

Agenda



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Resources Overview and Scrutiny Committee

Tuesday, 6 September 2016 at 2.00 pm,
Scaitcliffe House, Ormerod Street, Accrington

Membership

Chair: Councillor Abdul Khan (in the Chair)

Councillors Lisa Allen, Jean Battle, Stephen Button, Terry Hurn, Jenny Nedwell, Tim O'Kane and Paddy Short

Co-optee: Ian Ormerod

AGENDA

1. Apologies for Absence, Substitutions, Declarations of Interest and Dispensations

2. Minutes of Meetings (Pages 3 - 10)

The Minutes of the meetings of the Resources Overview and Scrutiny Committee held on 19th July and 11th August 2016 were submitted for approval as correct records.

Recommended - That the Minutes be received and approved as correct records.

3. Appointment of Co-optees (Pages 11 - 14)

To receive applications for Co-opted Members on to the Resources Overview and Scrutiny Committee.

Recommended - That the applications be considered and appropriate recommendations be made to Full Council.



4. Responses of Cabinet to Reports of Overview and Scrutiny - Work Programmes
(Pages 15 - 20)

To provide the Committee with feedback from Cabinet on the 2016/17 Work Programmes.

- Recommended**
- (1) That feedback provided by Cabinet on the Draft 2016/17 Overview and Scrutiny Work Programmes be noted; and,**
 - (2) That the 2016/17 Resources Overview and Scrutiny Work Programme be approved.**

5. Integrated ICT Solution *(Pages 21 - 24)*

To inform the Committee of a proposal for integrating Council web services, legacy, current and future, into a “single-sign-on”, responsive “app” to be made available to all static and mobile devices.

- Recommended** - **That the report be noted.**

6. Land Asset Review

To update the Committee on progress made on the disposal of land linked to the Scrutiny Review of Land Assets.

- Recommended** - **That the progress made on the disposal of land linked to the Scrutiny Review of Land Assets be noted.**

7. Regeneration and Housing Business / Service Plan Update

To receive an update on the Regeneration and Housing Business / Service Plan.

- Recommended** - **That the update be noted.**

RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Tuesday, 19th July, 2016

Present: Councillor Abdul Khan (in the Chair),
Councillors Lisa Allen, Bernard Dawson, Stewart Eaves, Terry Hurn,
Jenny Nedwell, Tim O'Kane and Paddy Short

In Attendance: Portfolio Holder for Resources (Councillor Gareth Molineux)
Portfolio Holder for Health and Communities (Councillor Munsif Dad)

Apologies: Councillors Jean Battle and Stephen Button

87 Apologies for Absence

Apologies for absence were submitted from Councillors Jean Battle and Stephen Button and from Ian Ormerod (Co-optee).

88 Substitutions

Councillors Bernard Dawson and Stewart Eaves attended the meeting as substitute representatives for Councillors Jean Battle and Stephen Button respectively.

89 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations.

90 Minutes of Last Meeting

The Minutes of the meeting of the Resources Overview and Scrutiny Committee held on 22nd March 2016 were submitted for approval as a correct record.

Resolved - **That the Minutes be received and approved as a correct record.**

91 Appointment of Co-optees

The Overview and Scrutiny Officer submitted a report relating to the appointment of Co-optees to the Overview and Scrutiny Committees by Full Council on 7th July 2016. No new applications for co-option to the Resources Overview and Scrutiny Committee had been received and Honorary Alderman Ian Ormerod had been reappointed to that Committee. Former Councillor Kerry Molineux had been appointed as a new Co-optee to the Communities and Wellbeing Overview and Scrutiny Committee and Honorary Alderman David Parkins had been reappointed to that Committee.

Resolved - **That the report and appointments be noted.**

92 Overview and Scrutiny Work Programme 2016/17

The Overview and Scrutiny Officer submitted a report asking the Committee to give consideration to and approve the draft 2016/17 Resources Overview and Scrutiny

Committee Work Programme appended to the report. Any additional items would be added to the Work Programme as the Municipal Year progressed. The draft 2016/17 Work Programme for the Communities and Wellbeing Overview and Scrutiny Committee was appended to the report for information.

