

## **AGENDA ITEM NO. 4**

Minutes of the meeting of the Transformation Programme Sub-Committee held in  
The Council Chamber, The Grange, Nutholt Lane, Ely on Tuesday  
27<sup>th</sup> September 2016 at 4:30pm

### **P R E S E N T**

Councillor Anna Bailey (Chairman)  
Councillor Mike Bradley  
Councillor Lisa Stubbs  
Councillor Jo Webber

### **OTHERS PRESENT**

Jo Brooks – Director, Operations  
Mark Chadwick – Principal ICT Officer  
Andy Radford – Director, Resources  
Adrian Scaites-Stokes – Democratic Services Officer  
Annette Wade – Customer Services Manager  
Mr Andy Grant – I.T. Web Developer  
Mr Brian Cox – Foresight Consultants

#### **10. PUBLIC QUESTION TIME**

There were no questions received from members of the public.

#### **11. APOLOGIES**

No apologies for absence were received.

#### **12. DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### **13. MINUTES**

It was resolved:

That the Minutes of the meeting held on 12<sup>th</sup> July 2016 be confirmed as  
a correct record and be signed by the Chairman.

#### **14. CHAIRMAN'S ANNOUNCEMENTS**

The Chairman asked the Customer Services Manager to give a demonstration  
about the progress of the new Council website.

The Customer Services Manager introduced Mr Andy Grant, who had assisted  
with developing the new website.

The Council's new website had been developed to address the issues highlighted by the public and was being designed to improve customer access and to promote self-service. The PowerPoint presentation showed how the new front page of the website would look. The home page would have a menu bar with drop-down menus, nine buttons linked to further pages and sliding pictures highlighting 'hot topics'. The top tasks webpages would use icons that linked to information pages.

*Councillor Mike Bradley left the meeting at this point, 4:35pm*

The sliding pictures were only used to highlight 'hot topics' short-term but longer-term issues would be dealt with in the next development phase.

*Councillor Lisa Stubbs joined the meeting at this point, 4:36pm.*

The new website would retain its A to Z and would have contacts and news links. As the public used the website to search for planning applications, there were a number of ways that the public could reach the relevant webpage. The overall search facility had been improved and now produced a 'promoted' search result, so the most significant search results would be shown.

Most pages included a feedback section, where the users could make comments about the webpage. Their comments would then be forwarded to Customer Services. The Councillors main page had been re-arranged so their pictures were arranged on a grid pattern.

*Councillor Mike Bradley re-joined the meeting at this point, 4:39pm.*

The Customer Services Manager explained that the aim of the new website was to map out the customer's journey and it would be easy to move things around if needed to make that easier. Information pages would be kept simple and would include embedded forms within the appropriate text.

Brian Cox reminded the Sub-Committee that a lot of work had taken place. Progress with the new site would be monitored so the Council can see what was working. The incremental improvement approach being taken was the best way to produce a sensible website.

Councillor Anna Bailey noted that the old website included a long list of old committee meetings and wondered where these could be archived. The webpages shown to the Sub-Committee demonstrated a simple restructuring and it was hoped that this would follow through to the other webpages. Departments would take ownership of their own webpages and could prioritise the information shown. Council services should be encouraged to think about this and ideas for inclusion on the front page should be built into Service Plans. With reference to the front page, departments could put forward ideas, though the Customer Services Manager would retain overall editorial control.

The Customer Services Manager advised Members of a launch date of 7<sup>th</sup> November.

Councillor Jo Webber questioned whether the problems with the payment system had been sorted out, as this had been a problem over the last twelve months. Improvements had been made, for example, VAT receipts were now given out. The Sub-Committee was informed that this would be looked at in Phase 2.

15. **PROGRESS REPORT ON THE TRANSFORMATION PROGRAMME AND ICT SERVICE**

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 progress on the programme had been good but there had been a few delays. The Director then gave brief updates on a number of projects.

**Firmstep Self-Service**

Improvements had been made to the Customer Relationship Management system.

**Desktop Delivery Options**

Options were being looked at. Laptops would be provided to staff based on a suitable business case. Other staff would have their desktop computers upgraded.

**Telephony**

Good progress had been made. A mini-tender exercise had produced a provider and the new solution would produce some savings.

**Electronic Document and Records Management Solution**

This would be implemented from the first week in November.

**Intranet**

The Performance Management Officer had drafted a 'case for change'. This proposal would go before the Management Team for review.

**Mobile and Remote Working**

Pilot schemes had begun and the feedback so far had been good.

**Restructure**

This related to the Information Communication Team (ICT) and would be look at after Phase 1 was completed. Then a better idea of what was required, and the possible future structure of the support team, would be known.

**End User Training**

ICT training for staff had already started.

### Core Infrastructure

There was a need to increase data storage capacity. A tender exercise had taken place and a supplier had been selected. Whilst looking at this issue it had been discovered that the Council had no corporate policy on how to manage all its information. A review of existing policies regarding information management had been commissioned.

### Network Switch Replacement

This was the biggest challenge within the programme facing the Council. It was linked to the telephony and storage projects. The costs of providing the switch had increased significantly, prompting concerns over the final cost and delivery. An alternative tender had been sought, to ensure that the Council would be paying the market rate for such work. Subsequently the Director was more comfortable with the figures, specifications and timeframes being worked to. Unfortunately this had resulted in delays to all three linked projects, so they were now expected to be completed by the year end.

### Disaster Recovery Site Connectivity

This was linked in with the network replacement and other associated projects.

### Application Review

This review would help inform Phase 2 of the programme, by highlighting the future needs of the Council's services.

At the next Sub-Committee meeting consideration would be given to reflections on Phase 1, a view of Phase 2, a longer-term review and the potential resources that would be needed.

Councillor Anna Bailey understood the plans regarding customer web contacts and the intranet but queried whether the financial savings had been identified. These issues seemed more about efficient working practices but it would be useful if the savings could be shown in the budget. There was also a question about the additional consultancy work that had been sanctioned, as this appeared to mean that the work was being paid for twice over.

The Director, Resources, explained that the Intranet and telephony project would produce cash savings, while the savings from some of the other projects related to efficiency. Only the cashable figures had been shown in the budget. The main consultants, Foresight, had led on the management of the projects and were sufficient to deal with them. However, some additional technical work had been required. The Council's ICT team did not have the skills to carry that work out, therefore, others had been commissioned to complete that work, to ensure that everything was 'nailed down'.

Councillor Mike Bradley thought some matters would document better working practices rather than actual money savings. Therefore, overall the efficiency savings would be associated with people becoming more productive.

Councillor Anna Bailey thought that Phase 1 had gone smoothly and a lot had happened quite quickly. Pretty much everything that had been promised had been delivered. It was questioned whether the staff were being kept informed

of progress with the programme and the Sub-Committee were assured that regular updates had been given.

It was Resolved:

That the progress on the Transformation Programme be noted.

16. **FORWARD AGENDA PLAN**

The Sub-Committee received a copy of the Forward Agenda Plan, which had been previously circulated. The items listed from the March meeting, but not allocated to any meeting, were removed.

It was Resolved:

That the Forward Agenda Plan be noted.

The meeting closed at 5:09pm.