of our Learning and Teaching and People Network estate commenced and has been subsequently completed. The Council are awaiting the formal report so that remediation efforts of findings can commence with CGI.
- 4.9 Preparations and planning are underway to commence pre PSN 2024/2025 work and meetings have already been scheduled with the Cabinet office to understand scope and delivery timescales.
- 4.10 The current threat level to the Council remains very high, amplified by the conflicts taking place across the world. Communications have been sent to all Council staff asking them to remain vigilant and to report any suspicious events. The Council and CGI are constantly monitoring threat intelligence feeds through various channels and applying controls where appropriate.
- 4.11 EGRESS prevent and protect has been implemented successfully across the corporate network, this is to complement EGRESS defend that was successfully rolled out earlier in the year. The Council is awaiting a proposal from CGI to implement the same across the Learning and Teaching network in the coming months.

Governance, Audit and Contract Management

- 4.12 All 2023/24 Audits have completed, and actions raised by Internal Audit colleagues. Audit actions are in good health with both Digital Services and CGI working collaboratively with Internal Audit. There are no outstanding overdue actions. Since the last report, 9 new audit actions have been raised and one action closed. All open actions are within their due date. The Audit Dashboard (**Appendix 7**) provides more information around this.
- 4.13 Requests for all new technology, whether procured through CGI or directly with the vendor, progress through a governance process incorporating Data Protection Impact Assessments with colleagues in Information Governance, Security Assurance with a combination of Council, CGI and third part Cyber colleagues, procurement colleagues as appropriate and the Joint Design Authority.
- 4.14 Digital Services manages the technical aspects of the Council's website and is responsible for ensuring that accessibility standards are met on this. An annual audit of our website accessibility is carried out by a third party and details of this can be found in **Appendix 9**. The tools and technology for website accessibility and wider aspects of accessibility are provided by or through Digital Services, however, Services must ensure that the systems they use and documentation they distribute are accessible.

Strategic Programme of Work and Change Programmes

- 4.15 The Digital Services Strategic Programme of Work presents a portfolio of projects to support the execution of the Digital and Smart City Strategy over the next 12 months. Details of this and the key priority projects are outlined in **Appendix 8**.
- 4.16 Over the reporting period work has continued on two major programmes of work, with progress towards the implementation of the new HR/Payroll solution and the planned autumn delivery for this, and on preparatory work for the new Social Care system.
- 4.17 There are several new programmes of work which are at the planning and mobilisation stage. This includes the device review programme for desktops and laptops across the Corporate, Learning and Teaching and People's Network estates, which will target devices that require to be swapped out before Windows 10 becomes end of life in October 2025.

Planning work is also underway on the discovery phase of the G Drive to SharePoint Migration project which will provide a detailed analysis of the current G Drive structure and content, in preparation for the migration.

Further work is planned to upgrade infrastructure components of the Council's Local Area Network (LAN) and Wireless Local Area Network (WLAN). The upgrade will help ensure that our networks remain fully supported, continue to operate at optimal performance, and are protected against potential cyber security threats.

CGI Community Benefits

- 4.18 The contract extension with CGI, approved by Committee in August 2020, replaced the original contract's defined community benefits obligation with alignment to CGI's Corporate Social Responsibility (CSR) fund across the UK and community benefits are now accessed via a centralised model.
- 4.19 Through the CSR, CGI are committed to demonstrating tangible community benefits for the Council and its citizens. An overview of Edinburgh based CSR activities can be found in **Appendix 10**.
- 4.20 Recent activities in Edinburgh have included:
- CGI collaboration event at the Remakery in conjunction with People Know How with the morning having CGI work on segregating e-waste and the afternoon CGI focussing on Digital Champions in the Reconnect Digital Training Service.
 - Litter pick around Calton Hill on 7th June.
 - Continued partnership with Trussel Trust Edinburgh North East and more food and toiletries donated to this.
 - Working with CEC Developing the Young Workforce team to explore options for work placements.
 - New Strategic Partnership with Heriot Watt University as part of the UN Sustainability Exploration and Data Science Programme (SEEDS).
 - Sponsoring kit and equipment for Demonburgh Junior Roller Derby.
 - Continued engagement with the One City Trust – currently considering how 2 entries to this can be assisted with more details in future updates.
 - Tree planning sessions in planning for the autumn.

5. Next Steps

- 5.1 The Council continues to further strengthen and improve our management, governance, security, and delivery arrangements for the digital programme in partnership with CGI.
- 5.2 We are working with Internal Audit colleagues to undertake a benchmarking exercise on the service and performance of CGI by an independent third party. The contract allows for benchmarking of our base service, and other services provided by mutual agreement, with CGI by an independent bench marker. This work is in the procurement phase, and we anticipate that this will be completed by autumn 2024.

6. Financial impact

- 6.1 Over the first phase of the contract with CGI, the Council saved £45 million on the transition from the previous vendor, against the 2015/16 baseline ICT spend. The

Committee should note that this saving has already been fully taken as part of financial planning.

- 6.2 During 2018, the Finances and Resources Committee approved a negotiated 'variation' to the baseline contract which included a reset of all digital transformation programmes and the Council receiving just over £11m of rebate. This included a £3.1m contribution to the total costs of the Councils ERP programme of £14.984m, and this budget was further supplemented by a contract price reduction of £3.783m.
- 6.3 The ERP programme included upgrades and enhancements to HR, Finance, Debt Management and Banking and Payments systems.
- 6.4 On the 27 August 2020, the Finance and Resources Committee approved a 6-year extension to in end March 2029 following negotiations between CGI and the Council, realising a further saving of £14.1m.
- 6.5 This additional saving contributes annually to the overall Corporate savings over the period 2020-29.
- 6.6 In addition, and as part of the 2020 negotiations CGI agreed to cap the annual RPI increase for the contract at 2.5%. This has resulted in cost mitigation of £3m to 31st March 2023 and a forecast cumulative reduction of £18.6m to the end of the contract, 31st March 2029.
- 6.7 Digital Services has identified savings of £500,000 in 2024/25 as part of the Council's Medium-Term Financial Plan. This will increase to c£1m in 2025/26 and work is underway to identify and realise these savings.

