



PART A:	MATTERS DEALT WITH UNDER DELEGATED POWERS
REPORT TO:	POLICY AND RESOURCES COMMITTEE
DATE:	23 NOVEMBER 2017
REPORT OF THE:	RESOURCES & ENABLING SERVICES LEAD OFFICER (s151) PETER JOHNSON
TITLE OF REPORT:	ENABLING IT
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To update Members on the Enabling IT Programme.

2.0 RECOMMENDATION

2.1 It is recommended that members note the content of the report.

3.0 REASON FOR RECOMMENDATION

3.1 Enabling IT is a key component of the Towards 2020 transformation programme, the overarching aim of the project is to deliver seamless end to end digital services for both customers and staff through single points of access incorporated within the councils website.

4.0 SIGNIFICANT RISKS

4.1 There are no significant risks in considering this report.

5.0 POLICY CONTEXT AND CONSULTATION

5.1 The work aligns with the One Ryedale Corporate Aim.

REPORT

6.0 REPORT DETAILS

6.1 Members approved the Council's Efficiency statement in July 2016 which highlighted the requirements to make better use of technology to enable new ways of working so that the council could continue to deliver services with reduced resources.

- 6.2 To meet the technological challenges set out in the T2020 Blueprint for Change, officers investigated a number of approaches to delivering a single point of contact for staff and customers and moving towards fully digital services. Offerings from the traditional large local government IT providers such as Civica, Idox, Northgate and Capita were investigated as well as the Firmstep solution in place at Scarborough Borough Council and a number of other authorities.
- 6.3 Officers felt that none of the off-the-shelf offerings from these software suppliers were best value for RDC or offered the ability to radically reduce waste in the back office. Some of the solutions offered improved web portals for customers to access services but relied upon maintaining old ways of working in the back office.
- 6.4 Implementing a new off-the-shelf product would also have a significant financial impact to the council in terms of replacing current IT systems. This was against the design principles in the Blueprint for change, which focused on integrating and improving existing systems to maximise the value gained from expenditure already made and to reduce the waste involved in manual processes by integrating systems and automating transactions as far as possible.
- 6.5 Officers created a vision of how customer and staff transactions, through intelligent web services linked to back office systems, could work together with the existing council solutions for customer management and workflow to get customer requests to the right officers and deliver services in the most efficient way.
- 6.6 A number of other key IT projects were identified that either built on existing technologies to reduce operational waste and inefficiency or used new web and cloud based technologies to deliver the new way of working.
- 6.7 Officers looked for software developers to produce bespoke web services and integrations with back office systems, key consideration were skills in being able to use open source web technologies and the existing web content management framework already in place, Microsoft and oracle technology skills to interface with existing back office proprietary systems and knowledge of the key applications a district level authority use.
- 6.8 RDC have utilised an existing hardware infrastructure partner RazorBlue, they are uniquely placed due to having an understanding and knowledge of RDC systems and infrastructure also, and unusually for a software house, they have capacity in both open source technologies like Linux, MySQL and Joomla which are the backbone of RDC's public website and proprietary technologies like MS Visual Studio, Oracle and Microsoft SQL Server which are used in the majority of RDC's back office applications.
- 6.9 The approach being taken is to build internal capacity to allow RDC to grow skills to make future developments in house. All code is owned by RDC and support and training will be given for staff to continue development.
- 6.10 Web services are been developed in a modular way that allows each integration and component to be reused, this will facilitate more rapid development of RDC's web services.

- 6.11 The work undertaken by RazorBlue is primarily for delivery of the two key projects to develop Smart web forms and Mobile Work Queues.
- 6.12 Other key projects included in the Enabling Services Programme that enable delivery of services online and more efficient ways of working include E-Billing for Council Tax, and an Incab system for vehicle and crew efficiency within the Streetscene service.
- 6.13 An additional supplier, Victoria Forms is being used to develop web forms that are subject to change based on national legislation such as Revenues and Benefits, Environmental Health and Licensing. This is a cloud hosted service where forms are updated in line with legalisation without the need for input from RDC officers
- 6.14 There are clear links between the Enabling IT, Streetscene Transformation and Enabling Assets Programmes as the key workstreams of RDCs overall Transformation Programme. Enabling IT projects such as the Incab system and Mobile Work Queues are key to delivering Streetscene transformations, as is mobile working which will allow officers to work flexibly from any location which will be key to the success of the enabling assets project.
- 6.15 Progress on delivering the IT Programme is going well, however some unexpected database migrations and key upgrades to enable new functionality have hindered progress. These have now largely been resolved and it is anticipated that the core web and work queue components of the Enabling IT programme will be in place by January 2018, with additional key projects delivered by April 2018. As these projects are completed further projects will start to ensure the pace of transformation is kept up.
- 6.16 The overall Enabling Services programme is currently on track and running to budget. Progress on the Programme is monitored by the Enabling Services Programme Board, which is constituted of key officers and membership of the leadership team. The Enabling Services Programme Board together with the other two Programme Boards for Streetscene Transformation and Assets report progress to the leadership team fortnightly.
- 6.17 Members are asked to note progress on each of the current projects in Appendix 1.
- 6.18 Officers are currently working on a separate project aimed at ensuring compliancy with the General Data Protection Regulations (GDPR) which comes into force in May 2018. This will be the subject of a further report to a future meeting of this committee.

7.0 IMPLICATIONS

- 7.1 The following implications have been identified:
- a) Financial
Full Council in July 2016 approved the use of the Improvement, Contingency & Emergency Fund to finance the cost of transformation, including enabling IT. The costs identified did not include expenditure on hardware to enable mobile working, officers are currently assessing the financial impact and may need to bring a request for funding to a future meeting of this Committee.
 - b) Legal

There are no legal implications regarding this report.

- c) Other
None to report.

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Background Papers:
Appendix 1 – Enabling Services Programme – Projects update