

Public Document Pack



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To The Chairman and Members of the Business
Improvement Sub-Committee

Your Ref:
Our Ref: HM/L.3
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Date 30 September 2010

AGENDA SUPPLEMENT

Dear Sir/Madam

BUSINESS IMPROVEMENT SUB-COMMITTEE - TUESDAY 5 OCTOBER 2010

I refer to the agenda for the above-mentioned meeting and enclose the items that were marked to follow and two additional items:

Item No	Report Title	Page Nos
7.	Ocella Consultancy Days Report of the Deputy Chief Executive.	6 - 9
12.	Financial Performance Update by the Senior Accountant Capital and Treasury.	10
14.	ICT Refresh in advance of ARP/Bury St Eds take-on Proforma B to follow Report of the Director of Corporate Resources.	11 - 13
15.	Upgrade of LAGAN Software for Customer Contact Centre Report of the Director of Resources.	14 - 17

Yours faithfully

Helen McAleer

Senior Committee Officer

BRECKLAND COUNCIL

**Report of the Director of Corporate Resources to the
Business Improvement Sub Committee – 5th Oct 2010**

Development Work required for Ocella System

1. Purpose of Report

- 1.1 To appraise Members of a development need for the current Ocella system (currently maintained by Capita Symonds).
- 1.2 To seek release of funding to support this development need.

2. Recommendations

It is recommended that the Council/Committee:

- 2.1 Approve Breckland spend of £7,437.50 (50% of total – as further 50% funded by Capita Symonds) to deliver required development works needed for the Ocella system.
- 2.2

Note: In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

3. Information, Issues and Options

3.1 Background

- 3.1.1 Ocella is a key system for Breckland Councils outsourced planning function – requiring updates periodically according to national changes of policy or legislation
- 3.1.2 Historically, the support had included a number of additional consultancy days for ad hoc maintenance with additional days purchased as and when needed for update/maintenance activities.
- 3.1.3 The current standard consultancy provision has now been used, however there is a need to undertake additional development work to ensure the Ocella system remains up to date and meets new and additional legislative obligations – particularly regarding national changes relating to Building Control fees.
- 3.1.4 It is however recognised that the proposed development works will benefit both Capita Symonds and Breckland, and Capita Symonds have already agreed to provide 50% of costs (a report confirming this was received at the Contracts monitoring Meeting on 20th September).
- 3.1.5 This paper therefore seeks to release the 50% provision from Breckland (funding source to be identified.)
- 3.1.6 Benefits include enabling more efficient working practices to be introduced. Examples speedier consultation undertaken – and thus more time for Parish/Town councils to respond and a reduced need for duplicate scanning.

4.0 Conclusion/recommendation

- 4.1 Capita Symonds are prepared to commission the above days work, however, this paper seeks confirmation that Breckland will fund a proportion of this cost as follows: 8.75 x £850 per day = £7437.50. – see 3.4.1 for further info

3.2 Issues

- 3.2.1 This request for funding provides a solution to rectify an immediate need, and does not consider the long term needs, or further legislative changes, therefore financial profiling of costs are awkward. There may however be value in building in additional consultancy days annually to cover growth items.

3.3 Options

- 3.3.1 Options are as follows:

- 3.3.2 Do nothing – this will not resolve the issue, and will result in increased costs (reduced ability to recover income) and possible public complaints.
- 3.3.3 Adopt proposal to fund development for this piece of work – and manage further requests on a case by case basis (Contracts Monitoring Group to BISC as and when required.)
- 3.3.4 Adopt proposal, and also build in a further 5 days per annum to cover small scale ad hoc legislative changes.

3.4 Reasons for Recommendation(s)

- 3.4.1 It is recommended that we adopt recommendation 3.3.3 - as this delivers the requirement, and also ensures there is central governance via Contracts Monitoring Group regarding future spend. It is however important that we (with our partners Capita Symonds) deliver an effective Planning and Building Control service, which meets legislative requirements and maximises our ability to recover any fees due.

4. **Risk and Financial Implications**

4.1 Risk

- 4.1.1 There is a risk we will not be able to recover Planning Fees costs without the Ocella enhancements.
- 4.1.2 There is also no provision within the ICT budget to cover this – therefore funding will need to be sought via a 'Blue Form'.