7. Equality and Poverty Impact

- 7.1 This report is an update on all activity underway by Digital Services and the wider Council in relation to our technology estate. Where appropriate, individual projects, contracts and programmes related to technology and the Digital and Smart City Strategy will have their own Integrated Impact Assessments.

8. Climate and Nature Emergency Implications

- 8.1 This report is an update on all activity underway by Digital Services and the wider Council in relation to our technology estate. Where appropriate, individual projects, contracts and programmes related to technology and the Digital and Smart City Strategy will have their own Integrated Impact Assessments.

9. Risk, policy, compliance, governance and community impact

- 9.1 The Council's Corporate Leadership Team (CLT) risk register formally identifies digital capabilities, cyber security and information governance as a risk and

ensures that sufficient mitigations and active management of risks continues to be undertaken.

- 9.2 The Council's Strategic Change Board actively monitors and tracks progress on all Council wide programmes including the ICT programme.
- 9.3 Digital Services and the Corporate Risk Team have been reviewing and updating the existing risks, with particular emphasis on the Cyber Security risk and this will be reported to CLT and Committee by the Corporate Risk Team.

10. Background reading/external references

- 10.1 [Digital & Smart City Strategy 2020-23.](#)

11. Appendices

- 11.1 Appendix 1 – Incident Definitions
- 11.2 Appendix 2 – 2017-2023 Incident Numbers Comparison
- 11.3 Appendix 3 – 2023-24 Incident Numbers Comparison
- 11.4 Appendix 4 – Service Performance
- 11.5 Appendix 5 – Security Dashboard
- 11.6 Appendix 6 – Audit Dashboard
- 11.7 Appendix 7 – Glossary of Terms
- 11.8 Appendix 8– Strategic Programme of Works
- 11.9 Appendix 9 – Website Accessibility
- 11.10 Appendix 10 – Community Benefits

Appendix 1 – Incident Definitions

"Severity 1 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) constitutes a loss of the Services which prevents a large group (of at least 50) End Users from working; or
- (b) has a critical impact on the activities of the Authority; or
- (c) causes significant financial loss and/or disruption to the Authority; or
- (d) results in any material loss or corruption of Authority Data; or
- (e) results in a P1 being Non-Available; or
- (f) causes an entire business area to be unable to work.

Non-exhaustive examples include: A failure of the Services to provide user authentication service; or at least 50 End Users unable to work or a P1 failings its KPI Availability targets.

"Severity 2 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) has the potential to have a major (but not critical) adverse impact on the activities of the Authority and no workaround acceptable to the Authority is available; or
- (b) has the potential to cause a financial loss and/or disruption to the Authority which is more than trivial but less severe than the significant financial loss described in the definition of a Service 1 Service Incident; or
- (c) causes financial loss and/or disruption to the Authority; or
- (d) affects greater than 25 but less than 50 End Users; or
- (e) results in a P2 Application being Non-Available.

Non-exhaustive examples include: Corruption of organisational database tables or loss of ability to update Authority Data.

"Severity 3 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) has the potential to have a major adverse impact on the activities of the Authority which can be reduced to a moderate adverse impact due to the availability of a workaround acceptable to the Authority; or
- (b) has the potential to have a moderate adverse impact on the activities of the Authority; or
- (c) affects less than 25 End Users; or
- (d) results in a P3 Application being Non-Available;

