

06 January 2015**Agenda Item:7****REPORT OF SERVICE DIRECTOR, ACCESS AND PUBLIC PROTECTION****ICT STRATEGY – COMMUNITY SAFETY PROJECTS UPDATE****Purpose of the Report**

1. To provide an update on progress with ICT strategy and delivery on areas within the remit of the Committee.

Information and Advice

2. This report provides information on the ICT delivery currently in progress for Community Safety, Public Protection, Trading Standards, Emergency Planning and Registration services.

ICT Strategy Update

3. Interim cover: The current Technology Partner for this service area is departing NCC on 2 January 2015. It has been arranged that Tracy Hill, Technology Partner for Children, Families and Cultural Services, will provide cover to this area in the interim until a replacement is in post.
4. A new ICT Project and Programme Delivery Process, consisting of four phases, has been developed. **Appendix A** provides an overview of this.
5. The Chairman has requested that the Committee receives ongoing updates on live and proposed projects.
6. Current live projects:

| Project Title | Strategic Theme | RAG Status | Target Qtr | Status | Notes |
|----------------------|--|-------------------|-------------------|---------------|--------------|
| Registrars Portal | Customer Channel Shift/ Digital First | G | Q3 2014 | Approved | See below |

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|--|--------------------------|---|-------------------------------------|----------|-----------|
| Lorry Watch | Business Drivers | A | <i>Trading Standards to confirm</i> | Approved | See below |
| Mobile Solutions- ASCH-Public Protection | Workforce Mobilisation | G | Q3 2014 | Approved | See below |
| Review of the Emergency Planning suite | Reliability & Compliance | G | Q1 2015 | Approved | See below |
| Trading Standards Case Management System | Business Drivers | G | <i>Trading Standards to confirm</i> | Approved | See below |

| Live Project | Notes |
|--|--|
| Lorry Watch | There has been further collaboration between Highways and Trading Standards about this and testing is pending cameras being mounted. However there has been no further requirement for ICT involvement yet and ICT are awaiting further clarification of business requirements. |
| Registrars Portal | The NCC hosted infrastructure build has been completed and is undergoing thorough testing to ensure it is fit for purpose, robust and resilient. ICT Services are continuing to work in partnership with Erskine Design on migration of content from the former hosted environment to the new infrastructure. ICT are in liaison with the Registration Team's Business Support Administrator on how she can edit and author content on the portal. The date for going live is dependent on the Registration Team's wishes but is thought to be technically achievable within the final quarter of 2014/15. |
| Mobile Solutions- ASCH-Public Protection | <p>The current focus of the Mobilisation programme is about creating capacity for frontline social work teams wherever there is an assessment element to their work. Senior Leadership Team prioritised Older Adults and Hospital teams as being within scope for the current rollout of the new Lenovo ThinkPad devices for mobilisation (known as Tranche 1). This activity is likely to extend to Easter 2015.</p> <p>Work has already commenced on scoping up Tranche 2, which is scheduled for agreement by mid-February 2015.</p> |
| Review of the Emergency Planning Suite | The requirements captured with the Group Manager, Emergency Management and Registration, in October 2014 were written up and discussed with the Solutions Build Group (SBG). This project is now in the 'Discovery' stage (please refer to the 'Customer delivery project process' document which is attached). A Business Analyst has been allocated to work together with the Emergency Planning team to assess |

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| | the list of requirements and to determine which have the highest priority and to move them forward through the project processes to delivery. |
| Trading Standards Case Management System | ICT Services was asked for an extremely quick turnaround for support to procurement of a case management system. GCP worked together with the Trading Standards team to achieve approval for them to procure a system named Crimson, which is already in use with Scambusters. As the system is hosted externally there has been no further need for involvement from ICT following the procurement. |

7. Projects being scoped:

| Requirements | Progress made and next steps |
|---|---|
| Scoping up of mobilisation requirements for Community Safety | The Transformation Team lead officers are currently building up business cases for mobilisation. They met with the Team Manager, Community Safety and Trading Standards, to assess the business case for Community Safety and further discussions around potential savings are needed. This will be revisited in January as part of the work leading scoping activities for the Mobilisation Steering Group. |
| Scoping up of mobilisation requirements for Trading Standards | <p>A meeting took place with Trading Standards on 9 December where three main processes were identified for mobilisation, which were:</p> <ol style="list-style-type: none"> 1) Safety visits for food & feed assessments 2) Capture of section 9 witness statements 3) Environmental Weight restrictions teams <p>A mobile solution for the first process would enable extra visits to be undertaken and therefore income to be generated by selling NCC services</p> <p>The second of these processes above is currently high volume for the service with 500+ occurring in a year and currently involves writing and retyping.</p> <p>ICT Services is supplying a Business Analyst resource to work with the Improvement Programme and Trading Standards in January in further developing the business case, which should be complete by mid-February 2015.</p> |

Reason/s for Recommendation/s

8. For Committee members to note the progress described in the report and to be aware of the ICT priorities for the above services, which have been developed in partnership with stakeholders from those services.

Statutory and Policy Implications

9. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications

are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) It is recommended that Committee note the new project process on the update information on live projects and those projects that are currently being scoped.
- 2) That the Committee receives further update reports on a regular basis.

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For any enquiries about this report please contact:

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Constitutional Comments

10. As the report is for noting only no constitutional comments are required.

Financial Comments (MM 23/12/14)

11. There are no financial implications contained within this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Presentation to SLT December 2014 (PowerPoint presentation)

Electoral Division(s) and Member(s) Affected

- 'All'.