

Commercial, Trading and Customer Focus Committee

Minutes of a meeting of the Commercial, Trading and Customer Focus Committee of South Norfolk Council held on Wednesday 8 December 2021 at 2.00pm.

Committee Members Present: Councillors: C Hudson (Chairman), B Duffin, J Easter, F Ellis, T Holden, W Kemp, T Laidlaw and T Spruce.

Apologies: Councillors: F Curson (with Cllr Ellis appointed substitute) and D Burrill

Cabinet Members in Attendance: Councillors: R Elliott and L Neal

Officers in Attendance: The Director of Resources (D Lorimer), the Assistant Director for Planning (H Mellors), the Assistant Director for Finance (R Fincham), the Assistant Director for Regulatory (N Howard), the Assistant Director for IT/Digital and Transformation (C Lawrie), the Business Improvement Team Manager (S Pontin), the Strategy and Programme Manager (S Carey), the Finance System Project Manager (G Harvey) and the System Administrator (J Fancy)

28 DECLARATIONS OF INTEREST

No declarations of interest were made.

29 MINUTES

The minutes of the meeting of the Commercial, Trading and Customer Focus Committee, held on Friday 12 November 2021 were approved as a correct record.

30 SPARK 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.

Members noted that phase one of the joint email migration project had been completed. Work had begun within phase two of the project 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 Committee noted that the Strategic Approach to Systems Transformation, which included the Finance Cash Receipting System and Planning and Regulatory IT would be considered in detail later in the meeting. Officers were also continuing to look into aligning systems in other service areas.

Officers explained that the Moving towards a First-Class Customer Service was a phased project which was looking at how the Council could gather and utilise customer insight and feedback to improve services for the future.

The new Customer Charter and Strategy was being rolled out across the Council and the Customer Satisfaction Survey had been launched onto the new website and a target of customer satisfaction based on the baseline data received would be identified for Quarter One 2022/23.

Finally, the Business Improvement Project was at the pilot stage and work was being undertaken to create a business intelligence framework that develops the organisation into an insight and intelligence-led culture of continuous improvement.

In answer to a question about why the joint email RAG status was showing at amber, officers explained that this was due to the initial delay but that the scoping of phase two of the project had already started.

Members were advised that generally all projects were progressing well and were unlikely to slip to a lower status.

The Committee was informed that officers were satisfied with the changes made to ensure issues with the programme were resolved. Members noted that there had been some initial issues from migrations within Broadland systems, but work had been undertaken to rectify problems quickly, and officers would continue to monitor both sites.

In answer to a query from the Chairman regarding residents' feedback on the new website. Members were advised that there was currently a customer satisfaction survey on the website where residents could leave feedback. Officers confirmed that they would come back to the Committee with further information on the systems improvements and any customer feedback received in due course.

RESOLVED:

To note the content of the report with regards to the progress made with the programme

31 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.

Officers confirmed that the Committee System was currently going through the procurement process and a report would come before the Committee once this had been completed.

In response to a question on whether a leisure services recovery update would come back to the Committee, the Director of Resources confirmed that it would be reported annually to the committee.

32 EXCLUSION OF THE PRESS AND PUBLIC

It was;

RESOLVED:

To exclude the public and press from the meeting under Section 100A of the Local Government Act 1972 for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act (as amended)

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

The exempt report was jointly presented by the Assistant Director of Planning, the Assistant Director of Regulation and the Business Improvement Team Manager , 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. After further questions from the Committee were answered regarding costings, saving and the implementation it was agreed to support option two as set out in the exempt report.

RESOLVED: to recommend to Cabinet,

To approve option two, as set out in the Appendix to the report;

and

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

34 FINANCE CASH RECEIPTING SYSTEM BUSINESS CASE

The Assistant Director of Finance 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. Regarding the implementation timeframe, it was noted that additional costs would be incurred if it was not possible to achieve a 1st April 22 implementation. If that was the case, then a further report would be brought to the Committee at a later date.

After further questions were answered around timeframes and contracts, the Committee agree to support the recommendation in the exempt report with the caveat that a report would come back if a 1st April 22 implementation could not be met.

RESOLVED: to recommend to Cabinet,

to support the recommendation set out in the exempt report

(The meeting concluded at 3.05pm)

Chairman