4.2 Financial

- 4.2.1 Proforma B to follow

5. **Legal Implications**

- 5.1 None

6. **Other Implications** None

- a) Equalities: None

- b) Section 17, Crime & Disorder Act 1998: None
- c) Section 40, Natural Environment & Rural Communities Act 2006: None
- d) Human Resources: None
- e) Human Rights: none
- f) Other: [e.g. Children's Act 2004]: None

7. Alignment to Council Priorities

7.1 Your Council – Your Services

8. Ward/Community Affected

8.1 [Insert name of ward(s)/parish(es) as appropriate] ALL

Background Papers

None

Lead Contact Officer:

Name/Post: Kevin Taylor

Telephone: 01362 656841

Email: Kevin.taylor2@breckland.gov.uk

Key Decision Status (Executive Decisions only):

Appendices attached to this report:

[List]

BRECKLAND COUNCIL

PROFORMA FOR EXECUTIVE MEMBER APPROVAL OF THE RELEASE OF
RESOURCES
(CAPITAL AND REVENUE BUDGETS)

FROM: Carol Dunne-Bathurst (Revenue Accountant)

THIS PROFORMA PROVIDES THE FINANCIAL IMPLICATIONS
IN RESPECT OF THE ATTACHED REPORT

REPORT: **Development Work required for Ocella System**

REPORT DATE: **6th October 2010**

	£ Year 1 2010/11	£ Year 2 2011/12	£ Year 3 2012/13	£ Year 4 2013/14	£ Year 5 2014/15
Revenue					
Expenditure 551 0000 000 4101	£7,437.50	£0	£0		
Total Capital + Revenue	£7,437.50	£0	£0	£0	£0

Funding required:		Considered by:	Date:
Capital cost	£0	BISC	06/10/10
Revenue cost	£7,437.50	Cabinet	30/11/10

Financial Services Comments

This report requests approval for funding to commission the development work for the Ocella system. It should be noted there are no available budgets within ICT or Planning to fund this purchase. Funding is available within the Organisational Development Reserve, but this would require a recommendation to cabinet to vire the budget.

Risk

Risks are highlighted within the report. However, there is a risk that future work over and above the current contact provision may be required which could place a financial burden on the council.

Procurement

Any procurement arising will need to comply with standing orders and Breckland's Sustainable Procurement Strategy.

Value For Money Efficiency

None

This PB is valid for 3 months from PB date	If this PB is not longer required please advise Finance	If there are changes to the original report it may invalidate this document, it must be reviewed by Finance.
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Financial update for Business Improvement Sub Committee Sept 2010

Capital Budget

PROJECT	Budget 2010/11	SPEND TO DATE (inc commitments)	2010-11 FORECAST OUT-TURN	FORECAST VARIANCE underspend / (overspend) £	Notes
Business Improvement Board				-	
Not yet released					
ICT Strategy Projects	395,976		395,976	-	1
IT Refresh Programme	195,164		195,164	-	1
ARP - Batch Scanners	17,500		17,500	-	
Released					
Web Site	36,500	25,133	36,500	-	
Govt Connect Phase 2	16,009	3,721	16,009	-	
PAYE net	25,000	22,265	25,000	-	
Licensing systems	39,829	2,928	39,829	-	
ICT Connectivity	3,930		3,930	-	
2009/10 Refresh (carried over)	136,210	7,662	136,210	-	
Customer Services Centre Infrastructure	74,500		74,500	-	
ARP – Web Server	20,000		-	20,000	2
ARP Server	100,000		-	100,000	2
ARP IT provision	-		79,200	(79,200)	2
	1,060,618	61,708	1,019,818	40,800	

Notes

- 1 These amounts are not yet released. However, the forecast spend assumes these amounts will be released and spent in this financial year. There is an indicative list of future projects but until such time as projects come forward for approval, the detail is not available but **it is assumed** that there is no additional revenue expenditure or efficiencies resulting from this spend.
- 2 The original budget of £120,000 was the gross contribution towards ARP spend netted off by a contribution of £40,800 from partners. BISC on 31/08/10 agreed that this spend was no longer required but that the net contribution should now be made towards ARP IT provision so the net effect on capital programme is zero but the gross spend shown in this report has reduced by £40,800.

Revenue Budget

Future financial updates will include a revenue position statement and will show budget, actual, forecast outturn and any comments on efficiency targets as appropriate.

**Report of the Director of Corporate Resources to the
Business Improvement Sub Committee – 5th Oct 2010**

ICT Refresh in advance of ARP/Bury St Eds take-on

1. Purpose of Report

1.1 To recommend release of the remaining £89k from refresh budget 2010/11 to upgrade keyhardware at the Thetford site. This will permit removal of redundant Sun hardware and to facilitate move ARP onto a platform that delivers greater supportability, resilience and ability for growth.

2. Recommendations

It is recommended that the Council/Committee:

2.1 Release £89k available (10/11) to procure a VMware solution for Thetford/ARP allowing migration of data and application prior to year end, and also providing the ability for growth for any additional clients (such as St Edmundsbury).

2.2

Note: In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

3. Information, Issues and Options

3.1 Background

3.1.1 Breckland are progressing with its ICT refresh programme, and is about to upgrade servers at Dereham to deliver greater performance reliability and redundancy.

