

Digital Innovation and Efficiency Committee

**Minutes of the Meeting Held on 12 October 2017
10:00am, Edwards Room, County Hall, Norwich**

Present:

Mr T Garrod (Chairman)

Mr D Bills

Mr P Duigan (sub for Ms S Squire)

Mr S Eyre

Mr T Fitzpatrick

Dr C Jones

Mr G Middleton (sub for Mr E Colman)

Dr M Strong

Mrs C Walker (sub for Mr D Rowntree)

**Guests in attendance for the item
on the Norfolk Counter Fraud Hub:**

Paul Cotton (BAE Systems)

Ravi Gogna (BAE Systems)

Rachael Tiffen (Cipfa)

1. Apologies for Absence

- 1.1 Apologies for absence were received from Mr E Colman, Mr D Rowntree and Ms S Squire.

2 Minutes

- 2.1 The minutes of the previous meeting held on 18 September 2017 were confirmed by the Committee and signed by the Chairman.

It was noted that Minute 10.4 should read: previously reported that once 90% DAB coverage FM would be switched off.

3 Declarations of Interest

- 3.1 Mr T Fitzpatrick declared an “other interest” because he worked as an IT consultant.

Mr G Middleton declared an “other interest” because he was a Director of an on-line media company.

4 Items of Urgent Business

4.1 There were no items of urgent business.

5 Public Question Time

5.1 There were no public questions.

6 Local Member Issues/ Member Questions

6.1 There were no Local Member Issues/ Member Questions.

7 Chairman's Update

7.1 The Chairman announced that he had written to the DCMS Secretary of State, the Rt. Hon Karen Bradley MP, last week following her recent visit to Norwich Castle Museum. The letter explained some of the concerns people in Norfolk had with new technology (especially around Broadband) and showed that the County Council was lobbying government to resolve the issues. The Chairman asked for the letter to be sent to Members of the Committee for information purposes.

7.2 The Chairman reminded Members of the arrangements that had been made for the tour that would follow at the end of the meeting. The tour would include a visit to the Attleborough Fibre Exchange where Members would receive a short presentation from the lead officer for Better Broadband for Norfolk and a visit to various implementation sites around the Hingham Local Exchange area.

8 Finance Monitoring

8.1 The annexed report (8) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.

8.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services that provided the Committee with information on the budget position for services reporting to Digital Innovation & Efficiency Committee for 2017-18.

8.3 In reply to questions, the Executive Director of Finance and Commercial Services said that the County Council would shortly be taking up with the districts the release of any unspent specific grant income that had been set aside to help support the Better Broadband for Norfolk project.

8.4 RESOLVED

That the Committee note:

- 1. The forecast out-turn position for the Digital Innovation & Efficiency Committee**
- 2. The capital programme for this Committee.**
- 3. The current planned use of the reserves and the forecast balance of reserves as at the end of March 2018.**

9 **Strategic and Financial Planning 2018-19 to 2021-22**

- 9.1 The annexed report (9) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.
- 9.2 The Committee received a report that set out Policy and Policy and Resources Committee's guidance on the actions required to support preparation of a balanced budget for 2018-19. The report also set out details of the saving proposals identified for 2018-19 and subsequent years, for the Digital Innovation and Efficiency Committee's consideration.
- 9.3 In reply to questions, the Executive Director of Finance and Commercial Services confirmed that the new budgetary pressures on ICT services were reported to the September 2017 meeting of the Policy and Resources Committee. Work in the directories relating to the Digital Innovation and Efficiency Committee included a continued focus on taking forward the digital transformation agenda that would drive efficiency savings throughout the County Council. A full list of savings would be considered by Policy and Resources Committee on 30th October 2017 and would be emailed to Members of this service committee in due course.

9.4 **RESOLVED**

That the Committee:

- 1. Note that the Council's current budget planning includes an assumed increase in council tax of 3.0% for the Adult Social Care precept, and an inflationary increase of 1.9% in 2018-19.**
- 2. Agree the service-specific budgeting issues for 2018-19 as set out in section 3 of the report.**
- 3. In order to help close the forecast 2018-19 budget gap as set out in section 2 of the report:**
 - a. Note that any savings identified for 2019-20 have the capacity to be brought forward to 2018-19;**
 - b. Agree the proposed new savings for 2018-19 (Table 4 of the report) for recommendation to Policy and Resources Committee;**
 - c. Agree to recommend to Policy and Resources Committee the proposed new savings for 2018-19 which require consultation as set out in section 3 of the report.**

10. **Performance Management**

- 10.1 The annexed report (10) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.
- 10.2 The Committee received its second performance management report for the IMT Department. The report included operational dashboard information based on the seven vital signs performance indicators that fell under the remit of this

Committee, none of which had met the exception criteria.

- 10.3 In reply to questions, the Head of ICT confirmed that while capacity constrains within the ICT Department remained an important issue the vital sign indicators showed that ICT performance was ahead of target. The performance indicators included the work undertaken by ICT services for NCC staff and organisations outside of the County Council.

