SERVICE IMPROVEMENT AND EFFICIENCY COMMITTEE

Minutes of a meeting of the Service Improvement and Efficiency Committee of Broadland District Council, held on Tuesday 7 December 2021 at 6pm at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich.

Committee Members Present:	Councillors: J Thomas (Chairman), G Nurden (Vice-Chairman), T Adams, S Catchpole, S Holland, K Kelly, K Leggett, I Mackie, M Murrell, S Prutton and D Roper.
Cabinet Member Present:	Councillor: J Emsell.
Officers in Attendance:	The Director of Resources, Assistant Director ICT/Digital and Transformation, Assistant Director Regulatory, Assistant Director Planning, Business Improvement Team Manager and the Democratic Services Officer (JO).

47 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Bulman and Cllr Clancy.

48 MINUTES

The minutes of the meeting held on 12 November 2021 were agreed as a correct record, save for the following amendments:

Minute No: 46 - Future Office Accommodation Project – Appraisal and Business Case

Following paragraph 9 the following member comments were added:

The Joint Member Working Group should have been constituted at the outset of the project and should have been driven by members.

The Feasibility Study 2018 did not include accommodation and this project seems to have come out of nowhere.

Broadland members should consider what South Norfolk members make of the second recommendation from the Joint Member Working Group [move to Thorpe Lodge].

The following amendments were made to recommendations 1 and 3:

1. That there was no decision in principle at this stage regarding the purchase of the Horizon Building on Broadland Business Park, ~~due to further information being required~~; until the Joint Member Working Group has considered its work and recommendations; and

3. That the Future Office Project Joint Member Working Group should consider ~~all the options for office accommodation~~ these options for office accommodation …

    - Option 9, The Horizon building,
    - Option 10, a new building, and
    - Option1, Do nothing.

The Chairman advised members that she was to attend a meeting on Thursday 9 December 2021 with the Chairman of the Commercial, Trading and Customer Focus Policy Committee and Cllr Riley and Cllr Kemp to discuss how the work of the Joint Member Working Group would be progressed.

49 SPARK TRANSFORMATION PROGRAMME UPDATE

The Assistant Director ICT/Digital and Transformation introduced the report, which provided the Committee with an update on the major projects currently being progressed through the SPARK Transformation Programme.

Members were advised that there had been little change in the Red, Amber, Green ratings since the last update.

Phase one of the joint email migration project had been completed. The next stage was to roll out the applications that had become available following the migration to Office365, such as SharePoint and Teams.

In respect of the One Network the chips and switches that had been delayed had now been received and it was expected that the delivery of a single IT infrastructure across both Councils would be completed by the end of January 2022.

The Strategic Approach to Systems Transformation included the Finance Cash Receipting System and Planning and Regulatory IT, which would be considered in detail later in today's meeting.

Moving towards a First-Class Customer Service was a phased project that was looking at how the Council could gather and utilise customer insight and feedback to improve services for the future. As part of this the new Customer Charter and Strategy was being rolled out across the Council.

In addition the Customer Satisfaction Survey had now been launched onto the new website, which would allow a target of customer satisfaction based on the baseline data received to be identified for Quarter One 2022/23.

Finally, the Business Improvement Project was at the pilot stage and work was being undertaken to create Business Intelligence dashboards to create the best business data modelling options for the organisation.

A member emphasised that the new website needed monitoring to ensure that it remained up-to-date. He advised the meeting that the My Area page for Brundall still had the two District Council seats as vacant over two months after the elections had been held.

The Assistant Director ICT/Digital and Transformation confirmed that she would take this away as an action point and ensure that the page was updated.

There was also some discussion about accessing Council papers on public networks and it was noted that public networks were always unsecure. Members were advised to speak to officers outside of the meeting, if they had any issues accessing resources on their iPads.

Members asked that acronyms be set out in full when first used in reports and reminded officers that members of the public could have difficulty understanding reports if this was not done.

50 WORK PROGRAMME

Members noted the Work Programme. The meeting was advised that the Accommodation Review would be brought to a future meeting of the Committee, but that the exact date could not be determined at this stage.

51 EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED

To exclude the public and press from the meeting under Section 100A of the Local Government Act 1972 for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part1 of Schedule 12A to the Act (as amended).

52 PLANNING, REGULATORY, HOUSING STANDARDS AND WASTE TEAM SERVICES IT MIGRATION

The Assistant Director for Planning introduced the exempt report, which proposed aligning the IT systems used by the Planning, Land Management, Regulatory, Housing Standards and Waste Teams.

Members were advised that the existing IT contracts for the above systems were either due to expire in 2022 or were (or would become) unsupported. The business case put forward four options for aligning the IT systems. Option two, was the most cost effective and was recommended for approval.

The Committee was informed that aligned IT systems would make significant non-cashable savings by reducing a substantial amount of manual entry of data.

Members gave the report thorough consideration and it was determined that they did not want the Council to be constrained by a single version of Land Charges, as they wanted to retain the option to set a discount for searches.

Option three was considered, but it was thought that the additional cost associated with the individual branding of web pages was too high.

The Committee was informed that the Council could only recover its costs for the Land Charges service and that, if a discount was given, the cost would fall upon Council Tax payers. Any additional costs generated by choosing any option other than the one recommended would also fall upon the Council.

Option 4 was proposed and duly seconded and following a show of hands it was:

RECOMMENDED TO CABINET

1. To approve option 4, as set out in the Appendix to the report; and

2. To award the contract, as set out in the Appendix to the report.

53 FINANCE CASH RECEIPTING SYSTEM BUSINESS CASE

The Director of Resources introduced the exempt report, which set out a business case for a joint cash receipting system.

Members were advised that the costs set out in the business case were based on current prices and that these might increase after 1 April 2022,

which would require a further report to be brought to the Committee at a later date.

The Committee were, therefore, requested that they support an amended recommendation that, in principle, the contract should be awarded, if it could be entered into before 1 April 2022.

Following a show of hands it was:

RECOMMENDED TO CABINET

To award a contract for a single Cash Receipting IT system for both Councils, if the contract can be entered into by 1 April 2022.

(The meeting concluded at 7.14 pm)

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Chairman