3.1.2 Breckland were planning on upgrading infrastructure in Thetford in 2011, however with the impending ARP partnership with St Eds, it is now prudent to upgrade the infrastructure at Thetford within this financial year.

3.1.3 Advantages of undertaking a Thetford upgrade this year are as follows:

3.1.4 a) provides growth in advance of St Eds joining ARP

3.1.5 b) provides resilience and disk space in advance of year end (Apr 2011)

3.1.6 c) provides opportunities to deliver fail over to multiples sites, increasing off site resilience capabilities

3.1.7 d) reduces environmental costs (power/cooling/space) earlier than originally planned.

3.1.8 e) reduces risk to the service, and allows earlier switchover to a more widely supported platform.

3.1.9 The capital will be spent on the following items of infrastructure:

- 1 x Fibre Channel SAN (12TB)
- 2 x Fibre switches
- 2 x physical hardware servers
- 2 x VMWare ESX VSphere 4 licences (host)
- 1 x Virtual Centre Licence
- Backup solution for above
- Physical switches for the Thetford office

3.1.10 This will also dramatically increase our Disaster Recovery capability, as we would be able to replicate Dereham site at Thetford, which means we could significantly reduce our costs for DR services using external third parties. (Costs of over £60k per annum currently).

4.0 Conclusion/recommendation

4.1 That Committee releases £89k to allow purchase of VMWare SAN hardware as recommended above.

3.2 Issues

3.2.1 This request for funding provides a solution to rectify an immediate need and removal of service risks.

3.3 Options

3.3.1 Options are as follows:

3.3.2 Do nothing – this will not resolve the issue, will mean that Breckland continue to rely on aging hardware at a critical time of change, and may need to extend current expensive DR arrangements and support costs with third party suppliers.

3.3.3 Release capital to procure new SAN – (also allowing additional resilience options to be explored with Dereham site earlier than originally planned.)

3.4 Reasons for Recommendation(s)

3.4.1 It is recommended that we adopt recommendation 3.3.3 to provide growth and supportability for ARP prior to adoption of St Eds into partnership, to deliver benefits as shown above and to provide reassurance to ARP team prior to running of Year End.

4. **Risk and Financial Implications**

4.1 Risk

4.1.1 There is a timing risk with the advent of St Eds coming on board – which requires either investment in the existing Sun hardware or investment in a more open and supportable technology. However the platform needs to be in place as soon as possible to deliver a testing environment, and also to assist with year end preparations for the service.

4.2 Financial

4.2.1 Proforma B to follow

5. **Legal Implications**

5.1 None

6. Other Implications None

- a) Equalities: None
- b) Section 17, Crime & Disorder Act 1998: None
- c) Section 40, Natural Environment & Rural Communities Act 2006: None
- d) Human Resources: None
- e) Human Rights: none
- f) Other: [e.g. Children's Act 2004]: None

7. Alignment to Council Priorities

7.1 Your Council – Your Services

8. Ward/Community Affected

8.1 [Insert name of ward(s)/parish(es) as appropriate] ALL

Background Papers

None

Lead Contact Officer:

Name/Post: Kevin Taylor

Telephone: 01362 656841

Email: Kevin.taylor2@breckland.gov.uk

Key Decision Status (Executive Decisions only):

Appendices attached to this report:

[List]

BRECKLAND COUNCIL**Report of the Director of Corporate Resources to the
Business Improvement Sub Committee – 5th Oct 2010****Upgrade of LAGAN software for Customer Contact Centre****1. Purpose of Report**

1.1 To recommend release of £30k from ICT Strategy Projects budget (current £232,476) to support upgrade of LAGAN from version 6 which will not be fully supported from 2011 - to version 8.)

2. Recommendations

It is recommended that the Council/Committee:

2.1 Release £30k to support this upgrade.

Note: In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

3. Information, Issues and Options**3.1 Background**

3.1.1 Breckland is heavily reliant on its LAGAN system as its 'shop window' to services and staff – with a significant investment in workflow underpinning this system.

3.1.2 The current version will not be patched or developed in 2011 – requiring us to upgrade to latest version (now ver 8)

3.1.3 The current version is also tied to the current telephony system, (also due for replacement) – which also limits our ability to flexibly work according to seasonal demands.

3.1.4 The latest version (v8) also includes internal e-forms, and can also provide a platform to deliver an ICT Service desk at end of the Steria contract at negligible cost (c£3.5k) for dev work and licences, as opposed to c£40k for an off shelf package, which would also have additional revenue costs of 20%) – therefore this will further assist with cost reductions in 2011 onwards.