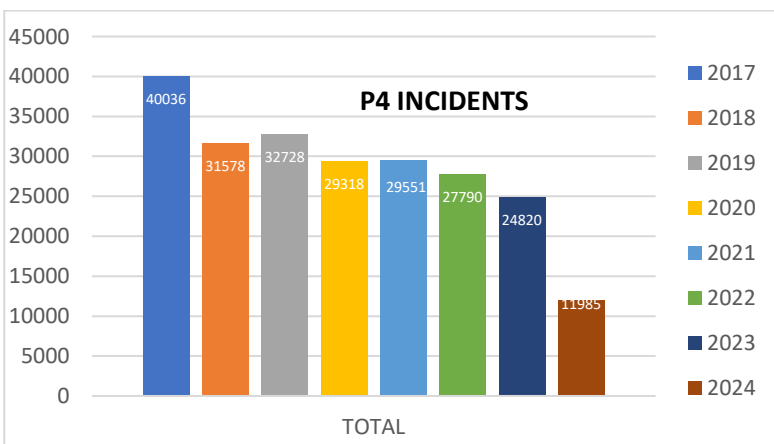
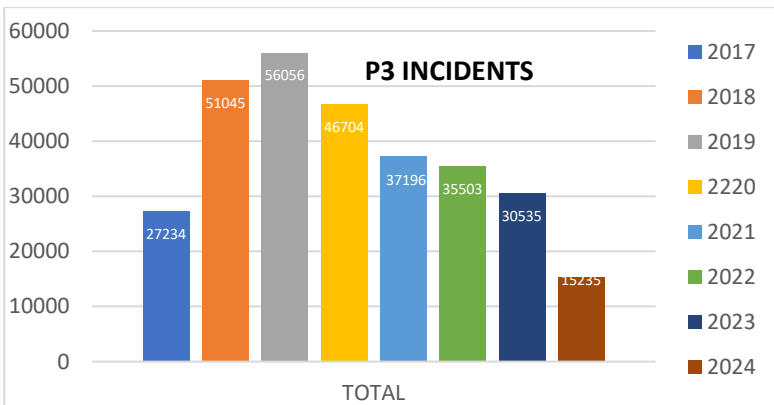
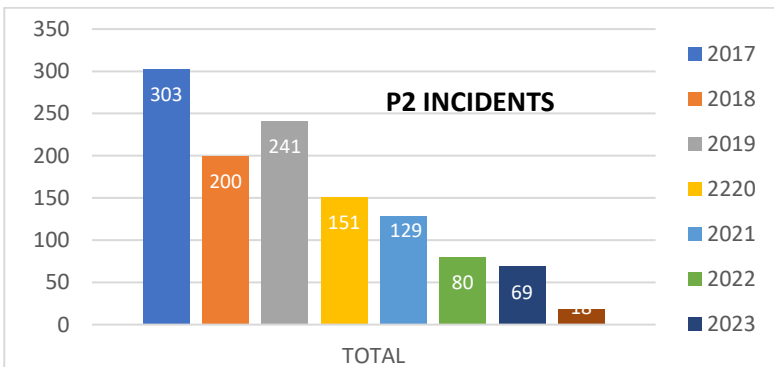
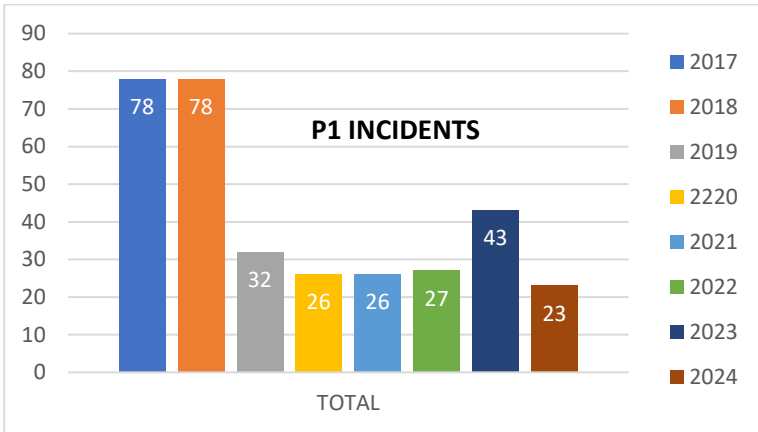
Non-exhaustive examples include: inability to access data or a class of customers.

"Severity 4 Service Incident"

