Committee:	**IT WORKING GROUP**	**Agenda Item**
Date:	29 OCTOBER 2007	**6**
Title:	**UTTLESFORD IN 2011 TRANSFORMATION PROGRAMME – ICT AND ORGANISATIONAL RE-ENGINEERING WORK STREAMS PROGRESS REPORT**	
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Summary

1. This report gives an update on the progress of the ICT and Organisational Re-engineering transformation programme work streams.

Recommendations

2. That the Committee: -

   a. Notes and comments on the progress of the work streams.

Background Papers

3. The following papers were referred to by the author in the preparation of this report and are available for inspection from the author of the report.

   - The report to council on 12 December 2006;
   - The report to council on 15 February 2007.

Impact

Communication/Consultation	See relevant work stream for more details on communication and consultation.
Community Safety	None.
Equalities	None.
Finance	See relevant paragraphs.
Human Rights	None.
Legal implications	None.
Ward-specific impacts	None.
Workforce/Workplace	See relevant paragraphs.

Situation

Organisational Re-engineering

4. The vacancies for an OR and Change Manager and OR Officer have been filled by Paula Evans and Victoria Borges respectively. They both started in their new positions on 8 October 2007 and the team is now up to its full complement of 2.4 FTE.

5. Phase II of the organisational re-engineering (OR) programme in housing services has now been completed. The final report containing recommendations and transition plan is available on the intranet under organisational re-engineering, management reports. Housing revenue account cashable savings of £91,800 have been identified and delivered from this phase of the OR programme.

6. The full OR timetable is being reviewed as a result of the decision by Finance and Administration Committee on 20 September 2007 not to engage Northgate Information Solutions to carry out phase III of the programme in development services.

7. Phase III of the programme has started, with work currently being carried out on data gathering for benchmarking purposes. A draft project initiation document (PID) is being finalised and will be circulated prior to the IT Working Group meeting. The PID clearly establishes what is to be done, when and by whom. It is intended to act as an executive summary offering sufficient detail to assess progress, review change management requests and to ensure ongoing viability. Current timelines in the PID identify that phase III will be completed by end February 2008.

8. The OR review of Corporate Services which includes democratic services, corporate administration, mail room and SMB personal assistants is progressing well. It is hoped that this element of the programme will be completed by end December 2007 however some of the project documentation needs to reviewed and finalised prior to making any re-engineering recommendations. This 'catch-up' exercise may delay the completion date slightly. An account has been opened with TNT for postal collection and sorting. Discussions are on-going with staff around practicalities and a business case is being developed with the Head of Corporate Support and Revenues. It is hoped a trial will start by the end of November 2007. All being well, the trial will evolve into the new service within a fortnight. Annual cost savings of around £25,000 can be expected.

9. As part of the Corporate Services project phase, a review of reprographic services has also commenced. This is also planned to be completed by the end of December 2007. This review will incorporate a full business case covering future service delivery options as follows: -

    • Outsourcing to another local authority;
    • Outsourcing to a private sector supplier;
    • Shared service with another local authority.

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The OR team have had an initial meeting with North Hertfordshire District Council where resources, facilities and processes were discussed with regards to partnership working. Details of UDC's current print volumes and job types will need to be ascertained before a full proposal can be drawn up. This will be progressed in the immediate future. High level process maps will also be developed to indicate the various 'options' that could be introduced at the re-engineering stage.

A meeting with Harlow District Council is arranged for 8th November where the OR team will investigate the possibility of UDC completing reprographics tasks on their behalf.

10. A review of public conveniences is on-going. We have met with Saffron Walden Town Council and the provider of the council's 'superloos'. Replies from each are awaited. Meetings are also planned with Felsted and Thaxted Parish Councils and Dunmow Town Council.

11. We have met with Kathryn Rowe from RCE (East) to find out whether the OR programme would attract funding from Building Capacity (East). She told us that the RCE (East) and Building Capacity (East) were merging from 1 April 2008 to become the Regional Improvement and Efficiency Partnership (RIEP). She was very supportive of our OR programme and how this was contributing to other corporate wide initiatives like the customer service centre optimisation and preparation for shared services. The new RIEP will have two funding streams covering improvement and efficiency. She has suggested that we work with her to put forward a funding bid, which could be met from either of these streams. The aim would be for the council to receive financial support to develop our programme and for it to be a pilot for others in the East of England to learn from. The outcome of the funding bid will not be known until the end of December 2007 at the earliest.

Information and communications technology

12. Mobile and home working is being done in a phased manner and a small project team has been set up to take this forward. The first areas to be looked at are building surveying and housing. As well as providing greater flexible working arrangements for staff and increased productivity, this will also release office space so that we can consider commercially letting accommodation within this building.

13. A new ordering system linked directly to the financial system will enable commitment accounting to take place for the first time. This will enable significantly better financial control and reporting. The project is due to go live in late February 2008.

14. A move to blade servers has been put on hold due to the current financial challenges. It is now scheduled to happen at the start of 2008/09. Funds, amounting to £120,000 are in place.

15. The Members IT project is all but complete. A couple of councillors who have been extremely hard to contact remain outstanding but the rest are all now up and running.

Risk Analysis

16. Further to a recent meeting of the risk management team the risk register has been amended, with the changes highlighted. A copy is available under the Uttlesford in 2011 part of the intranet.

17. The risk management team will be meeting monthly and team members have been assigned work streams within the project. They will be contacting the risk owners shortly before the next meeting of the group to discuss progress.