Shared Services Joint Committee

Tuesday, 7th November 2023, 6.00 pm
Shield Room, Civic Centre, West Paddock, Leyland PR25 1DH

I am now able to enclose, for consideration at the above meeting of the Shared Services Joint Committee, the following reports that were unavailable when the agenda was published.

Agenda

6	**Shared ICT Contracts Update**	(Pages 27 - 32)
	To receive and consider the report of the Chief Executive.	

Chris Sinnott
Chief Executive

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Report of	Meeting	Date
Chief Executive	Shared Services Joint Committee	7 November 2023

Shared ICT Procurement Update

Is this report confidential?	No

Is this decision key?	No

Purpose of the Report

1. This report provides an update on the alignment of ICT contracts that have been delivered since the phase 1 development of shared services in 2020/21.

Recommendations to Shared Services Joint Committee

2. To consider the report and note the current progress.

Reasons for recommendations

3. The report provides an update on Chorley and South Ribble's ICT contracts, which help to support the expansion of shared services and for services to work effectively in a shared environment.

Other options considered and rejected

4. This report is for noting only and so there are no other options to consider.

Background

5. In 2021, a Joint ICT Procurement Strategy was developed based on the implementation of shared ICT services and the Joint Digital Strategy which set out a shared vision for the councils' digital technology. The aim of this was to align software procured and used by both authorities to facilitate the alignment of services, ensuring standardised functionality and ways of working for staff in a shared environment and also for the shared ICT service in managing software and contracts.

6. It was identified that a joint digital approach was likely to improve service efficiency by reducing duplication for staff within a shared environment, whilst also enabling

resilience and savings for shared systems. A series of shared principles were identified for shared ICT procurement including:

- Ensuring that all needs of both councils are met by developing clear requirements for the relevant system or application prior to procurement.
- Future-proofing procurement by including potential wider system requirements as either core or optional elements of any specifications.
- Aiming to utilise line of business applications to their full potential.
- Considering 'day 2' support for future systems to allow ICT service delivery to be effectively managed.
- Seeking to maximise the financial opportunities presented by the economies of scale of working across two organisations.

7. This also set out a series of requirements for the specification of ICT software including:

- A cloud first strategy to be adopted where costs permit, with software fully managed by the software provider with minimal operational down time.
- Solutions which allow single sign on to allow secure and seamless access for end users at both authorities.
- Suppliers demonstrate a commitment to security and adhere to ISO 27001 standards.
- Compliance with all relevant statutory, regulatory, and legislative requirements including UK GDPR requirements.
- Contracts to be a maximum of three years unless otherwise approved, to ensure any technology remain suitable for the length of the contract term. Hardware should be future-proofed with updates and warranty included for at least 3 years and not be end of life within next 5 years.
- Web-portals or mobile applications should comply to all the principles and requirements of the Web Content Accessibility Guidelines 2.1 (WCAG), the Government Digital Service Style Guide (GDS) and the e-Government Metadata Standards (e-GMS)
- Support should be included within procurements if appropriate. This should be available 24/7/365 days per year with a 2-hour resolution SLA (Service Level Agreement) for critical failures.
- If mobile applications are available these must be included within contracts and must be compatible with the councils' mobile devices to enable effective working.

Alignment of systems

8. An initial list of systems was identified based on priorities for the council in terms of alignment and current contract end dates. An update on progress against the alignment of these contracts is outlined within the table below. Significant progress has been made, with only 2 contracts not yet completed and implemented.

Software function	Chorley Software	South Ribble Software	Status	Update
Revenues and Benefits	Capita	Capita	Complete	A shared Capita system is now in place with a new contract running to 2027. This includes additional automation and functionality, delivering efficiencies for the service by automating common processes such as housing benefits claims and council tax discounts. A shared system also reduces duplication for revenues and benefits officers as both councils' accounts can be accessed within one system, which supports staff to work effectively across both councils.
Hybrid Mail	UK Mail	Critiqom	Complete	The UK Mail system has been implemented for both councils which automates the process of sending out letters via post and means that officers can send out post from any location via their desktop.
Committee Management	Modern Gov (Civica)	Modern Gov (Civica)	Complete	A cloud-based Modern Gov platform has now been rolled out across both authorities. This supports the councils' Cloud Strategy and offers benefits including improved compatibility across systems and paperless, efficient and secure accessibility for meeting organisers, committee members and the public.
GIS	ESRI	ESRI	Complete	A new contract for Geographical Information Systems has been implemented running until 2024.
Printers	Cannon	Ricoh	Complete	New printers have been introduced across both councils which aligns and improves functionality. The multi-functional printers enable 'follow you' printing which means that documents can be scheduled for printing from any desktop and then printed at any of the printers at either Chorley or South Ribble. There is also the ability to scan documents directly into line of business applications such as IDOX (regulatory services.)
Document Management	Northgate Information@ Work	Civica	Complete	A contract is in place with NEC to provide document management software until 2027. This is a cloud-based system which helps to provide greater resilience and access to information from all council devices.

