ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF CABINET
ON 9 DECEMBER 2019

SUBJECT: ARUN IMPROVEMENT PROGRAMME – ANNUAL UPDATE

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DATE: 22 November 2019   EXTN: 37585

EXECUTIVE SUMMARY:

The Arun Improvement Programme (AIP) considers proposals for new projects that enable process redesigns and service improvements typically using ICT capability to facilitate that change.

This report provides a high-level summary of the activities of the AIP over the last year.

RECOMMENDATIONS:

1. Cabinet is requested to note the activities of the Arun Improvement Programme.

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1. BACKGROUND:

In 2001 Arun District Council introduced a corporate programme management approach for the way we deliver change using supporting technologies. Governance for this programme is now provided by a board known as the Arun Improvement Programme Board, which was introduced by the current Chief Executive in 2012.

Its purpose is to ensure that corporately we invest in the right projects, resource is allocated on a priority need basis, outcomes are delivered, and an environment is maintained to support successful delivery.

The Board meets quarterly and consists of the Head of Technology & Digital, ICT & Digital Manager, Leader of the Council, Deputy Leader of the Council and Cabinet Member for Technical Services (with responsibility for digital).

The Group report progress to Cabinet annually and this report is to update Cabinet on the projects that either started and/or completed during the previous 12-months:

Environmental Health System

Undertook business process mapping across the service and then implemented a new modern cloud-based system with mobile working and customer self-service (self-service still to go live). The new system helps us meet our statutory requirements, streamline processes, allows officers to complete work out in the field therefore reducing travel time and costs, and it will provide facilities for customers to self-serve online 24/7.

Committee Management System

Implemented a new committee management system and member access portal along with the rollout of iPads for all Members. The new system is purpose built and covers all committee functions. It allows access to information quickly and easily via a website and mobile friendly app. The whole Committee process can be managed within the system making administration more effective and efficient. The project included providing Members with iPads and not only can they access committee papers real-time they are able to access other things on the go such as emails and calendars.

Housing Compliance System

Implemented a new housing regulatory compliance cloud system and mobile working solutions. The system has been designed to ensure mandatory compliance is met through templates, workflows and by providing evidence-based audit trails. It allows completion of activities on-site reducing travel time and costs.

Room Booking System

Implemented a new electronic room management and booking system, which integrates into our corporate calendar system and has check-in/out touch points to allow attendance information to be collected. The system enables better utilisation of meeting rooms and reduces the administration overheads when arranging meetings.

Jobs Go Public System

Implemented a new recruitment management platform and website advertising portal. This provides a wider advertising reach, encourages more applicants by making it easier to apply and manages the internal administration process more efficiently without the need to print as much paper.

Cemeteries Mapping

Completed the final phase of a Cemeteries digitisation project and all grave plots have now been digitised onto a Geographic Information System (GIS). The records had previously been held on hand drawn maps and ledgers making searching and updating difficult, some of records can be very old and overtime start to degrade. Taking the digital approach has overcome these issues and it is much easier to search and update records, and the information will now be protected for eternity.

Gigabit West Sussex

Secured Government/County funding to connect council buildings to ultrafast gigabit internet, work well advanced on laying ultrafast fibre connections in the ground for Littlehampton, Bognor Regis and Rustington. We have now laid fibre to around 25 of our council buildings, we are just waiting to activate it. Ultrafast and low latency internet connections are vital for the social and economic wellbeing of the district and starting to put this infrastructure in place may be a catalyst for further investment in the future for our connectivity infrastructure.

Revenues & Benefits System

Completed business process mapping across the service, completed move of main systems to the cloud, work started on implementing customer self-service, document management, workflow and automated decision processes. The new system integrates workflow and document management allow more efficient processes; we will be deploying automated intelligence-based verification process that will enable more resources to focus on potential incorrect claims. The system also provides internet self-service allowing customers to access information and transact with us 24/7 along with electronic notifications and e-billing which should reduce the amount on paper correspondence.

2. PROPOSAL(S):

Cabinet is requested to note the activities of the Arun Improvement Programme.

2. OPTIONS:

N/A

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		✓

5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		✓
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology		✓
Safeguarding		✓
Other (please explain)		✓

6. IMPLICATIONS:

Not applicable

7. REASON FOR THE DECISION:

N/A

8. EFFECTIVE DATE OF THE DECISION: 18 December 2109

9. BACKGROUND PAPERS:

None