10.5 **RESOLVED**

That the Committee:

Note the information provided in the report and on the report cards and in particular the performance data/information relating to the Committee's remit, in addition to the 7 vital signs, which the Committee would wish to review on a regular basis.

11 **NCC Digital Offer – progress to date**

- 11.1 The annexed report (11) by the Executive Director of Community and Environmental Services was received.
- 11.2 The Committee received a report by the Executive Director of Community and Environmental Services and a presentation from the Assistant Director, Community, Information and Learning that explained the significant progress that was being made with the NCC Digital Offer.
- 11.3 The presentation showed that in addition to the new online platform and the “my Norfolk” customer account, CRM /automated processes had been implemented for a wide range of business areas across the work of the County Council. The work undertaken so far and that planned for the future was explained to Members.
- 11.4 At the end of the presentation, Members drew attention to the automated processes within the new content management website and, in particular, to the option to report highways defects and view a highways defects map. Members were pleased to hear that the new technology had increased the proportion of highways defects that were reported online. This had enabled Members and Parish Councils to gain better visibility of the status of highways issues.
- 11.5 Members said that the targets set by officers to achieve a steep rise in the total number of on-line digital accounts in 2018 and beyond were ambitious. Members drew attention to the good external stakeholder feedback and the high proportion of requests from customers using online accounts. It was noted eventually it would be possible to link to social media to understand what customers were saying instantly to pre-empt demand.
- 11.6 The Chairman asked for Members to be provided with a briefing note on the services “Liquid Logic” (the replacement for the Care First System) could be expected to provide on-line.

11.7 **RESOLVED**

That the Committee:

Note the report which was intended as an introduction to the progress of digital transformation of customer facing services.

12 **Local Full Fibre Network Bid**

12.1 The annexed report (12) by the Executive Director of Finance and Commercial Services was received.

12.2 The Committee received a report by the Executive Director of Finance and Commercial Services, and a presentation from the Head of IMT, that described an opportunity to bid for new funding from the Department for Digital, Culture, Media and Sport (DCMS) to enable further deployment of fibre optic cabling across Norfolk in support of high speed data connectivity for residents and businesses.

12.3 In reply to questions, Members were informed that a successful bid to the DCMS Challenge Fund would accelerate the deployment of full fibre networks in the county and help to establish public sector digital hubs that could support digital service transformation and incubator units for digital business start-ups. A successful bid would also provide leverage for local investment and activity to stimulate more fibre connections generally.

12.4 The Committee gave their full support to the EOI that was submitted to the DCMS by the deadline of 23rd August 2017 and asked for the final bid to be shared with all Members of the Committee before it was submitted to the DCMS. The Chairman asked that when an update report was presented to the Committee for it to include examples of what could be achieved in Norfolk by the use of full fibre and cutting edge 5G technology.

12.5 **RESOLVED**

That the Committee:

- 1. Note the opportunity and approve the development of a full bid in conjunction with Norfolk District Councils and any other relevant bodies.**
- 2. Delegate authority for the submission of the bid to the Head of Information Management & Technology in consultation with the Chair and Deputy Chair of the Digital Innovation and Efficiency Committee after it has been shared with all Members of the Committee.**

13 **Norfolk Counter Fraud Hub**

13.1 The annexed report (13) by the Executive Director of Finance and Commercial Services was received.

13.2 The Committee received a report by the Executive Director of Finance and

Commercial Services that provided an introduction to the work in progress across London Boroughs to identify, stop and prevent fraud. The Committee also received a presentation from guest speakers at CIPFA and BAE Systems that reviewed learning from the London Hub and considered the suitability of a similar approach being pursued across Norfolk.

13.3 The guest speakers explained why the London Boroughs that had taken part in the project had collaboratively procured BAE systems as the technology provider, in partnership with Cipfa (the public sector accountancy organisation) to establish the hub, reduce fraud and drive out savings.

13.4 Members spoke in support of the County Council going to the next stage in the preparation of a business case for a Norfolk Counter Fraud Hub and inviting a wide range of partners to a series of local workshops aimed at addressing the most important issues. In reply to questions, it was noted that the Head of ICT had kept the County Council network of local authorities, including the LGA, informed of developments and was in discussions with neighbouring counties about the geography for the roll out of the business case after it had been introduced in Norfolk.

13.5 **RESOLVED**

That the Committee:

- 1) Note the information provided in this report.**
- 2) Direct officers to proceed with the development of a business case and implementation plans for a Norfolk County counter fraud hub.**
- 3) Present the business case at a future Digital Innovation and Efficiency Committee meeting.**

14 **Forward Plan**

14.1 The annexed report (14) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.

14.2 **RESOLVED**

That the Committee agree the forward plan, subject to the addition of the following issues for the meeting in January 2018:

- A report on the local planning process and the provision of broadband services.
- An invitation being sent to mobile phone providers to discuss mobile phone coverage and how mobile phone services can be better delivered in Norfolk.

The meeting concluded at 12.10 pm

Chairman