Minutes of the meeting of the Transformation Programme Sub-Committee held in The Council Chamber, The Grange, Nutholt Lane, Ely on Tuesday 12th July 2016 at 4:30pm

P R E S E N T

Councillor Sue Austen
Councillor Anna Bailey
Councillor Mike Bradley
Councillor Lisa Stubbs

OTHERS PRESENT

Jo Brooks – Director, Operations
Mark Chadwick – Principal ICT Officer
Janis Murfet – Democratic Services Officer
Andy Radford – Director, Resources
Annette Wade – Customer Services Manager

1. **ELECTION OF CHAIRMAN**

Councillor Anna Bailey was nominated and duly seconded. There being no other nominations:

It was resolved:

That Councillor Anna Bailey be elected as Chairman of the Transformation Programme Sub-Committee for the ensuing municipal year.

2. **APPOINTMENT OF VICE CHAIRMAN**

Councillor Mike Bradley was duly nominated and there being no other nominations:

It was resolved:

That Councillor Mike Bradley be appointed as Vice Chairman of the Transformation Programme Sub-Committee for the ensuing municipal year.

3. **PUBLIC QUESTION TIME**

There were no questions received from members of the public.

4. **APOLOGIES**

No apologies for absence were received.

5. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

6. **MINUTES**

It was resolved:

That the Minutes of the meeting held on 8th February 2016 be confirmed as a correct record and be signed by the Chairman.

7. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman welcomed Stuart Benson, from Modern.Gov, to the meeting. Mr Benson would give Members a short demonstration of the software following the conclusion of the Sub-Committee.

8. **TRANSFORMATION PROGRAMME AND ICT SERVICE PROGRESS REPORT**

The Sub-Committee received a report, reference R58, previously circulated, which sought to update Members on the progress in delivering the Council's Transformation Programme.

The Director, Resources advised the Sub-Committee that his report was structured with a general overview, updates on each project and appendices which set out a draft technical Strategy and the high level programme plan.

It was noted that the programme was approved two months ago and Foresight Consulting (UK) Ltd had been engaged to programme manage the Sub-Committee through Phase1 (May – November 2016).

The Programme Management Team met on a weekly basis and meetings were working very well, with the programme being built on consensus and a single, clear direction.

Procurement options were considered for the projects, comprising the incumbent supplier plus those most commonly used in local government. Mini competitions were being held before a decision was reached, with any new supplier being engaged through an existing public sector framework.

It had been identified that, for the majority of projects, existing solutions in place were strong and therefore a change of incumbent supplier was not

recommended. The approach was then to build on these solutions to meet business needs.

Members noted that there would be slippage on some projects by the end of Phase 1 in November. At that point the Sub-Committee would need to decide what the longer term, Phase 2, approach was to be. One option would be to continue developing those scalable solutions for broader use across the organisation, or the focus could be redirected to the business applications; or work could be put on hold until it was ensured that the right team was in place to take it forward.

The Customer Services Manager said that the Council's customers were being encouraged to move to using more efficient and customer driven technology. A comprehensive consultation had been undertaken and it had identified that the majority of customers had access to a computer and regularly used it for engaging with other service providers. However, there was not so much engagement with the Council via the website; the reasons given included the website being difficult to navigate and more specifically that the 'self serve' element of the website was difficult to locate.

In order to address these concerns, the 'Website Redesign Including Mapping' project would provide some enhancements and improve navigation for customers. This would enable the Council to secure functionality without having to replace the website.

With regard to Firmstep Self-Service, it was noted that Officers had met with the supplier to identify any further improvements which could be made to the system.

The Principal ICT Officer commenced by saying that the ICT Technical Officers were now fully employed on projects, but the Service Desk staff had stepped up to the mark in respect of the rest of the department's work, so there had been no adverse impact.

It was intended to establish an off-site office for Disaster Recovery site connectivity, potentially at E-Space North. This project was dependent on a number of other projects and discussions were currently taking place with the Council's Business Development Manager, and Virgin Media.

The Disaster Recovery Plan would detail the policies and procedures and set out how the Disaster recovery solution would be enacted. This would link, in turn, into the Council's broader Business Continuity Plan, with input from the Open Spaces & Facilities Manager and the Health & Safety Officer.

Speaking next of telephony, the Principal ICT Officer explained that the 'Mitel' solution had not been expanded beyond 'front of house'. This left the majority of the Council running on a legacy fixed line solution, which was cumbersome to administer and costly. Expanding Mitel into the rest of the Council would bring a myriad of benefits and the proposal was to deliver new handsets across the Council to improve efficiency and customer service.

The high level technical Strategy project was a crucial piece of work for which the direction of travel had been agreed. The Director, Resources advised the Sub-Committee that any restructuring would commence towards the end of Phase 1 of the Transformation Programme, the skills and capacity required to deliver Phase 2, which had yet to be defined.

The Chairman noted that there were some very complex changes ahead, and she herself felt a sense of the massive change in pace. This Sub-Committee existed to provide ongoing monitoring of the progress being made, which would be fed back to the parent Committee. Officers were dealing with much under delegated authority and Members should take the opportunity to speak to them outside of the Sub-Committee.

Referring to paragraph 4.13 of the Director's report, Councillor Bradley thanked the Director for the provision of the additional papers, saying he was pleased to see that there was now a draft Technical Strategy.

Moving to the subject of telephony, where it was acknowledged that the projected cost seemed generous, Councillor Bradley questioned whether everyone should be given handsets purely because they were available. The Director, Resources replied that the handsets would first be issued to those with the greatest business benefit, and then rolled out across the Council.

The Chairman queried the figure of £35k given in the working example within paragraph 4.9 of the report. The Principal ICT Officer informed Members that the licence costs included Planning and the users of UNIFORM. It was only the smaller users of an EDAMS where an additional licence cost could be payable.

Councillor Stubbs commented that the Programme had a really joined up feel to it. She then spoke of her experience of having used self service on the Cambridgeshire and Norfolk County Council websites and asked how the ECDC website would work. The Customer Services Manager said that once a customer had registered, they would be able to track the progress of their query/submission via a whole workflow system. Any updates would be fed back to the customer, who would be able to acknowledge receipt. If they were not satisfied, they would have the opportunity to say so via the system and their remarks would come back to the Council.

Councillor Stubbs next raised the issue of private calls being received at work, and she asked if it would be possible to get Caller ID on the new system; even being able to identify that it was a call from the Council would be helpful. The Principal ICT Officer said that with the channel shift, they wanted customers to come through Customer Relationship Management (CRM) so that the conversation could be continued on a person to person basis. However, this could be considered.

Councillor Bradley asked the Customer Services Manager what confidence she had, given the problems that had been encountered, that Firmstep would deliver. She responded, saying that she accepted it had been challenging and the problems were due in part to bad timing. However, things had come a long way, the system was now more stable and she could see the potential. She had

laid out the Council's requirements quite clearly and would be monitoring the provider very closely. Whereupon.

It was Resolved:

That the progress on the Transformation Programme be noted.

9.   **FORWARD AGENDA PLAN**

The Sub-Committee received a copy of the Forward Agenda Plan, which had been previously circulated.

It was Resolved:

That the Forward Agenda Plan be noted.

The meeting closed at 5:00pm.