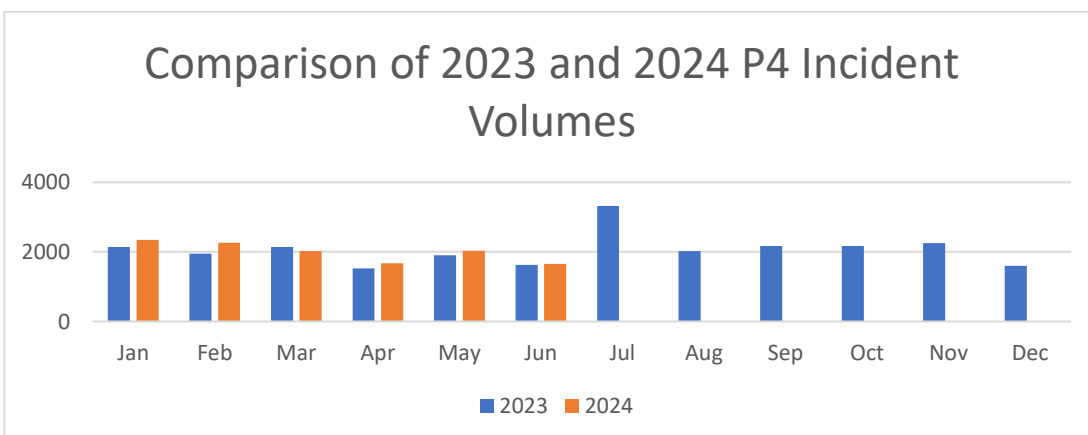
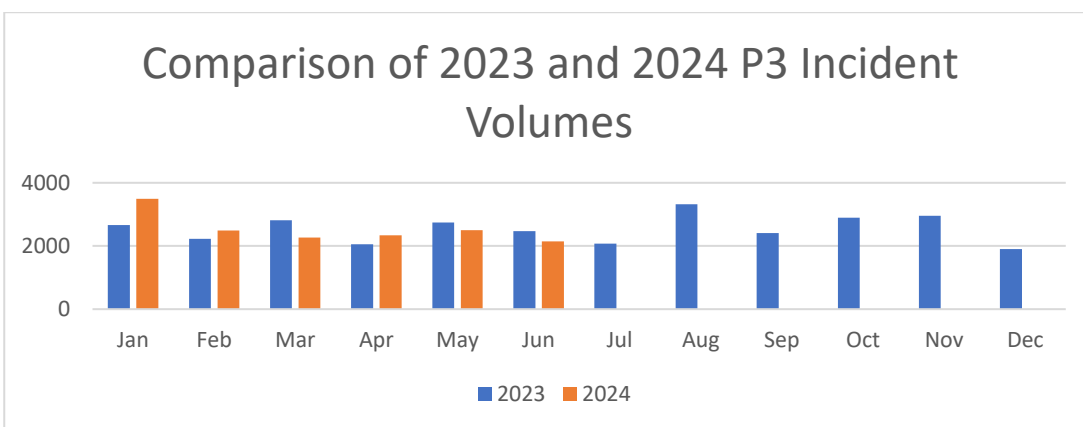
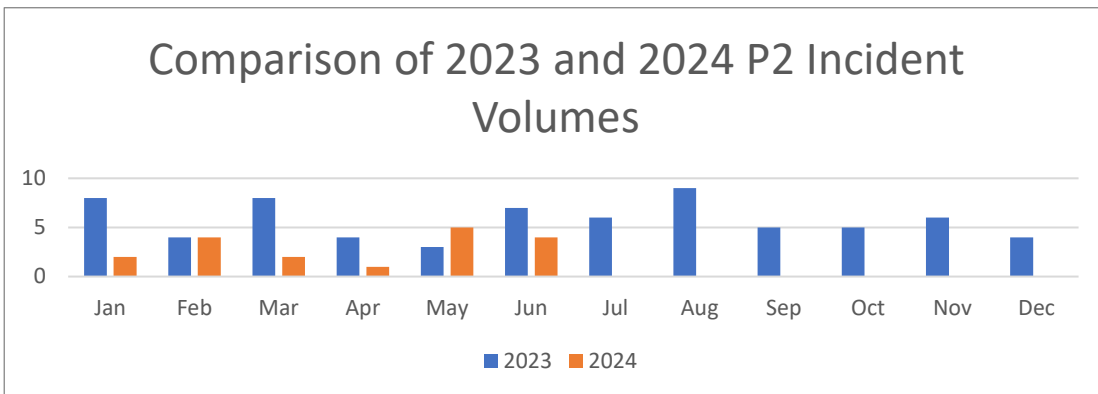
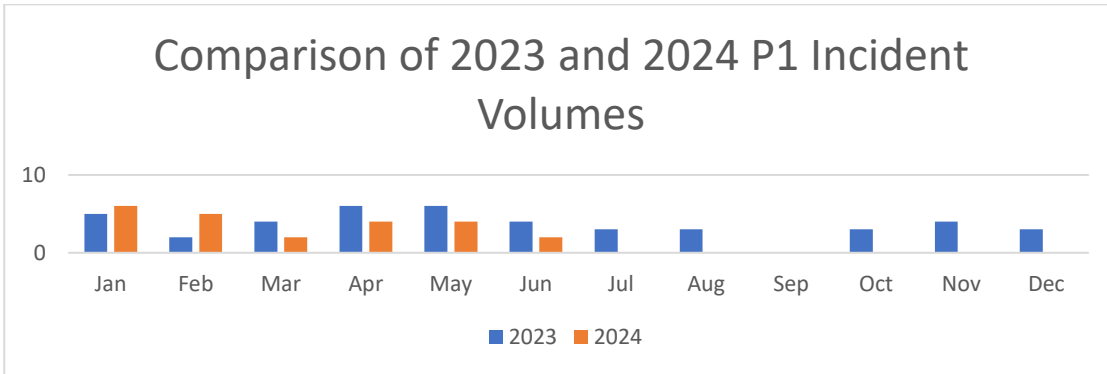
A Service Incident which, in the reasonable opinion of the Authority has the potential to have a minor adverse impact on the provision of the Services to End Users.

Non-exhaustive examples include an inability to access data for a single customer.

Appendix 2 – 2017-2023 Incident Numbers Comparison



Appendix 3 – 2023-24 Incident Comparison



Appendix 4 – Service Performance

Customer Satisfaction

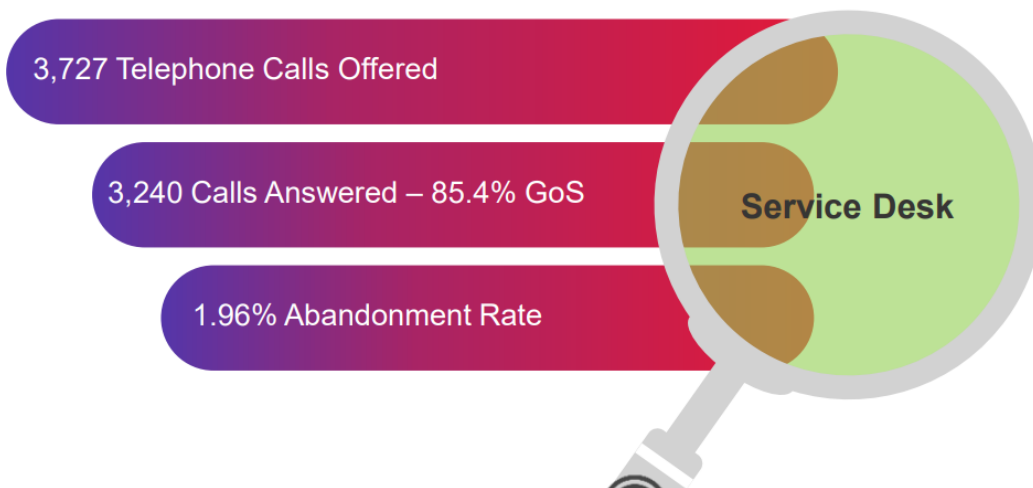
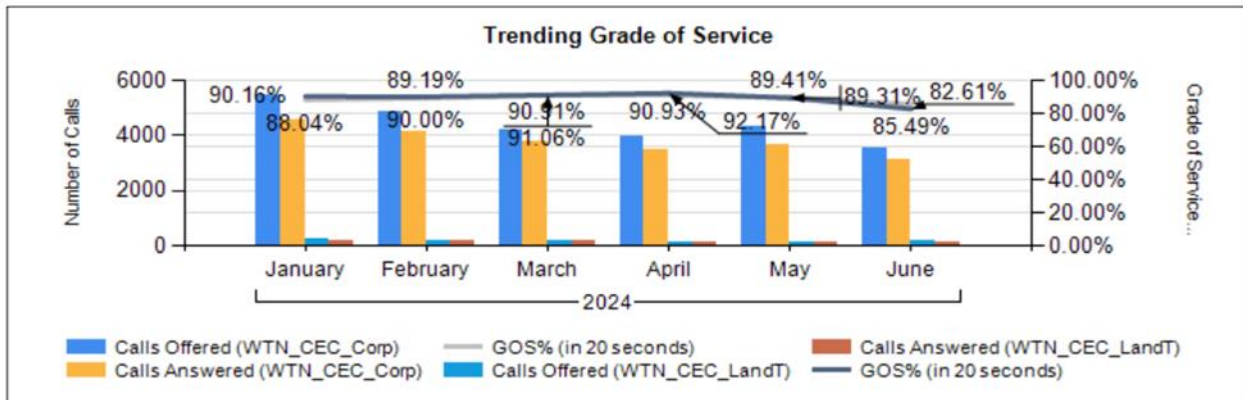
Surveys Completed

