

Executive Member Decision



REPORT OF: Executive Member for Environmental Services

LEAD OFFICERS: Strategic Director of Resources (SIRO), Director of Environment & Operations

DATE: Friday, 19 February 2021

PORTFOLIO(S) AFFECTED: Environmental Services, Digital and Customer Services

WARD/S AFFECTED: (All Wards);

SUBJECT:

Replacement of waste processes and round management system software

1. EXECUTIVE SUMMARY

This report seeks approval to replace the current system used for waste and round management along with the associated financial implications.

2. RECOMMENDATIONS

That the Executive Member:

Further to the approval of the Capital Programme at Finance Council in February 2020, the Executive Member for Environmental Services in consultation with the Executive Member for Digital and Customer Services is asked to approve the reallocation of £153,000 from the earmarked ICT Capital Reserve, to replace the current waste and round management system and integrate this with the Digital Customer Portal (DCP).

3. BACKGROUND

The system provides line of business functionality to manage the range and depth aspects of refuse, waste and recycling processes across the Council. The current solution used is integrated with the Customer Contact Portal (CCP) which is being replaced with the new DCP. It is not feasible to separate the current system from the CCP and re-utilise it with the DCP, therefore leaving no option but to have a new system for waste and recycling data, with the DCP project board's preference being to build this in house. This would be integrated with the new customer portal, so that customers only have one customer account in the future, that will provide waste and many other online services. The new portal will provide a good if not better customer experience, and many customers will already have an account they can use due to the portal being used for HWRC bookings, the Help Hub service and COVID grants applications currently.

The provision of the system in house will provide the following benefits:

- By developing the system in house there will be full control over the system, so requests for future changes and enhancements will be easier to implement. Previously there have been restrictions to making changes as this may have impacted other systems.
- There is an opportunity to make business tasks easier through the introduction of new technology freeing up resource for more value added work.
- The application will be our own meaning there will be no requirement to replace this again.

- The staff who will be designing the system have a working knowledge of Environment's business practices which will ensure the system is fit for purpose.
- The project will strengthen the in house ICT team's knowledge and experience of modern technology which can be reutilised for further projects in the future.
- There will be cost avoidance – maintaining an end of life system is expensive in ICT staff time.
- The Council already has an advanced requirement and product in place that is not readily available in the marketplace without considerable additional cost.

4. KEY ISSUES & RISKS

- The current system is going out of support, which is not an option for the service.
- As the system isn't being further developed any issues that arise will not be resolved until it is replaced.
- If the system is not replaced then the Council would have to resort to manual processes for Environmental operational staff, using paper instead of job sheets, and an increase in Environmental administrative staff. This would also result in bad customer experience, leading to increased complaints.
- Changes to the current system are time consuming

5. POLICY IMPLICATIONS

The project will enable the Council to continue to harness the opportunities that digital offers to drive improvement across services and customer experience.

6. FINANCIAL IMPLICATIONS

The Capital costs for the project are broken down as follows;

		Capital Costs
BwD Staffing Costs	I Grade Senior Developer Role	£52,630
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Abavus Costs	Waste Profile Design and Plug in	£18,315
	Consultancy	£21,250
Contingency @ 5%		£7,241
Total Costs		£152,066

There will be an additional annual revenue cost of £6k which will be funded from the existing budget envelope within the ITM&G department.

7. LEGAL IMPLICATIONS

The procurement process used to appoint Abavus complied with the regulations of the Council's Contract and Procurement rules and the Public Contract Regulations 2015. The Executive Board previously approved for the Council to proceed with the purchase of a new Digital Customer Portal (DCP) to digitise services across all areas of the Council which was awarded to Abavus.

8. RESOURCE IMPLICATIONS

There will be an impact on internal IT and Environmental staff in implementing the new system which will be factored into existing work plans for the DCP Team.

9. EQUALITY AND HEALTH IMPLICATIONS

Please select one of the options below.

Option 1 Equality Impact Assessment (EIA) not required – the EIA checklist has been completed.

Option 2 In determining this matter the Executive Member needs to consider the EIA associated with this item in advance of making the decision.

10. CONSULTATIONS

Consultation with affected business areas has already taken place. Consultation with Citizens has already commenced and more work with the customer panel will take place at regular parts through the project to gain feedback.

11. STATEMENT OF COMPLIANCE

The recommendations are made further to advice from the Monitoring Officer and the Section 151 Officer has confirmed that they do not incur unlawful expenditure. They are also compliant with equality legislation and an equality analysis and impact assessment has been considered. The recommendations reflect the core principles of good governance set out in the Council's Code of Corporate Governance.

12. DECLARATION OF INTEREST

All Declarations of Interest of any Executive Member consulted and note of any dispensation granted by the Chief Executive will be recorded in the Summary of Decisions published.

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DATE:	06/01/2021
BACKGROUND PAPER:	None