

CUSTOMER SERVICES AND BUSINESS SUPPORT POLICY ADVISORY GROUP

Meeting - 11 June 2019

Present: D Smith (Chairman)
T Egleton and D Saunders

Apologies for absence: M Bezzant

37. MINUTES

The minutes of the Customer Services and Business Support PAG held on 4 March 2019 were approved.

38. DECLARATIONS OF INTEREST

There were no declarations of interest.

39. PROGRESS ON IT STRATEGY IMPLEMENTATION

The Head of Business Support updated Members on the ICT Strategy and moving the Council's ICT desktop services and infrastructure estate to the Microsoft's Azure Cloud and to use PowerOn, through the CCS G-Cloud framework to provide professional services to deliver these cloud migration projects. In her update Members noted the following:-

- The contract had been signed with PowerOn. Project Initiation had commenced and internal alignment. This would provide detailed project plans for the pilot and roll out.
- IT desktop provision would be upgraded from Windows 7 to Windows 10 with a new version of Office 365. The first part of the Windows 10 build had been completed. These systems would be piloted during July, August and September and rolled out to Services during the last 3 months of 2019. To plan for effective roll out and adoption of the software a survey had been conducted on which staff had experience of using Windows 10 / Office 365 and to find staff who would like to get advance training and be early adopters.
- Journey to the Cloud intranet site had been set up.
- There would be a new method for remote access.

A Member asked if Windows 7 and 10 would look the same. The Head of Business Support reported that it would look similar – the appearance would be more 'tiled', however there was no advantage to this without a touch screen. In terms of officers dealing with the system change training would be provided and also her team would be 'floor walking' to help deal with any specific issues. In relation to a question on the new Unitary District Council it was noted that the County Council and Wycombe District Council were using the same programmes and Aylesbury Vale District Council were also using cloud technology. In terms of IT support for Members a report would

be submitted on the options available but at the moment it was expected that Members would continue using iPads. Members were also informed that Finance staff would be using the SAP system in the new Unitary District Council.

40. **CUSTOMER EXPERIENCE STRATEGY UPDATE**

The Head of Customer Services reported that they were hoping to go live with the new system on 20 June 2019. The new website and customer account would be promoted to customers through their contact with the Council and service provision. Efficiencies should be delivered through an increase in online processes. There would be a demonstration of the new system on Monday 17 June at 6pm at South Bucks District Council. Information would also be included in the Members Bulletin.

Services going live

- 20 June waste services and the customer account
- Middle of July - Environmental Health
- End of August - Licensing
- End of August – Members portal

In response to a question it was noted that the Members portal would not have any ward data to start off with but would be gradually populated with information from services. The new system should override the need for department mailboxes. The Planning Service would be the last service to be moved over to the new system and it would not be a full migration. Members noted that waste received a high volume of calls compared to other areas in the Council so the new system should make an immediate difference to this service. The data would provide better information which could be used to manage contract performance.

41. **EXEMPT INFORMATION**

RESOLVED that under Section 100(A)(4) of the Local Government Act 1972 the following item(s) of business is not for publication to the press or public on the grounds that it involves the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act.

42. **APPLICATION FOR DISCRETIONARY RATE RELIEF**

The PAG considered an application for Discretionary Rate Relief. At a previous meeting the PAG had requested further information in support of the application for 2019/20 to enable it to decide whether the organisation had demonstrated that it was providing added value to the local community as currently the organisation had a number of access restrictions to residents. A letter had been received from the organisation providing further information in support of their application to show how they provided added value to the community.

Members discussed the application and considered that the letter did not include enough significant benefits for the community to award Discretionary Rate Relief.

Having considered the advice of the PAG the Portfolio Holder **AGREED** to **RECOMMEND** to Cabinet that relief should not be awarded for this organisation in this instance.

The meeting terminated at 6.40 pm