Resolved - **That the 2016/17 Resources Overview and Scrutiny Committee Work Programme be approved and submitted to the next meeting of Cabinet for comment.**

93 Hackney Carriages - Cross Border Working

The Portfolio Holder for Resources (Councillor Gareth Molineux) submitted a report relating to “cross border” working by hackney carriages which was an issue that had caused particular controversy both nationally and locally. Reference was made to the current legal position on the practice of hackney carriages licensed in one area working as private hire vehicles in other areas and Hyndburn Council’s hackney carriage and private hire licence policies and procedures. Some Councils were now seeking to address the issue by adopting an “Intended Use Policy” and East Lancashire Councils were currently exploring the possible harmonisation of conviction policies and licensing conditions. Responses were given in relation to the following issues raised by the Committee:-

- How big was the problem of “cross border” working in Hyndburn and how many taxis operating in the Borough had not been licensed by Hyndburn Council
- Were “cross border” taxis working for a particular operator
- When had Rossendale Council adopted its Intended Use Policy and was there evidence that it had reduced the number of “cross border” taxis operating in Hyndburn
- Could East Lancashire harmonise their respective convictions policies and licensing conditions and, if so, what progress had been made
- Hyndburn had limited the number of licences it issued, Had the Government got powers to restrict the number of licences issued by other authorities and, if so, was the use of those powers being considered

Resolved (1) **That Cabinet be recommended to:-**

(a) Work with all Lancashire District Councils in lobbying the Government to modernise the piecemeal, complicated, archaic and in some cases ambiguous legislation surrounding private hire and hackney carriage licensing.

(b) Pursue the adoption of a Policy that would allow the Council to undertake enforcement action against hackney carriages operating in the Borough that were not licensed by Hyndburn Council.

(c) Explore actions which could be taken by the Council to reduce problems associated with “cross border” working, regardless of any support emanating from other Councils.

(2) That the Lancashire County Council Health Scrutiny Committee be requested to scrutinise the Child Sexual Exploitation prevention work being carried out at County level.

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RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 11th August, 2016

Present: Councillor Abdul Khan (in the Chair),
Councillors Lisa Allen, Jean Battle, Stephen Button, Bernard Dawson,
Terry Hurn, Jenny Nedwell and Paddy Short

Co-optee Mr. Ian Ormerod

In Attendance: Portfolio Holder for Education, Leisure and Arts (Councillor Ken Moss)
Councillor Judith Addison (Sponsor of the Call-In)
Seven Members of the Public

Apologies: The Mayor (Councillor Tim O'Kane)

114 Apology for Abence

An apology for absence was submitted from the Mayor (Councillor Tim O'Kane).

115 Substitutions

Councillor Bernard Dawson attended the meeting as substitute representative for the Mayor (Councillor Tim O'Kane).

116 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations.

117 Call-In Procedure Note

The Procedure to be followed at the meeting in relation to call-ins was submitted and attention was drawn to Paragraph 8 which set out the options available to the Committee when reaching a decision on the undermentioned call-in.

Resolved - **That the Procedure be received and applied to the undermentioned call-in.**

118 Call-In of Cabinet Decision - Rhyddings Park Heritage Lottery Bid

The Chair informed the Committee that the purpose of the meeting was to consider a recommendation arising from the meeting of the Cabinet held on 20th July 2016, when it had been resolved:-

- (1) That the contents of the report be noted;
- (2) That bearing in mind the long-term future of the sequoia tree and Park in general, the tree be removed and the landscape plan as originally agreed by the national Heritage Lottery Board be continued with.

