

**Cabinet**

**16 July 2013**

**Report of Cabinet Member Finance, Performance and Customer Services**

**City of York Trading – ICT Services.**

**Summary**

1. Elements of the ICT department's continuing development and improvement programme is based upon establishing a number of core building blocks including the provision of enabling and supporting technologies that are key to the delivery of high quality council services, provided by an ICT department that is easy to engage and do business with.
2. This report describes the current and developing robust, agile and innovative services and the department's aspirations of expanding its service provision within our public sector partners and also to make them available for the private sector through the City of York Trading Company (CYT).

**Background**

3. ICT through a blend of cost effective and enabling technologies and its in house innovations skills has established a range of services that are now, with the support of colleagues, in a position to be marketed and delivered to our public sector partners and the private sector.
4. The department has had limited previous experience of supplying consultancy services to other public sector organisations. However, the recent focus on the design, build and implementation

of the infrastructure and ICT work programme ahead of and during the very successful migration into West Offices and the refurbishment of Hazel Court, has restricted the capacity for new opportunities but a possible expansion of wider service provision from 2013/14 is now possible.

5. Elements of the migration into West Offices provided the opportunity for ICT to both offer its services to new partner organisations, and to also reflect on its abilities to deliver services outside of its current customer base during a very intense and demanding programme.
6. Any proposal to provide ICT services or solutions will be subject to the approval of the director of CBSS through a detailed business plan, and that any use of CYT will require approval of its board.
7. And that in order to establish a coordinated approach to trading council services, that the most appropriate solution would be to undertake most of the trading through CYT.

## **Opportunities**

8. Through a combination of raising the profile of its service offering through existing channels and emerging requirements, there are a number of opportunities in addition to developing its consultancy services that ICT would look to explore further or develop into proposals, and these include but are not restricted to:

- (i) **In-house developed Integration/Application.**

ETRAK is an integration application that enables colleagues within ACE to view the 'Golden Record' for an individual child through one screen by integrating and matching the records from 5x key systems.

The concept of a Golden Record Children's System is seen as a key requirement by a number of Councils but there very

few commercial solutions available to meet the challenging requirements.

- (ii) ETRAK was identified (last Year) as an example of Ofsted best practice in Child Protection that gained York/ICT national recognition and it has attracted attention from Leeds, North Tyneside, Hereford and Medway. Leeds and North Tyneside have expressed a very firm interest in purchasing ETRAK.

- (iii) **Hosting Services.**

A hosting service is where external organisations can relocate their application or storage systems into the Data Centre within West Offices and its environmental and physical controls and make use of the spare capacity that we included within the design.

A hosted ICT service offering can be provided with or without additional support and monitoring services that could be provided either directly or indirectly through our managed service agreement with Pinacl Solutions.

There are three active/potential opportunities to explore further within hosted services. An example being the potential of responding to a tender for ICT service provision from Benenden Health located at Holgate Business Park, and a national health mutual, which is looking for a hosted solution for a number of their key ICT systems and associated storage services.

- (iv) **Support Services.**

Provision of ICT based support services ranging from the complete managed desk top service such as MS office, email, storage and access to business applications including service desk to break/fix and install services.

This particular offering is probably the most granular in terms of depth and diverse service options that could be provided

and like hosting, this could be either directly or indirectly through our managed service agreement with Pinacl Solutions.

An example of this service would be to provide a pc/laptop installation/fault resolution service for North Yorkshire Police who are currently evaluating service improvement options including the use of external resources/local service providers.

(v) **In-house developed Web App.**

Membersphere is an innovative and easy-to-use web app and will provide Elected Members with a single view of personal and corporate communications and access to key member-supporting. In addition, it enables easy document and information sharing and time-lined group discussion.

The app is equally at home on desktop, laptop or mobile device and being cloud based, it can be securely accessed from anywhere.

Both North Yorkshire and Stockport Council's have expressed an interest in the current iteration, and as the underlying platform is equally relevant to any group, early conversations have started with the Vale of York Clinical Commissioning Group as potential for them to become early adopters.

## **Implications**

### **9. Financial**

At this stage it is not possible to forecast the potential income streams that might accrue. However, we will formalise the activity that is taking place into a single CYT ICT programme that we will use as a means of focussing on the worthwhile opportunities and monitoring progress.

And at some stage the Council might want to consider the potential implications of promotional material to support ICT and other services marketed through CYT.

#### 10. **Human Resources/ Equalities**

Not relevant at this stage, whilst ICT services provide an opportunity for the Council to promote some of its very successful activities as part of CYT, care will be taken through the implementation of the service plan and PDRs to ensure that the appropriate balance is achieved between delivering activities for the Council and maximising income.

#### 11. **Legal**

Legal advice and guidance in particular when establishing terms and conditions of any supporting contracts and associated service level agreements. Any trading with the private sector must be carried out through a company and CYT LTD provides an ideal vehicle. The Council has powers to trade with public sector partners. Where this option exists, individual business cases will need to establish which the better route is.

#### 12. **Consultation**

Limited staff consultation and involvement has been undertaken within some of the early engagement activities but full and inclusive staff and union consultation would be included if the recommendations within this report were agreed.

### **Recommendations**

Cabinet are asked to:

- (i) Agree with the recommendation for ICT to explore opportunities for trading its services and in house developed innovations.
- (ii) Delegate the authority to the Director of CBSS to approve arrangements for providing services to our public sector partners and/or the private sector that are beneficial to all parties.

- (iii) Note that any activity traded through CYT is subject to the approval of the CYT board.

Reason: To enable opportunities for the trading of ICT services through the City of York Trading Company (CYT) to be explored with arrangements that are beneficial to all parties.

### Contact Details

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	Report Approved	Ian Floyd	Date	25 <sup>th</sup> June 2013
Specialist Implications Officer (s) (as above)				
Wards Affected: All				