

SOUTH HOLLAND DISTRICT COUNCIL

Report of: Portfolio Holder for Public Protection

To: Cabinet - 11 September 2018;
Council – 12 September 2018.

Author: Richard Boole – Shared Environmental Protection Manager.

Subject: Amendment to the Capital Programme.

Purpose: To seek the approval and release of capital & revenue funding and consequent amendment of the capital programme.

Recommendation(s):

- 1) That Cabinet recommend that funding totalling £178,000 be approved and released from reserves and that the 2018/19 capital programme be revised accordingly.

Recommend to FULL COUNCIL:

- 2) That the recommendation of Cabinet to approve and release funding from reserves and that the capital programme be revised accordingly, be approved.

1.0 BACKGROUND

- 1.1 The current Public Protection back-office software, that supports the environmental health and licensing functions, is approaching end of contract. It is now necessary to procure replacement software.
- 1.2 The procurement will be subject to a full tender process and it is anticipated that this will open up our business to the wider market and produce a range of software options that can be considered on their merits.
- 1.3 The cost of any new product will be shared across both Councils by way of a recharge to BDC for a proportion of both the initial capital and year-on-year revenue costs for the duration of the new contract, in line with the current split.
- 1.4 This report relates to the release of both capital and revenue funding from reserves to deliver this project.

2.0 OPTIONS

- 2.1 **Option1** – That funding be approved and released from reserves to cover the initial procurement and implementation of the software and any additional hardware that falls outside of the corporate ICT refresh programme at both Councils.
- 2.2 A Proforma B is attached at Appendix A which details the break-down of costs, however the capital funding being sought totals £143,000 for the initial procurement and implementation, with the first year software licence revenue costs totalling £35,000. This cost will be split across both Councils with the agreed proportion for combined ICT projects being shared across both SHDC & BDC, the BDC contribution coming back into SHDC budgets (capital 50:50; revenue 60:40 BDC:SHDC) . This capital cost will be split

across 2018/19 and 2019/20 as the intended implementation period will cross two financial years (£109,000 in 2018/19 and £34,000 in 2019/20). Annual licence and maintenance revenue costs after year 1 are anticipated to be within the current annual revenue budget.

2.3 **Option 2** is to do nothing and let the existing contracts run out.

3.0 **REASONS FOR RECOMMENDATION(S)**

3.1 To ensure that a new robust and modern software system is in place for the environmental health and licensing functions, to ensure that these functions can operate efficiently and reliably after the expiry of the existing contracts, making best use of new technologies.

4.0 **EXPECTED BENEFITS**

4.1 The intention of the project is to provide a modern, reliable and effective operating system that takes account of both routine business and corporate transformation needs. The new generation of systems are built around agile and mobile working, system integration, improved workflow and improved customer and business access. Specifically, a new system is intended to provide the following benefits over and above the core database functionality:-

- Based on indicative pricing, it might be possible to realise a reduction in overall revenue costs by up to £16k per annum overall (split across both Councils), based on system licence / maintenance costs alone, depending upon the product selected.
- It is also anticipated that overall savings can be made year on year through reduced reliance on ICT infrastructure / officer time, depending upon the delivery model offered by the successful supplier.
- Increased support to the commercialisation of services;
- Improved customer and business access to services 24/7, including online applications, forms and payments;
- Enhanced digital service delivery to and interaction with customers, increasing options to include, for example, automated email and SMS text responses, depending on customer preference;
- A greater emphasis on digital processes, supporting making the service 'paper-light', which will also reduce costs associated with printing / paper handling / storage;
- Improved process efficiency through enhanced workflow in the back-office system;
- Greater support for mobile, flexible and agile working through enhanced functionality away from the traditional office base, also contributing to improved customer service;
- Supports the 'intelligent council' by enabling us to better capture and retain relevant business information for example;
- To better meet new GDPR requirements around the management and retention of personal data;

5.0 **IMPLICATIONS**

In preparing this report, the report author has considered the likely implications of the decision - particularly in terms of Carbon Footprint / Environmental Issues; Constitutional & Legal; Contracts; Corporate Priorities; Crime & Disorder; Equality &

Diversity/Human Rights; Financial; Health & Wellbeing; Reputation; Risk Management; Safeguarding; Staffing; Stakeholders/Consultation/Timescales; Transformation Programme; Other. Where the report author considers that there may be implications under one or more of these headings, these are identified below.