The following documents were submitted:-

- i) Call-In Form
- ii) Rhyddings Park Heritage Lottery Bid (Copy of Cabinet Report dated 20th July 2016)
- iii) Extract from Minutes of Cabinet dated 20th July 2016
- iv) Rhyddings Park Heritage Lottery Bid (Copy of Council Report dated 7th July 2016)
- v) MPTrees AIA Sequoia Rhyddings Park April 2016 (Copy of Council Report dated 7th July 2016)
- vi) Rhyddings Park Heritage Lottery Bid (Copy of Cabinet Report dated 8th June 2016)
- vii) Rhyddings Park Heritage Lottery Bid (Copy of Cabinet Report dated 3rd December 2014)

In accordance with the Call-In Procedure for Cabinet Decisions, the Procedure had been activated by two members of the Committee (Councillors Lisa Allen and Terry Hurn) specifically in relation to the decision to remove the sequoia tree from the Park. Councillor Judith Addison (Sponsor) was in attendance at the meeting and the undermentioned reason was given for the call-in:-

“The controversy about the sequoia tree has arisen because Ward Councillors and local residents were never consulted about the Stage 2 Bid, despite statements to the contrary in the Customer First Analysis dated 20th May 2016. It was only at Stage 2 that the relocation of the Market Cross and consequent felling of the sequoia tree were introduced – they did not feature in the Stage 1 Bid or in the planning consent for the refurbishment and improvement of the Park – Planning Application No. 11/14/0359”.

The call-in related to the following:-

- (a) Cabinet’s recommendation for felling of the sequoia tree was clear but was based on a false premise.
- (b) Councillors and residents had never seen the Stage 2 Bid documentation.
- (c) The Stage 1 Bid submitted by Newground on 30/08/13 had not mentioned the Market Cross or sequoia tree. Planning Consent 11/14/0359 for the Heritage Lottery Scheme, granted on 11/12/14, related solely to the Coach House area at the top of the Park. The English Heritage comments dated 20/10/14 on the Case File confirmed that. Consent to fell the sequoia had been granted under Ref. 11/16/0027 – Works to / Felling of various trees within Rhyddings Conservation Area. Simon Prideaux’s “decision letter” of 16/03/16 stated that the Council would not be issuing Tree Preservation Orders in respect of any of the trees listed – “The reason for that was that the Council’s Cabinet had supported the proposals for the refurbishment and improvement of Rhyddings Park and that application had been made on the basis that those works to trees formed an integral part of those proposals.” The sequoia was shown as T335.
- (d) In relation to policy issues, as a member of the Council’s Planning Committee (former Chair), I (the Sponsor) am concerned that the protection of trees in Conservation Areas was afforded so little importance. The Town and Country Planning Act 1990, Section 211, gave the same protection to trees in a Conservation Area (in this case Rhyddings Conservation Area declared 14/04/92) as it does to trees included in a Tree Preservation Order. Although a Planning Authority could grant consent for works or felling, that would be regarded as the exception rather than the rule and would have to be justified, e.g. if diseased; in those circumstances replacement planting of a similar tree “at the same place” would normally be required.

- (e) In relation to service delivery issues, it was obvious that the proposals relating to the “impressive vista” at the Park entrance were introduced for the first time in the Stage 2 Bid document which Councillors and residents were not consulted upon. There was not even planning permission for the relocation of the market Cross, which was after all only a replica of the original. Without that proposed relocation, the issue of the sequoia tree would never have arisen. The relocation would involve the cutting of a semi-circular seating area into the grass banking behind. That, we were told, would damage some of the roots of the sequoia tree, thus rendering it unstable.
- (f) The issue of community impact was by far the greatest area of concern and threatened to bring the Council into disrepute. Oswaldtwistle residents saw an unpopular decision being forced upon them by a Leader and Cabinet which doesn’t include any Oswaldtwistle representatives. They think that makes a travesty of democracy, when even their own elected Oswaldtwistle Councillors weren’t consulted and couldn’t have a say in that. Residents loved and valued their local Rhyddings Park, in particular the “natural elements” such as the sequoia tree. If they had been asked, I don’t think there was one single person who would have chosen the market Cross over the tree. As regular users of the Park – some several times a day for dog-walking – they feel that they should be allowed a big say in the plans. They were incensed that their Petition of about 2,000 signatures had largely been ignored by the Council / Cabinet, which they saw as determined to “ride roughshod” over their wishes. (See email sequence between resident Samantha Haslope and Georgina Finn of Heritage Lottery Fund North West Office as attached to the call-in form).

