ICT software and hardware upgrades to integrate Environmental Health (Civica system) with Streetscene Services (ESG system) and provide links to Customer First (Indigo system)

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1. Purpose of the Report

1.1 For members to consider a request to allocate funding of £33,000 to upgrade and integrate the Environmental Health, and Streetscene IT systems and to link them to the Customer First IT system. It also includes transfer of systems from servers using platforms due to become unsupported by Microsoft in July 2015.

2. Forward Plan

2.1 This report appeared on the Executive forward plan in May 2015, with an expected presentation date of June 2015.

3. Public Interest

3.1 Environmental Health and Streetcene deliver a wide range of services linked to public satisfaction of the area they live in. The ability to run these services effectively and efficiently rely on good communication with the public and the ability to record and report on actions taken. The software used to do this is an integral part of this process.

4. Recommendations

4.1 The District Executive are asked:

1. To allocate £33,000 from the ICT replacement fund to upgrade and integrate the Environmental Health and Streetscene IT systems and to link them to the Customer First IT system as detailed in the Project Brief in Appendix 1.

2. To delegate the final decision to proceed with the project to the Assistant Director (Environment) in consultation with the Director for Operations and Customer Focus and the Portfolio Holder for Property and Climate Change.

5. Background and reason for Project at this time

5.1 Both Environmental Health and Streetscene Services require IT support systems to record requests for service and effectively manage the performance of the services they deliver. As with all such systems, over time it becomes necessary to upgrade them to improve functionality and deal with obsolescence.

5.2 Steetscene Services currently use an In-house developed system called Environmental Services Group (ESG). The knowledge and resources that developed the system over 10 years ago are no longer available. The system is therefore unsupported and no longer functions well enough to allow information to be retrieved, changed or used efficiently. Streetscene Services therefore require a new system to allow efficient reporting, service delivery and information management to take place. In addition they need their link direct to Customer First to be maintained as this is the way requests are currently received.

5.3 Since 2003, the Environmental Health service has used the Civica APP System which functions well and is fully supported, both by the suppliers and the ICT service. Some parts of the Environmental Health service such as Pest Control are already integrated with the Customer First front office system and it is hoped to extend this integration to other areas. Following the transfer of the Customer Services IT system from Northgate to Indigo an upgrade of the integration system is now required. The existing integration system runs on a Windows server 2003 operating platform which goes out of mainstream support in the summer of 2015. Arrangements now need to be made therefore to ensure that there will be an effective alternative integration support system in place.

5.4 Since April 2014 Streetscene Enforcement staff have been part of the Environmental Health service. There is an on-going link between these officers and the Streetscene Service and it would therefore be beneficial for both these services to be using the same system to allow streamlining of processes, sharing of intelligence and more efficient delivery of services.

5.5 Streetscene, Environmental Health and ICT have met to review the existing functionality of the Civica APP system. Streetscene are satisfied that it would provide a satisfactory and enhanced solution to their requirements. Likewise Environmental Health and ICT recognise the need to upgrade their services and consider that an integrated solution with the Streetscene service that can be linked to Customer First is the best available option.

5.6 The project team are aware of a risk with regard to the timing of this project. There may be overlap with future ICT considerations for EDM and other IT changes, which could mean that some of the changes proposed become redundant in a relatively short period. However, this needs to be balanced against the risk of not carrying out the work, which include the servers becoming unsupported in July, the ESG system used by Streetscene no longer being fit for purpose and the environmental health services being the last to fully connect to the Indigo system. It is therefore proposed to delay starting the project for as long as possible to enable proposals for change to come forward so that they can be evaluated against these needs and the expected timescales for implementation. Members can therefore be assured the funding will only be drawn down if the one outweighs the other, and is agreed in consultation with the Director and Portfolio Holder (recommendation 2).

6. Financial Implications

6.1 The cost will be met from the Capital ICT Reserve which currently stands at £300,000. If members agree the recommendations in this report £267,000 will remain for other new schemes. The ongoing revenue costs of £4,000 will be found from general balances and then added to the Medium Term Financial Plan for 2016/17 as an additional budget requirement.
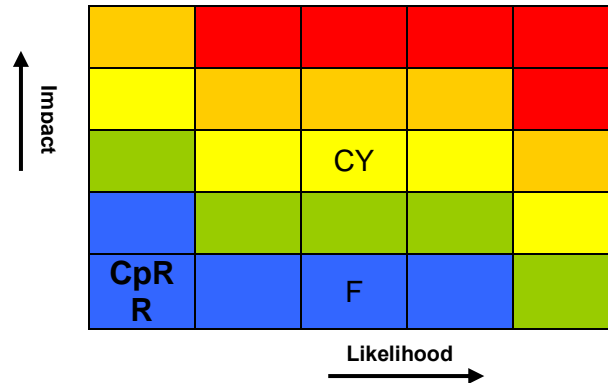
7. Carbon Emissions and Climate Change Implications

7.1 The repost has no adverse climate change implications.

8. Equality and Diversity Implications

8.1 There are no equality or diversity implications to this report.

9. Risk Matrix

Key

Categories			Colours *(for further detail please refer to Risk management strategy)*		
R	=	Reputation	Red	=	High impact and high probability
CpP	=	Corporate Plan Priorities	Orange	=	Major impact and major probability
CP	=	Community Priorities	Yellow	=	Moderate impact and moderate probability
CY	=	Capacity	Green	=	Minor impact and minor probability
F	=	Financial	Blue probability	=	Insignificant impact and insignificant

10. Implications for Corporate Priorities

10.1 This revised policy falls clearly within the Corporate Plan priority on providing efficient and cost effective services.

11. Background Papers

11.1 Appendix 1- South Somerset District Council Project Brief Project Name: ICT software and hardware upgrades to integrate Environmental Health (Civica system) with Streetscene Services (ESG system) and provide links to Customer First (Indigo system (attached).