5.1 **Carbon Footprint / Environmental Issues**

5.1.1 It is anticipated that the resulting software system will help reduce vehicle use by enabling more online accessibility for customers and by enabling mobile and agile working for officers, potentially reducing the reliance on daily travel to the office. Greater digitalisation will also support a reduction in printing costs / paper-use.

5.2 **Constitution & Legal**

5.2.1 The approval and release of new capital funding falling outside of the agreed financial plan, is a matter for Full Council. The procurement is subject to a full OJEU tender process and the implementation will be project managed under the auspices of a project board. The project has been brought to the attention of the IT Strategy Board.

5.3 **Contracts**

5.3.1 Current contracts are due to expire and this procurement would result in one new contract, replacing two existing contracts.

5.4 **Corporate Priorities**

5.4.1 Through supporting the work of the Environmental Health and Licensing functions, the new software system supports to a greater or lesser extent all of the corporate priorities, but mostly a) to develop safer, stronger, healthier and more independent communities whilst protecting the most vulnerable; and b) to provide the right services at the right time and in the right way. The system will fully support the Public Protection Service's delivery objectives, including commercialisation. Enhanced functionality, mobile working functionality, improved workflow, enhanced customer access channels and greater system integration opportunities would all be realised through the system, thereby supporting the Service and the Council as a whole, in the areas described.

5.5 **Crime and Disorder**

5.5.1 The new software system will support enforcement and regulatory compliance in the relevant areas of work, as well as enabling relevant intelligence to be captured and shared with other regulators and enforcement agencies, for example HMRC in respect of taxi licence-holders.

5.6 **Equality and Diversity / Human Rights**

5.6.1 This has been considered and it's the opinion of the report author that there is no detrimental effect on any person or group arising from this report.

5.7.1 **Financial**

5.7.1 A Proforma B detailing the figures is attached at Appendix A.

5.8 **Health & Wellbeing**

5.8.1 The new software system supports functions such as food safety, health and safety and environmental protection, all of which has a strong role in protecting human health.

5.9 **Reputation**

5.9.1 Inefficiencies and delays caused by inadequate software can affect the reputation of an organisation. Technology and functionality has moved forwards, customer expectation regarding service delivery is evolving and it's important that the operational systems reflect this.

5.10 Risk Management

- 5.10.1 Options are listed in section 2.0. Risks if we don't go ahead relate to the expiry of the existing contracts, the negotiation of extensions on existing contracts, the potential de-supporting of the existing products by the suppliers in the relatively near future, due to the development of new products, plus the ongoing impact on the business due to the lack of functionality and system development to support mobile and agile working, customer access and system integration.

5.11 Safeguarding

- 5.11.1 The new software system supports the licensing function, which has a strong role around safeguarding, especially around taxi drivers, taxi operators, gambling premises and personal licence holders.

5.12 Staffing

- 5.12.1 This report regards the release of funding to procure and implement a replacement IT system. The bid includes the provision of funding to cover additional staffing resources to support the project delivery. Delivery of the project will be governed by a project board which will have regard to necessary staffing resources when programming the implementation.

5.13 Stakeholders / Consultation / Timescales

- 5.13.1 A parallel report will be considered by Full Council at BDC to secure approval for and release of, the BDC proportion of the capital that will be recharged by SHDC to BDC. Officers are aware that ELDC are in the early stages of planning to replace their back-office software systems. SHDC officers will be keeping a watching brief on this ELDC project. The contract to which this capital funding report relates will be awarded on a 3-year +1 +1 basis.

5.14 Transformation Programme

- 5.14.1 This capital funding would support the transformation programme and more detail as to where this will be the case is provided within the body of the report.

6.0 WARDS/COMMUNITIES AFFECTED

- 6.1 The software system to which this bid relates, indirectly benefits the whole of the Council area by supporting the environmental health and licensing functions, but doesn't in itself directly impact.

7.0 ACRONYMS

- 7.1 SHDC - South Holland District Council
7.2 BDC - Breckland District Council
7.3 Civica APP – Civica is the supplier; APP = Authority Public Protection (the product)
7.4 Idox LALPAC – Idox is the supplier; LALPAC is the product
7.5 ICT – Information & Communication Technologies
7.6 GDPR – General Data Protection Regulation
7.7 OJEU – Official Journal of the European Union
7.8 HMRC – Her Majesty's Revenue and Customs
7.9 ELDC – East Lindsey District Council

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Key Decision: Yes/ No

Exempt Decision: Yes/ No

This report refers to a Mandatory Service

Appendices attached to this report:

Appendix A Proforma B