The Sponsor spoke on the reasons for the call-in.

The Portfolio Holder for Education, Leisure and Arts (Councillor Moss) spoke on the reasons for the decision taken by Cabinet.

The Chair invited the Committee and Members of the Public present to ask questions of the Portfolio Holder and the Acting Head of Community Services and responses were given to the following issues / concerns raised:-

- Consultation and Period Undertaken
- Contents and Outcome of Consultation
- Vista and Facilitation of Landscape Improvements
- Flooding and Drainage
- Damage to Tree and Future Maintenance Costs
- Current and Proposed Number of Trees in Park
- Views of Friends of Rhyddings Park and Residents
- Petition Submitted to Council
- Bat Survey
- Tree Replacement
- Reuse of Sequoia Tree Wood as Part of Improvement Scheme

The Sponsor took the opportunity to sum up and the Overview and Scrutiny Officer outlined the three options available to the Committee in reaching a decision on the call-in. The Committee discussed and voted on those options.

Resolved - **That the Cabinet decision be released in full for implementation.**

Signed:.....

Date:

Chair of the meeting
At which the minutes were confirmed

Agenda Item 3.

REPORT TO:	Resources Overview and Scrutiny Committee		
DATE:	06 September 2016		
REPORT OF:	Cllr Abdul Khan, Chair of the Resources Overview and Scrutiny Committee		
REPORT AUTHOR:	Overview and Scrutiny Officer		
TITLE OF REPORT:	Appointment of Co-optees		
EXEMPT REPORT (Local Government Act 1972, Schedule 12A)	No	Not applicable	
KEY DECISION:	No	If yes, date of publication:	

1. **Purpose of Report**

- 1.1 To receive applications for Co-opted Members on to the Resources Overview and Scrutiny Committee.

2. **Recommendations**

- 2.1 That the Committee considers the applications and makes appropriate recommendations to Council.

3. **Reasons for Recommendations and Background**

- 3.1 The Councils Constitution, Overview and Scrutiny Procedure Rule C2 states:

Each overview and scrutiny committee may appoint up to three members of the public, who the committee deems to have relevant experience of topics related to that scrutiny committee, as non-voting co-optees.

(i) Applications may be invited to fill a vacancy for a co-opted member at the Overview and Scrutiny Committee; applications may also be received directly from members of the public.

(ii) The application will be considered first at the relevant Overview and Scrutiny Committee. The Committee will consider the knowledge and experience of the applicant relevant to the terms of reference or work programme of the Committee.

(iii) The intention is that such co-optees will be non-political.

(iv) If the majority of the Overview and Scrutiny members support the appointment of the applicant, the proposed appointment will be presented to Council for approval.

- 3.2 There are 6 places for Co-opted Members between the 2 Committees. At the Council Meeting on 7th July 2016, Honorary Alderman Dave Parkins was re-appointed to the Communities and Wellbeing Overview and Scrutiny Committee and Honorary Alderman Ian Ormerod was re-appointed to the Resources Overview and Scrutiny Committee. One new appointment, was made – Kerry Molineux was appointed to the Communities and Wellbeing Overview and Scrutiny Committee.
- 3.3 There are currently two vacancies on the Resources Overview and Scrutiny Committee and one vacancy on the Communities and Wellbeing Overview and Scrutiny Committee.
- 3.4 Two new applications to be Co-opted on to this Committee has been received by Patrick McGinley and Honorary Alderman Paul Barton, both nominated by Councillor Tony Dobson.

“Patrick is a member of a number of organisations in the Great Harwood area, within those roles and responsibilities finance is a key quality that he has shown over a number of years, helping those organisations to remain in a healthy financial state. I have no hesitation in recommending him to overview and scrutiny also on the basis of his years of police service”

“As a former member of Hyndburn Council, a previous Mayor and a local businessman, Paul has all the attributes to bring a common sense private sector business argument to the role of Resources Overview and Scrutiny Committee. Having a number of successful businesses in Hyndburn has proven to Paul how difficult managing your resources can be and having a breadth of experience on these committees can really help the council move forward”

- 3.5 This Committee must decide whether or not to recommend to Council that Patrick McGinley and/or Honorary Alderman Paul Parton be appointed as Co-optees to the Resources Overview and Scrutiny Committee.
- 3.6 For information, one application has been received for the Communities and Wellbeing Overview and Scrutiny Committee – Ann Scaife.