	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Surveys Distributed	5,963	5,543	5,411	5,066	5,527	4,843
Surveys Completed	269	260	253	197	225	203
Response Rate	4.51%	4.69%	4.68%	3.89%	4.07%	4.19%

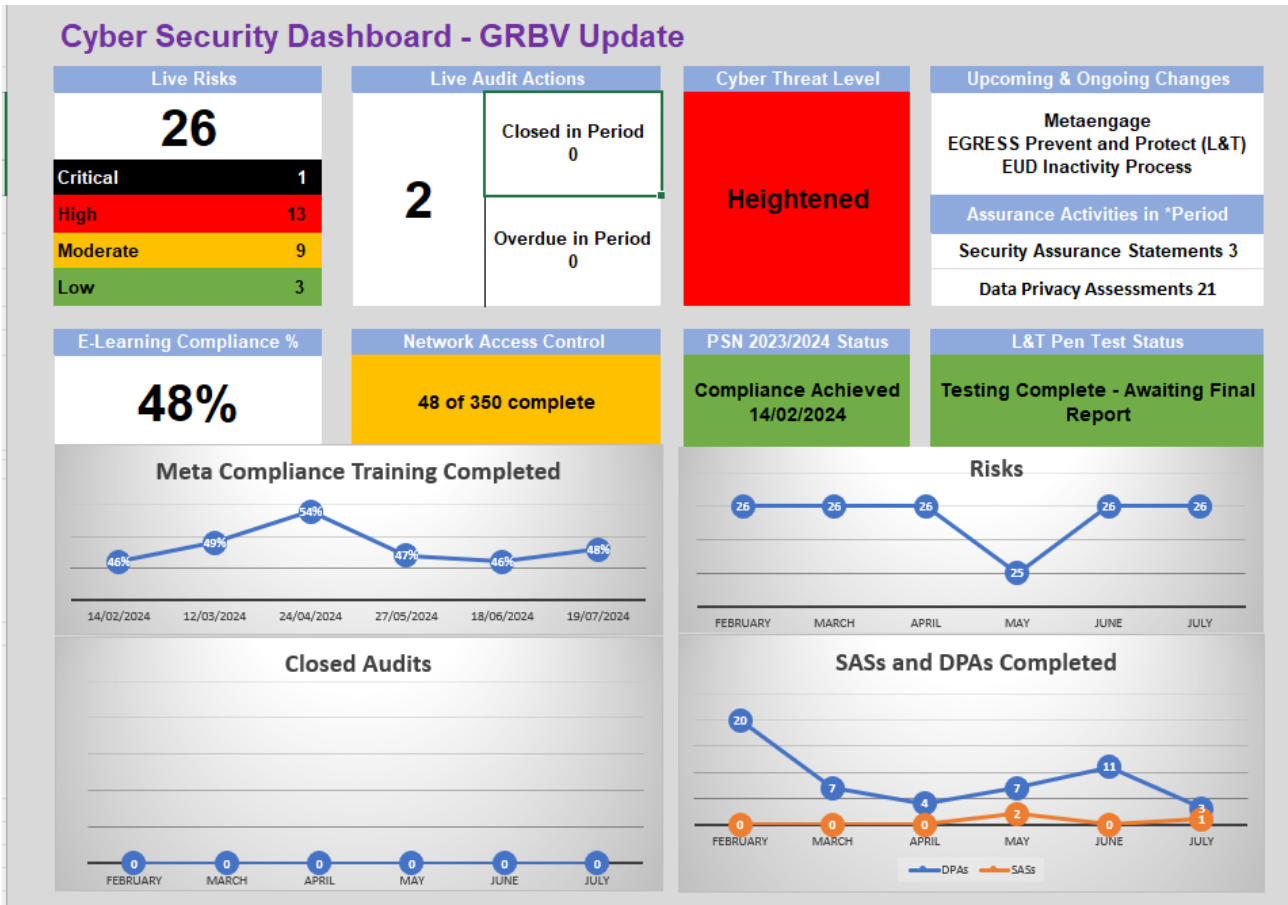
June Snapshot

4843	surveys were distributed during the month with responses
203	Left Responses
105	Left comments
67	had marked all questions as "Very Good"
4	had marked all questions as "Very Poor"
95.17%	Overall satisfaction rate