3.1.5 Breakdown of proposed costs are as follows:

Upgrade Services:

- Remote upgrade of 2 environments (1 Production outside standard hours e.g. over weekend; 1 Non Production within standard hours)
- LLPG Refresh
- CTI Testing
- UAT Support
- Post Implementation Support
- Project Management/Implementation of new E-forms
- (This excludes Business Continuity as Breckland will be able to take advantage of v8 Load Balancing instead.)
- Business Configuration / Advanced Configuration – 0.5 days
- Maintenance & Support changes – 0.5 days
- Virtual Office changes – 0.5 days

- Lagan ECM Workstation changes – 0.5 days
- eForms – 2 days (standard 2 day course)
- Lagan Security - 1 day (standard 1 day course)

In summary – c£10k for s/w and c£20k for implementation/operational readiness.

3.1.6 Upgrading to V8 will also help with management of calls – and offer additional functionality to any new potential partners for the Contact Centre.

4.0 Conclusion/recommendation

4.1 That Committee releases £30k to upgrade LAGAN to version v8.

3.2 Issues

3.2.1 No issues identified

3.3 Options

3.3.1 Options are as follows:

3.3.2 A) Do nothing – this will mean that current CRM system moves to an unsupported system and could adversely affect the performance of the Contact Centre.

3.3.3 B) Release capital to support upgrade

3.3.4 C) Investigate revised Contact Centre provision. LAGAN is the market leading provider of CRM solutions.

3.4 Reasons for Recommendation(s)

3.4.1 It is recommended that we adopt recommendation 3.3.3 to upgrade LAGAN and improve supportability and functionality of the Contact Centre solution. This, tied in with improving our telephony platform will ensure the customer service centre continues to deliver effective and customer centric services.

4. Risk and Financial Implications

4.1 Risk

4.1.1 The risks are to the current operational service, therefore it is essential to plan the timing of our upgrades such that service risks are minimised. Bearing in mind issue dates of council tax letters, elections and other key events in short to medium term, the ideal time for the upgrade would be Nov/Dec 2010. This date has been confirmed as achievable by the supplier subject to swift raising of necessary purchase orders.

4.2 Financial

4.2.1 Proforma B attached

5. Legal Implications

5.1 None

6. Other Implications None

a) Equalities: None

- b) Section 17, Crime & Disorder Act 1998: None
- c) Section 40, Natural Environment & Rural Communities Act 2006: None
- d) Human Resources: None
- e) Human Rights: none
- f) Other: [e.g. Children's Act 2004]: None

7. Alignment to Council Priorities

7.1 Your Council – Your Services

8. Ward/Community Affected

8.1 [Insert name of ward(s)/parish(es) as appropriate] ALL

Background Papers

None

Lead Contact Officer:

Name/Post: Kevin Taylor

Telephone: 01362 656841

Email: Kevin.taylor2@breckland.gov.uk

Key Decision Status (Executive Decisions only):

Appendices attached to this report:

[List]

BRECKLAND COUNCIL DRAFT
 PROFORMA FOR THE RELEASE OF RESOURCES BY THE BUSINESS
 IMPROVEMENT SUB COMMITTEE
 (CAPITAL AND REVENUE BUDGETS)

FROM: Margaret Bailey (Senior Accountant – Capital and Treasury)

THIS PROFORMA PROVIDES THE FINANCIAL IMPLICATIONS
 IN RESPECT OF THE ATTACHED

REPORT: **Funding for LAGAN software**
 REPORT DATE: 5th October 2010

	£ Year 1 2010/11	£ Year 2 2011/12	£ Year 3 2012/13	£ Year 4 2013/14	£ Year 5 2014/15
Capital 991 **** * ** ****	30,000				

Revenue

Total Capital	30,000
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Funding required:	Considered by:	Date:
Total capital cost £30,000	Business Improvement Sub Committee	05-10-2010
Revenue cost		

Financial Services Comments

Funding of £30,000 is available in the approved ICT Strategy budget of £395,976 (£232,476 carried over from 2009/10 and £163,500 for 2010/11) for release by the Business Improvement Sub Committee. This project has previously been identified in the ICT Strategy and is eligible to be capitalised. The costs of 3.5k mentioned in paragraph 3.1.4 are not requested as part of release of this funding but are being dealt with as part of ICT Contract work.

Risk

The risks relating to this project are set out in the report. Key users of the system will need to be consulted to ensure that functionality is suitable for users requirements, and to ensure that the systems specification and tender evaluation process delivers a value for money solution.

Procurement

There are no extraordinary procurement issues to note.

Value for Money Efficiencies

No actual savings are identified as a result of this spend but the report indicates that this project will prevent significant revenue expenditure in the future when setting up an ICT Service desk at the end of the Steria contract.

This PB is valid for 3 months from PB date	If this PB is not longer required please advise Finance	If there are changes to the original report it may invalidate this document, it must be reviewed by Finance.
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