4. Alternative Options considered and Reasons for Rejection

- 4.1 It is a requirement of the Constitution that the Committee considers applications from members of the public to be co-opted on to the Committee. Any alternative would first require a change to the Constitution.

5. **Consultations**

5.1 None

6. **Implications**

Financial implications (including any future financial commitments for the Council)	None
Legal and human rights implications	None
Assessment of risk	None
Equality and diversity implications <i>A Customer First Analysis should be completed in relation to policy decisions and should be attached as an appendix to the report.</i>	Not Applicable

7. **Local Government (Access to Information) Act 1985:
List of Background Papers**

7.1 None

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Agenda Item 4.

REPORT TO:	Resources Overview and Scrutiny Committee; Communities and Wellbeing Overview and Scrutiny Committee		
DATE:	6 th September 2016; 7 th September 2016		
REPORT AUTHOR:	Ben Caulfield, Overview and Scrutiny Officer		
TITLE OF REPORT:	Responses of Cabinet to Reports of Overview and Scrutiny – Work Programmes		
EXEMPT REPORT (Local Government Act 1972, Schedule 12A)	No	Not applicable	
KEY DECISION:	No	If yes, date of publication:	

1. Purpose of Report

- 1.1 To provide the Overview and Scrutiny Committees with feedback from Cabinet on the 2016/17 work programmes.

2. Recommendations

- 2.1 That the Committees notes the feedback provided by Cabinet on the Draft 2016/17 Overview and Scrutiny Work Programmes.
- 2.2 That the Committees formally approve their 2016/17 Overview and Scrutiny Work Programmes.

3. Reasons for Recommendations and Background

- 3.1 It is a requirement in the Council's Constitution for the Overview and Scrutiny Committees to receive responses of Cabinet or Council to issues raised by them.
- 3.2 The following report of Overview and Scrutiny was submitted to Cabinet on 31st August 2016
- Overview and Scrutiny Work Programmes
- 3.3 According to the Council's Constitution, a draft O & S work programme should be submitted for comment to Cabinet. Draft work programmes for the Resources and the Communities and Wellbeing Overview and Scrutiny Committees were submitted to Cabinet on 31st August.

- 3.4 The Overview and Scrutiny Officer will feedback any comments from Cabinet verbally to the Committee at the meeting.
- 3.6 Work Programmes for the Resources and the Communities and Wellbeing Overview and Scrutiny Committees are in appendix 1.

4. Alternative Options considered and Reasons for Rejection

- 4.1 Not applicable to this report.

5. Consultations

- 5.1 All Councillors and Service Heads were given the opportunity to contribute to the Overview and Scrutiny Work Programme

6. Implications

Financial implications (including any future financial commitments for the Council)	None arising from this report
Legal and human rights implications	Not applicable
Assessment of risk	Not applicable
Equality and diversity implications <i>A Customer First Analysis should be completed in relation to policy decisions and should be attached as an appendix to the report.</i>	Not applicable

7. Local Government (Access to Information) Act 1985: List of Background Papers

- 7.1 Agenda, reports and minutes of the Resources Overview and Scrutiny Committee on 19th July 2016
<http://democracy.hyndburnbc.gov.uk/ieListDocuments.aspx?CId=132&MId=1081&Ver=4>

- 7.2 Agenda, reports and minutes of the Communities and Wellbeing Overview and Scrutiny Committee on 28th June 2016
<http://democracy.hyndburnbc.gov.uk/ieListDocuments.aspx?CId=129&MId=1132&Ver=4>
- 7.3 Agenda, reports and minutes of Cabinet on 31st August 2016
<http://democracy.hyndburnbc.gov.uk/ieListDocuments.aspx?CId=133&MId=1075&Ver=4>