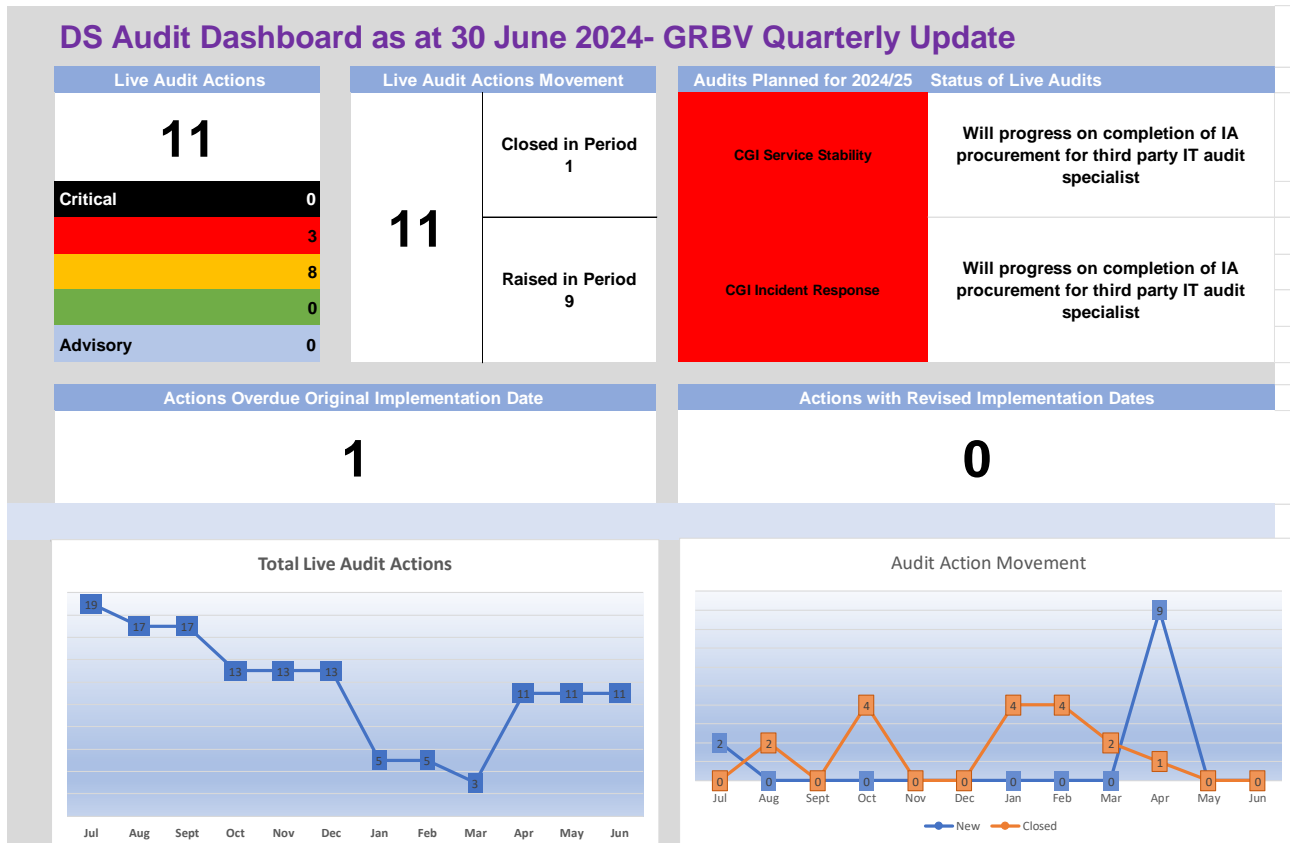
Telephony (Service Desk) Grade of Service and June Snapshot



Appendix 5 – Security Dashboard



Appendix 6 – Audit Dashboard



Appendix 7 – Glossary of Terms

Term	Description
Anti-Virus Software	A program designed to detect and remove viruses and other kinds of malicious software from your device.
AV	Audio-visual - encompasses all technical components for audio and visual such as the equipment used in meeting rooms for hybrid meetings.
DPA	Data Protection Assessment - a process designed to identify risks and impacts arising out of the processing of personal data and to minimise/mitigate these as far and as early as possible.
ERP	Enterprise Resource Planning
Joint Design Authority	CEC & CGI Joint Board for Enterprise Architecture
Network Access Control	Policies enforced to restrict unauthorised users and devices from gaining access to a network.
RAM	Random Access Memory – memory which allows computers to store open and manage applications and data.
SAS	Security Assurance Statement – linked to DPA – a process to identify security risks and impacts.
STEM	Science, Technology, Engineering and Mathematics.
TOR	Terms of Reference
WAP	Wireless Access Point - device that allows wireless capable devices to connect to a wired network

