
Report of Head of Customer Contact

Report to Director of Communities and Environment

Date: July 2018

Subject: Phase 3 - Year 1 – IT requirements

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number: 1	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Summary of main issues

- Executive Board authorised expenditure of £3.03m for the delivery of year 1 of Phase 3 of the Community Hubs programme, subject to the approval of the Director of Communities and Environment to individual submission of business cases for delivering each part of Phase 3 – Year 1 of the Community Hub programme.
- This report sets out the individual business case and costs for the delivery of the Community Hubs works, including: a solution for scanning, mobile internet access (for staff and the public). This requires approval for expenditure of £122,200.

Recommendations

- The Director of Communities and Environment is requested to:
 - Note the contents of the report.
 - Authorise expenditure of £122,200 for the delivery of the Mobile Community Hubs and Scanning solution.

1 Purpose of this report

- 1.1 For the Director of Communities and Environment to agree to the expenditure of £122,200 to support the IT requirements to help residents use our services.

2 Background information

- 2.1 On 7th February 2018 Executive Board received a report that set out the Phase 3 – Year 1(2018/2019) Community Hub Business Case and costs to allow the continued roll out of the Community Hubs with fully integrated services across the city including asset rationalisation, co-location of housing and other back offices within the Hub, essential backlog maintenance and new ICT infrastructure and equipment to enable new ways of working.
- 2.2 The Business Case included works to deliver the Mobile Community Hub approach, and outlined that a full review of the Mobile Library services had been undertaken and consulted on. As a result of the review, new mobile community hub vehicles will be ordered and will be deployed in 2019, and existing stock is being reviewed to enable the Mobile Community Hub model to be deployed sooner than this date.

3 Main issues

Summary of Works and Costs

- 3.1 The work includes the installation of a new mobile internet solution – Mushroom Networks – that will provide the various networks required to the vehicles. This solution will provide the necessary stability, support and features for the mobile libraries service for the next 3-5 years and has been recommended by the Council's Security Technical Lead Contractor due to its long term viability and security. The key outcome of this technical solution is: the provision of a reliable mobile internet connection along all routes for the mobile libraries (providing secure network access for both staff and the public); and, long term supportability and stability for the platform (3-5 years). This mobile solution will also be used at the Holbeck Support Hub to provide IT access for the public to enable them to job search and access services online.
- 3.2 The Mushroom Networks have the added benefit of being able to provide network access at large scale regional events in need of ad-hoc network connectivity, and have been used for this purpose at Leeds Triathlon in both 2017 and 2018.
- 3.3 As part of the works, the hardware provider, Cisco, will provide onsite training for the Data Comms Staff for use of the Ubiquiti Access Points and controller software used to provide the wireless services, which will be standard across the refurbished Mobile Community Hub fleet.
- 3.4 The second item of IT expenditure is the purchase of ScanStation. This is a system designed by Kirklees Council and allows residents to scan documents and send them to Council departments. This is needed to support residents who apply for services online but need to provide documents. Such services are applying for a Council house or housing/council tax benefit all require documents to be added to the online form. Universal Credit roll out in October 2018 also

requires residents to provide online evidence. Initially the ScanStations will be piloted at the City Centre Hub.

Staff Costs

3.5 There are no staff costs.

Finance

3.6 This is the breakdown of the overall scheme with costs:

Mobile Community Hubs - Full Scheme Costs for Approval	
	Gen Fund
Hardware Solution – Mushroom Networks	£79,200
Scanning Solution	£28,000
Staffing	0
Fees (DIS)	£15,000
Total	£122,200

4 Corporate Considerations - Consultation and Engagement

4.1.1 Executive Board has received a number of reports, which established and reported progress on the delivery of the work being progressed to address poverty and inequality across the city. Four propositions were agreed by Members, brought together under the banner of Citizens@Leeds, in order to achieve the following outcomes –

- providing more accessible and integrated services
- helping more people out of financial hardship
- helping more people into work
- Being responsive to the needs of local communities.

4.1.2 Following the success of the Pathfinder Hubs, Members received a subsequent report on developing the community hub model on a city wide basis in October 2014 and it was agreed to –

- Adopt a city-wide community hub model that sees a network based approach, developed in partnership with Community Committee's and local ward councillors, and supported by a city centre community hub.
- Bring together all existing community based one stop centres, libraries and housing management offices to be managed as a single set of front-of-house services, to enable the development of a city-wide network of community hubs.

4.1.3 Community Hubs continue to make a real difference for local communities, changing people's lives and enabling us to deliver more and better services.

4.1.4 The value of a Mobile Community Hub approach has already been seen in the city through approaches in both Holbeck and Cottingley, where a more integrated mobile service providing the full range of Community Hub services has seen positive outcomes, specifically with regard to helping people into work.

- 4.1.5 The approach will see the delivery of pop-up Community Hub services in communities which do not have Hub buildings, allowing greater access to a wide range of services and in turn providing better outcomes for local people.
- 4.1.6 Our lead Member is aware of the requirements for the mobile solution and 'is supportive' of a roll out of Community Hubs. The Mobile Community Hubs was discussed with Ward Members as part of the mobile review. The ScanStation is a business requirement to enable residents to apply online.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 There are clear links between poverty and inequality of outcomes in relation to education, employment, health and life expectancy and the accessible and integrated services proposition is focussed on ensuring that citizens and communities can access services in the simplest way for them whilst ensuring that the council and its partners response to help citizens and communities is integrated and joined up so that access is as equal as possible.
- 4.2.2 With regard to the development of the Phase 3 community hubs, reasonable inclusions and diversity requirements have been built into the presented costs.
- 4.2.3 In order for residents to be able to benefit from online services, the supporting IT requirements have to be in place such as 'ScanStations'. The mobile IT solution means that residents accessing services in non-traditional ways have same access to IT solutions as available to them in a public office.

4.3 Council policies and the Best Council Plan

- 4.3.1 Addressing poverty and inequality, helping people into work and tackling social isolation are key priorities for the Council and make a significant contribution to our Strong Economy and a Compassionate City agenda, as set out in the Best Council Plan 2017/18.
- 4.3.2 The development of Community Hubs, and the delivery of the Mobile Community Hub approach, contributes to the delivery of the 2017/18 Best Council Plan outcomes for everyone to 'earn enough to support themselves and their families' and the Best Council Plan 2017/18 priorities on 'Resilient communities', 'Child-friendly city' and 'Good growth'.

4.4 Resources and value for money

- 4.4.1 The cost of both solutions have been evaluated by DIS. Not to have these solutions will mean:
- ScanStation – time has to be spent by staff copying customer's documents
 - The mobile library solution would mean there would be no internet access if this isn't provided.

4.5 Legal Implications, Access to Information and Call In

4.5.1 This is a significant operational decision and is exempt from Call In.

4.6 Risk Management

4.6.1 The risk of not purchasing this IT equipment is that residents cannot use online services. The Mobile Library service would also be without any internet access.

5 Conclusions

5.1 These two IT purchases will support residents to access services online.

6 Recommendations

6.1 The Director of Communities and Environment is requested to:

- Note the contents of the report;
- Authorise expenditure of £122,200 for the delivery of the Mobile Community Hubs works.