Overview and Scrutiny Work Programmes 2016/17

	Draft Resources Work Programme 2016/17
Meeting Date	Work Topics (Please note from the July meeting, the Resources Committee will review one department business plan update at each meeting. There will be no Business Plans Scrutiny Meeting in November)
19 th July	<ul style="list-style-type: none"> - Impact of Taxis Licenced outside of the Borough – Cllr Molineux / Jane Ellis - HR Business Plan (People Strategy)
6 th Sept	<ul style="list-style-type: none"> - Integrated IT solution and potential savings – Cllr Molineux/Scott Gardner - Housing and Regeneration Business Plan Update – Cllr Cleary/Mark Hoyle/Helen McCue-Melling - Land Asset Review – Progress on Recommendations – Cllr Cleary / Mark Hoyle / Helen McCue-Melling
25 th October	<ul style="list-style-type: none"> - Town Centre Viability (Report to include impact of late night licensing, business rates, betting shops and takeaways) – Cllr Cleary (To liaise with various Service Heads) - Audit Business Plan Update – Mark Beard
13th December	<ul style="list-style-type: none"> - Fly Tipping in Hyndburn – Cllr Cox - Environmental Health Service Plan – Cllr Cox - Effects of the Removal of Cost Share for Waste Services from LCC – Cllr Cox
24th January	<ul style="list-style-type: none"> - Hyndburn Borough Council website review – Cllr Molineux / Scott Gardner - IT Business Plan Update – Cllr Molineux/Scott Gardner - Legal and Democratic Services Business Plan Update – Cllr Molineux/ Jane Ellis
14 th February	Budget – Joe McIntyre/Cllr Molineux
21st March	<ul style="list-style-type: none"> - Hyndburn Leisure Financial Update – Cllr Moss - Office of the Chief Executive Business Plan Update – Cllr Parkinson / Mike Walker

Draft Communities and Wellbeing Work Programme 2016/17	
Meeting date	Work topics
28 th June	<ul style="list-style-type: none"> - Applications for Co-opted Members - Closure of Calderstones NHS Trust / Transforming Care - Proposal for Free School in Great Harwood
7 th September	<ul style="list-style-type: none"> - LCC Property Strategy
28 th October	<ul style="list-style-type: none"> - St Christophers School Proposal
13 th December	<ul style="list-style-type: none"> - Social Housing Report
27 th January	<ul style="list-style-type: none"> - Community Safety Plan - Policing in Hyndburn – update on new model - North West Ambulance Service - Fire and Rescue Update / First Responders
24 th March	<ul style="list-style-type: none"> - Lancashire and South Cumbria Change Programme

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Agenda Item 5.

REPORT TO:	Overview & Scrutiny		
DATE:	06 September 2016		
PORTFOLIO:	Cllr Gareth Molineux - Resources		
REPORT AUTHOR:	Head of ICT, Scott Gardner		
TITLE OF REPORT:	Integrated ICT solution		
EXEMPT REPORT (Local Government Act 1972, Schedule 12A)	Options	Not applicable	
KEY DECISION:	Options	If yes, date of publication:	

1. Purpose of Report

- 1.1 To inform Overview & Scrutiny with a proposal for integrating Council web services, legacy, current and future, into a 'single-sign-on', responsive 'app' to be made available to all static and mobile devices.

2. Recommendations

- 2.1 The report be approved

3. Reasons for Recommendations and Background

3.1 Background:

Recently there have been enormous developments in the range of technologies and digital tools and approaches available to both citizens and organisations. Smart phones and tablet computers are now everywhere; town centres and public buildings routinely offer wireless access; data and systems are increasingly stored in the 'cloud'. These advances have enabled citizens and public bodies to change the ways in which they interact, gain access to information and services, and organise their work. Many councils have been quick to recognise the opportunities offered by technology and digital tools including 'apps' to inform, alert or provide service to users. Central government has invested in essential infrastructure such as reliable and fast broadband connections and the Public Services Network (PSN). In 2016, the need to take advantage of such digital innovations has never been greater. Over the current spending review period, local government has suffered cuts to its budgets whilst, at the same time, demand on local services has been increasing inexorably.

