

### Corporate Overview and Scrutiny Committee – Modernising Systems

Following the report by the Corporate Overview and Scrutiny Committee, the Executive Leadership Team have reviewed the recommendations and make the following observations against each of the individual recommendations.

Recommendation	Comments
<p>The Council needs to increase spend on ICT and consider the appropriate percentage to be put into the budget annually; the cost of which would be found from the service areas.</p>	<p>In relation to the Council increasing the spend on ICT and considering the appropriate percentage to be put into the budget annually; the cost of which would be found from the service areas; would have an impact on budgets.</p> <p>During the past two years, the Council has been working to right-size the budget for DTI and this has included reviewing the overall spend and realising efficiencies from improved contract spend and reducing the number of systems when services come together and use one system.</p> <p>There has also been a lot of spend assigned through the capital plan to improve the DTI offer.</p> <p>This includes investment in corporate solutions</p> <ul style="list-style-type: none"> <li>- New hardware for all staff over the next four years</li> <li>- A new telephony contract for the whole organisation</li> <li>- Office 365 licences for all</li> </ul> <p>There has also been considerable investment assigned to the purchase of new systems in directorates. As services aggregated from Districts and Boroughs or disaggregated from the North, ICT considerations have been developing and the moves to single systems.</p> <p>Considerable investment has already been assigned to major systems</p> <ul style="list-style-type: none"> <li>- New Children’s Services care system</li> <li>- Adoption services</li> <li>- Adult Social Care</li> <li>- Education</li> <li>- Revenues and Benefits</li> </ul>
<p>The pace of transformational change in respect of digital and core systems is increased and existing processes are reviewed to maximise the</p>	<p>There has been a considerable programme of digital change in place – work to improve the website, online forms, e payments and work has also been ongoing to review the disaggregation of digital services between West and North Northants Council.</p>

<p>potential of new systems. Cabinet is asked to review the timeline for development with a view to increasing the pace of change.</p>	<p>Digital support has also continued to be provided to Northampton Partnership Homes and the Children’s Trust.</p> <p>Good governance is in place that oversees digital and ICT systems change and transformation through the DTI Board, chaired by the Chief Executive.</p> <p>A core system roadmap is being developed for each directorate and for the council, with key core systems being prioritised for renewal and integration.</p> <p>For shared services there is a roadmap in place too.</p> <p>Moving forwards, there will be more business cases coming to Cabinet for system changes.</p> <p>With currently a number of core systems being used by a range of partners, the council has had to ensure that the right governance arrangements have been followed. For example, considerable work has been done in 22/23 reviewing the shared arrangements between West and North councils and the best way forward for both councils.</p> <p>As part of our office rationalisation and locality modelling, we will be developing appropriate capital bids to ensure that the buildings enable smart working.</p>
<p>A Member Steering Group is set up with the key purpose of communicating transformation progress to both Members and Officers in order for details to be made more accessible.</p>	<p>Member steering groups are very useful and give great support to the development of time limited pieces of work.</p> <p>It is suggested that a quarterly transformation and change briefing session is provided each quarter for all members</p>
<p>A business plan in respect of skilling the workforce is devised, and consideration is given to whether this expertise could be offered out to other organisations for a fee, in the medium to longer term, as part of a monetising strategy.</p>	<p>Skilling the workforce is a key priority and forms part of the Council’s People Strategy.</p> <p>The Council already provides expertise to other councils in terms of Shared Services and has Service Level Agreements in place for the Children’s Trust and NPH.</p> <p>The Council has actively supported other councils in terms of going through transforming into a unitary status.</p> <p>The idea of a costed model is a useful consideration in the medium to long term.</p>
<p>The work to build resilience within the DTI service, particularly around the recent recommendations from the Audit Committee are prioritised and accelerated.</p>	<p>Within DTI the Audit Recommendations are actively being implemented.</p> <p>Work is being done to develop a Data Strategy for the Council which will also support this area.</p>

	<p>Work will be done, in line with the rationalisation of buildings to develop a DTI plan that supports the accommodation needs of the council.</p>
<p>Cabinet is advised that more clarity is needed regarding the term architecture and timeframes.</p>	<p>In terms of a road map and alignment of systems and their integration to enable smarter ways of working, the architecture support is a key element.</p> <p>If quarterly updates to all members was agreeable, this could include an overview and understanding of the architecture function.</p>