Appendix 8 – Strategic Programme of Work

Strategic Programme of Work - Key Projects Dashboard – July 2024

Theme	Project	Lifecycle Point	Timeline				Progress/Issues
			2024 Jan-Mar	2024 Apr-June	2024 Jul-Sep	2024 Oct-Dec	
Enhancing On-Line Offering	Customer Digital Enablement	Rolling Programme	New Online Forms, Application Integrations, Improving User Experience				Extending customer facing online services, automations & integrations
	Tenant Engagement Platform	Delivery	Delivery				Housing online citizen engagement system.. Timeframes under review
Application Performance	G Drive Migration	Part-Complete	Phase 2 - G Drive Migration - in Planning				Applications migrated. G Drive migration - proposals in development
Driving Operational Efficiency	Enterprise Resource Planning	Phase 2 Complete	DMS Phase2				Debt Management + E-Finance upgrade complete - Phase 2 complete - go-live 20 May
	Housing IT Improvement Plan	Rolling Programme	Including Total Mobile Phase 2, Asset Management and Upgrades				Rolling Housing IT Improvement Programme
	Hosted IDOX	Planning	Early Life Support	Idox Insights Planning			Planning and Building Standards cloud migration - closure complete Idox Insights Planning in progress
	Regulatory Services Civica CX	Delivery	Phased Rollout of Civica CX - timeframe under review				Timeframes under review
	SWIFT Business Objects Upgrade	Delivery	Planning			Delivery	Upgrade SWIFT Business Objects - timeframes to be finalised
	Computer Added Facilities Management (CAFM)	Delivery	Planning			Migration	Migrate legacy property IT system - timeframes to be finalised
	New HR and Payroll system	Delivery	Phase 1 Delivery				Moving legacy HR / Payroll system to cloud based alternative
	SWIFT Replacement	Mobilisation	Preparatory Work to Select and Deliver a New Social Care System				Project to replace the legacy social care system
	Income Management-Upgrade (AIM/ACR)	Delivery	Delivery				Income and Cash Management system upgrade and cloud migration
Providing Accessible Services	Website Developments	Rolling Programme	New Websites, Content Development, Accessibility Improvements				Website/Accessibility developments e.g. Edinburgh Guarantee website
Maintaining and Enhancing core system	Property ICT Programme	Rolling Programme	ICT infrastructure projects to support the capital property programme				Inc. Currie HS, Castlegreen / North Merchiston Care Homes & others
	Analogue to Digital Programme	Planning	Planning			Migrations	Phased Analogue to Digital Migrations
	Currency Programme	Rolling Programme	Ensuring that IT applications & infrastructures remain fully supported				Ensuring all IT systems remain fully supported
	Device Review	Planning	Planning				Replacement programme for desktops and laptops across the Corporate, L&T and PN estates, targeting devices that require to be swapped out before Windows 10 becomes end of life in Oct 2025
	WAPs/Switches Programme	Planning	Planning				Upgrading infrastructure components of the Council's Local Area Network (LAN) and Wireless Local Area Network (WLAN)

Project	Strategic Programme of Work – Top 18 Projects – Project Glossary & Updates
Customer Digital Enablement	We are expanding the range of online services offered to citizens through the Council CRM system. This includes new forms to support Tables and Chairs permit payments, housing benefit short stays, Housing repairs general enquiries, and ongoing developments to build forms to support functions such as landlord registration payments, report faulty traffic lights, and discretionary housing payments.
Tenant Engagement	A project is underway with the Housing Service to rollout an automated tool for engagement with social housing tenants- to support functions such as online Community Consultations and Annual Surveys.
G Drive Migration	Planning work is also underway on the discovery phase of the G Drive to SharePoint Migration project which will provide a detailed analysis of the current G Drive structure and content, in preparation for the migration.
Enterprise Resource Planning	Over October 2023, a major milestone was reached with the successful upgrade of the Oracle eBusiness Suite from version R11to R12. The project encompassed four key functional areas: Procurement, Finance, Debt Management and Business Change. This followed the launch of the new Apex Debt Management system which was rolled out in August 2023. Phase 2 was implemented in May 2024 with final closure underway.
Housing IT Improvement Plan	A rolling programme of digital Housing projects is now underway, which includes asset management initiatives, online housing application developments, a web enabled housing options checker, and phase 3 of the housing repairs project which will deliver further mobile working efficiencies and service improvements.
Hosted IDOX	Following the successful migration of our Planning and Building Standards software suite into a private cloud- transferring responsibility for maintaining infrastructures, IT compliance and system support over to the supplier, further work on Idox Insights is now under review.
Regulatory Services- CX	The Civica CX project is intended to replace the legacy Civica APP system CX with an upgraded cloudbased solution to support regulatory services. Timeframes for this project are currently under review.
SWIFT Business Objects	We are working with our IT partner and business teams to prepare for the upgrade of SWIFT Business Objects which provides a centralised suite of data reports for the Council’s social care & criminal justice services.
Computer Added Facilities Management	Work remains underway to plan the final migrations of the legacy property management system onto the new Computer Added Facilities Management (CAFM) system, which supports the management of corporate properties and building projects.
New HR and Payroll system	The project to replace our current HR and payroll system is now underway. The new system will provide colleagues and people leaders with further selfservice functions, and will help remove duplication, and reduce printing and posting.
SWIFT Replacement	Preparatory work to select and deliver a new Social Care system which will support adult, children’s and criminal justice services, is now underway.
Income Management (AIM/ACR)	Work is now underway to upgrade our Income and Cash Management system and migrate it into the Cloud.
Website Developments	Rolling programme of web developments including projects to ensure compliance with web content accessibility Guidelines, upgrades to the “Edinburgh Guarantee” website which helps support people of all ages and backgrounds easily access and progress in fair work, training or further education, and further enhancements to the new “Foster with Edinburgh” website.
Property ICT Programme	We have a very busy schedule of ICT infrastructure projects underway. Key developments which have recently completed include McMillan Hub, and the Boroughmuir High School Extension,. Other building projects which are underway include Maybury Primary School, Currie High School and work associated with the ongoing nursery expansion programme.
Analogue to Digital Programme	In preparation for the BT OpenReach Public Switched Telephone Network (PSTN) decommissioning deadline of January 2027, work has started with Procurement and Directorates to raise awareness and ensure that they have plans in place to switch over any remaining analogue telephone or broadband circuits before that date.
Currency Programme	As part of our currency programme, we are working closely with our technology partner and business areas, to ensure that our IT applications and infrastructures remain aligned to supplier support cycles, run at peak performance, and capitalise on new functionality and features offered through product releases.
Device Review	Replacement programme for desktops and laptops across the Corporate, Learning and Teaching and People’s Network estates, targeting devices that require to be swapped out before Windows 10 becomes end of life in Oct 2025
WAPs/Switches Programme	Upgrading infrastructure components of the Council’s Local Area Network (LAN) and Wireless Local Area Network (WLAN). The upgrade will help ensure that our networks remain fully supported, continue to operate at optimal performance, and are protected against potential cyber security threats.