The Office for National Statistics (ONS) figures suggested that 44.3 million adults in the UK (87 per cent of the total), including 99 per cent of all 16 to 24-year-olds, had used the internet, an increase of 1.2 million over the previous year's quarter.

A further emerging trend is for public bodies to invest in 'open source' systems that allow the organisation itself to make changes to the software, rather than having to rely on the original developers. This approach in principle should enable faster, more flexible and cheaper systems development and maintenance, although issues such as who is responsible when things go wrong need to be carefully considered.

Significant efforts have already gone into reducing the processing costs of managing customer contact in the so-called 'front office', where the public first make contact with a council with the introduction of the contact-centre (phone), but much greater savings are envisaged for more on-line services.

Savings figures are often based on the kinds of figures set out below. (Source: Socitm Insight)

Face-to-face	£8.62 per transaction
Phone	£2.83 per transaction
Web	£0.15 per transaction

It must be pointed out that there is some risk in the assumption that these figures tell the whole story of the cost of delivering the service, or even the cost of dealing with the customer in order to initiate the service. It is only when services can be fully automated end-to-end, with no additional work required, and can be designed sufficiently well that they are completed in a single transaction, that this simplistic view of 'front office' costs will paint an accurate picture of the real cost to the council. Nevertheless, with more and more web visits being carried out for transactions, for example reporting a missed bin, reporting fly tipping, significant changes and savings have been delivered.

The evidence is that producing a really well designed easy-to-use digital channel or system is only the first step. The service then needs to be marketed, people need to trust it and to feel that their data is being handled securely and that using the service will bring benefits to them and not just to the council.

Current situation:

Since October 2015 the my.hyndburn web site and app. Has been operational for citizens to request certain services we provide:

- Information Request
- Delivery Request (i.e. new bin)
- Report dead animals and needles
- Report a fly tipping
- Bulky Item collection

Pest Control is another service being considered for availability via the app.

As can be seen from the above list, these services are confined to our Waste Services Department. This was an internal project with Waste Services as 'the customer' and the ICT Department 'the supplier'.

In order for a citizen to utilise these services they need to make an initial registration request which provides them with the username and password necessary to access these, and only these, on-line services. The current system only requires the input of a valid Hyndburn property address, email address and mobile telephone number.

Although it is available from our main hyndburnbc.gov.uk web site, other services outside of those mentioned above are not accessible unless a system specific username/password is used. E.g. on-line payments of council tax requires a council tax reference.

Proposed:

Although there has been step-changes and improvements made as above, and a new responsive web-site is being developed in-house and due to go-live by November 2016, it is apparent that the current situation is not particularly user-friendly when a citizen still has to remember multiple sign-on details to access the legacy council's services.

In phase one of the integration road-map we propose to widen the app registration process to all web available services and also introduce a more robust multi-token security scheme. E.g. council tax reference required with token sent via SMS to registered mobile phone holder.

In a parallel project an improved on-line payments system will be introduced to enable up front payments to be made for chargeable services such as the aforementioned pest control, and a new Markets booking system. These should be available to coincide with the new website.

In phase two we will be looking at our legacy back end systems, such as planning applications and register of electors etc. to enable them to work underneath the single-sign-on umbrella of the my.hyndburn web site/app. This phase will need more detailed planning and costings as we will have to deal with third party suppliers of our legacy software.

4. **Alternative Options considered and Reasons for Rejection**

4.1 Maintain the 'status quo' of current web technologies.

Rejected as not a viable way forward for a citizen-centric approach to delivering services.

5. **Consultations**

5.1 None

6. **Implications**

Financial implications (including any future financial commitments for the Council)	Not known yet
Legal and human rights implications	n.a.
Assessment of risk	n.a.
Equality and diversity implications <i>A Customer First Analysis should be completed in relation to policy</i>	n.a.

<i>decisions and should be attached as an appendix to the report.</i>	
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