Microsoft	Microsoft – different license vendors	Microsoft – different license vendors	Complete	A shared 3-year contract has been agreed for Microsoft licensing from Phoenix which provides access to the councils Microsoft 365 applications such as Outlook and Teams.
Time Management	Mitrefince TMS	HFX	Complete	The time management system has been aligned to HFX across both council sites and integrates with the HR Hub system. This allows better time management and reporting than the original TMS system at Chorley, which had also become unsupported by the provider. The HFX system also now aligns to the door access system for both councils.
Guest WIFI	TNP-Cloud Connect	TNP-Cloud Connect	Complete	An aligned contract has been implemented from 2022-2025
Regulatory Services	IDOX	IDOX	In progress	The councils are currently in the process of moving both authorities to the newest version of IDOX which will allow improvements to be made to operational processes. This has been implemented for electoral services in early 2023 and a programme is now being developed to roll out to other services including licensing, housing, planning, environmental health and building control.
Asset Management	Yotta	N/A	In Progress	The Yotta asset management system is due to be rolled out at South Ribble to identify and manage all neighbourhood assets in the borough including bus shelters, car parks, boundary signs and waste bins which are due to be recorded by the end of the year. This will replace the existing paper-based system and help to support effective schedules for the maintenance of assets.

9.   Since the initial review of ICT contracts, further joint ICT contracts have also been identified and delivered. Some examples of this are set out below:

Contract/ procurement	Progress
Implemented	
ICT Hardware Procurement	To support the move to hybrid and flexible working, the councils' have rolled out new, standardising mobile equipment including laptops being rolled out to officers who work in a hybrid arrangement. This allows officers to dock into monitors at either of the council sites but also work at home from their laptops.
Citrix Single Desktop	A single desktop has been implemented which allows officers from either council to access the councils' systems through a single desktop instead of having to switch between different desktops to access systems and files.
Enghouse Telephony System	An aligned telephony system has been rolled out across Chorley and South Ribble allowing customer services officers to work effectively across the councils. The Enghouse system also offers improved functionality such as measurement of customer satisfaction and integrated communication channels such as webchat.
iTrent HR Management System	The iTrent HR Management System has been implemented across the councils to provide access to employee information in one HR Hub, streamline processes, and introduce greater self-service for line managers.
In progress	
Eploy Recruitment System	The Eploy Recruitment System has been procured by both councils, with the build of the system being finalised before it goes live towards the end of the year. The new system will offer an integrated end-to-end solution for recruitment, reducing the amount of manual processing required from HR and recruiting managers and offering an improved candidate experience to attract talent to the organisations.
Civica Tech Forge Property Management System	A shared Civica Technology Forge system has been procured as a property management system for the council's to manage all property records and automate processes including preventative maintenance schedules and reactive maintenance requests. Data is currently being identified and digtised to feed into the new system which is due to be implemented over the next year.

Climate change and air quality

10.   The work noted in this report does not impact the climate change and sustainability targets of the Councils Green Agenda and all environmental considerations are in place. The ICT hardware and software in place across the councils helps to support digital working, reducing reliance on paper and enabling hybrid working to reduce travel.

Equality and Diversity

11.   There are no equality or diversity implications.

Risk

12.   There are no key risks associated with this report. Aligning contracts across the organisations helps to better manage risks associated with ICT and technology and support officers working within a shared environment to be able to work effectively.

Comments of the Statutory Finance Officer

13.   There are no direct financial implications arising from this report as it is for noting. The costs of each individual ICT contract have been assessed against budget, and a financial commentary and explanation has been provided in the relevant report seeking approval to procure; costs are monitored across the year and reflected in the relevant Council budget reports.

Comments of the Monitoring Officer

14.   The report is for information and noting. There are no direct legal implications arising. There are no concerns from a Monitoring Officer perspective.

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