Appendix 9 – Web Accessibility

- The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations legislation identifies the role of the UK Cabinet Office in monitoring compliance with the legislation; following on from the positive outcome of the Cabinet Office’s audit of The City of Edinburgh Council website in 2021, Digital Services has put in place an annual programme of review and assessment by third-party accessibility auditors.
- The 2024 audit was carried out by an accessibility employer – The Access Technology Company - against the latest version of the Website Compliance Accessibility Guidelines (WCAG) - WCAG 2.2 – which was introduced in October 2023.
- The auditor’s Report concluded that the Council was close to fully meeting the new standard. It identified a number of areas of strength in terms of accessible features and made a number of recommendations to address areas of non-compliance. The Council can view this conclusion as a positive outcome in light of the introduction of the new compliance standard and the challenge of meeting it for a large-scale website delivering a wide range of online services and with high content turnover.
- Where specific recommendations can be actioned directly by Digital Services, they have been, and we are also working with the Council’s website platform supplier, Service Areas, and their third-party partner website suppliers to address remaining areas of non-compliance.
- In the meantime, we have, as the legislation requires, updated our website Accessibility Statement to advise citizens of the non-compliances and set out proposed action and timelines.
- Digital Services’ Web Team continues their work with content publishers to educate and inform regarding accessibility standards in order to reduce occurrence of non-compliance in website content.

Appendix 10 – Overview of Community Benefits

Activity	Date	Description	Value	Notes
Treeplanting	Mar-20	Sea Scouts Centre, Bonaly	£2,181.33	Assumption of 3 people tree planting, and using volunteering day
Treeplanting	Dec-21	Hunters Hall Park (Jack Kane Centre)	£2,181.33	Assumption of 3 people tree planting, and using volunteering day
Treeplanting	Feb-22	Ratho Primary School	£2,181.33	Assumption of 3 people tree planting, and using volunteering day
Treeplanting	Feb-22	Hunters Hall Park (Jack Kane Centre)	£2,181.33	Assumption of 3 people tree planting, and using volunteering day
Treeplanting	Feb-22	Craigmillar Park Golf Club	£2,181.33	Assumption of 3 people tree planting, and using volunteering day
Treeplanting	Feb-22	Cyrenians School	£2,181.33	Assumption of 3 people tree planting, and using volunteering day
Treeplanting	Apr-23	Hawkhill Woods	£2,181.33	Assumption of 3 people tree planting, and using volunteering day
STEM Packs	2020-21	STEM Online Learning Packs - distributed to all educational establishments		
Empowered Learning	2021-23	CGI recruited floor walkers from CEC School Leavers.	£980,000.00	6 floor walkers recruited
Kit Sponsorship	Feb-22	James Gillespie's Netball Team	£500.00	
Kit Sponsorship	Feb-22	Leith Rugby Youth Development	£500.00	
Kit Sponsorship	Oct-23	Edinburgh Currie Star Boys Football Club	£500.00	
One City Trust	2021-22	Corstorphine Community Centre - assistance with infrastructure improvements	£2,908.44	2 people for 2 days
One City Trust	2021-22	Four Square/Union Canal Society - website development and digital public consultation assistance.	£2,908.44	2 people for 2 days
One City Trust	2021-22	Networking Key Services - technical knowledge and troubleshooting skills.	£2,908.44	2 people for 2 days
One City Trust	2021-22	The Open Door - website development.	£2,908.44	2 people for 2 days
One City Trust	2021-22	Lochend Football Club - Wi-Fi and online presence development.	£2,908.44	2 people for 2 days
One City Trust	May-23	Donation in recognition of disrupted services on 3rd May 2023	£3,000.00	
Cyber Escape Room	Feb-23	Visit to Atlantic Quay - visited by schools and the public.	£10,906.65	assume 3 games masters. 5 days of open to public. Exclusive of transport & logistics
STEM Event	Oct-23	Dean Park PS	£1,454.22	2 people 1 day
STEM Event	Oct-23	Kirkliston PS Girls Coding Club	£1,454.22	2 people 1 day
Litter Pick	Oct-23	Edinburgh City Centre	£4,362.66	6 members volunteering for 1 day
Kit Sponsorship	Oct-23	Polbeth United Football Club	£500.00	
Kit Sponsorship	Dec-23	Edinburgh University Vet's Squash Club	£500.00	
Santa Bikers Donation	Dec-23	CGI Contributed towards buying Greggs gift cards for the homeless.	£100.00	
Cyber Escape Room	Mar-24	Edinburgh Napier Sighthill for 5 days. 26th Feb to 1st March.	£10,906.65	3 games masters. 5 days of open to public. Exclusive of transport & logistics
Easter Egg Collection	Mar-24	32 eggs were collected, all of which donated to the Edinburgh North East Foodbank	£96.00	32 eggs at approx £3 an egg
Kit Sponsorship	Apr-24	Morton Running Club	£500.00	
Edinburgh Remakery/ People Know How collab	Jun-24	Visit to Edinburgh Remakery for e-waste and digital champions workshop	£3,635.55	5 members full day
Edinburgh Litter Pick	Jun-24	4 members, half day volunteering	£1,454.22	
June Foodbank Collection	Jun-24		£30.00	
Kit Sponsorship	Jul-24	Demonburgh Junior Roller Derby	£500.00	
One City Trust Discovery	Jul-24	Research, review of applications & meetings	£387.79	2 resource 2 hours each
		Total	£1,051,099.47	