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 *A Customer First Analysis should be completed in relation to policy*	n.a.

decisions and should be attached as an appendix to the report.	