

Use of Government Framework to engage a supplier to deliver new technical solutions that support the digital transformation work necessary to support financial savings

Date: 21st September 2022

Report of: Head of Portfolio Management Office

Report to: Chief Digital & Information Officer

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Brief summary

As part of the significant financial challenges being faced by the council, there is a need to better exploit existing technology and toolsets that will increase automation and streamline service delivery. The implementation of such technology will release financial savings and support income generation.

Significant work has already taken place on identifying priority service areas, along with potential savings / income generation targets. However, additional capacity and expertise is required from an experienced supplier to move this work on at pace, to draw up more specifics on savings / income generation opportunities and identify the “quick wins” i.e., those areas with minimum effort required for greatest return on investment.

This report seeks the approval to procure the required additional resource to supplement internal IDS teams to deliver at pace.

Recommendations

- a) The Chief Officer of Integrated Digital Service (IDS) is recommended to approve the procurement of experienced specialist technical resources to supplement IDS resource in the delivery of Power Apps solutions. These solutions will support digitisation and modernisation of service delivery and back-office functions and contribute to efficiency savings and income generation.

What is this report about?

- 1 As part of the significant in-year financial challenges being faced by the council, coupled with the projected financial challenges for 2023/24, there is a need to better exploit technology that will increase automation and streamline service delivery to either release financial savings or increase income generation.
- 2 To refine and achieve financial savings and income generation opportunities within required timeframes, there is a need to augment existing IDS resources to facilitate a speedier development and implementation of automation solutions across the council.
- 3 The work will involve:
 - Review of the areas affording the greatest opportunity.
 - Compilation of a Product Backlog.
 - Development and delivery of solutions (minimum viable product) that drive the greatest savings / income generation opportunities.
 - Development of a repeatable methodology and approach to adopting, implementing and supporting solutions developed using the Microsoft Power Platform capabilities.
- 4 Significant work has already taken place on identifying priority service areas, along with potential savings / income generation targets. However, additional capacity and expertise is required from an experienced supplier to move this work on at pace, to draw up more specifics on savings / income generation opportunities and identify the “quick wins” i.e., those areas with minimum effort required for greatest return on investment.
- 5 From a technical perspective, any solutions build will be via the capabilities of the new technologies that the council has deployed since 2020.

What impact will this proposal have?

- 6 The proposal allows IDS to supplement its internal resource with additional highly skilled and experienced technical resource so that solutions can be developed and deployed more rapidly, thus releasing savings / income generation opportunities far quicker. This will help support the budget challenges the council faces.

How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing

Inclusive Growth

Zero Carbon

- 7 The technology will provide easier access to services, improved customer experience.
- 8 This technology will contribute to the automation and streamlining of services and the realisation of financial savings as well as improving the citizen experience when accessing council services.

What consultation and engagement has taken place?

Wards affected: N/A

Have ward members been consulted?

Yes

No

9 Consultation between senior staff within IDS, Central Finance, and Directorates has taken place and this approach agreed.

What are the resource implications?

10 This will involve internal resources working alongside a delivery partner to augment existing internal IDS resources. This is to facilitate the speedier delivery of solutions and to build and embed a repeatable methodology and approach to adopting, implementing and supporting solutions developed using the Microsoft Power Platform capabilities. The ongoing support of any solutions developed and deployed be undertaken by existing resources within IDS. There are no other resource implications.

What are the key risks and how are they being managed?

11 Key risks relate to not being able to deliver financial savings identified and address in year and future budget challenges. This will be managed by ensuring robust contract and supplier management arrangements are in place to track and monitor that the technical solutions delivered will support automation, streamlining and services and realise financial savings / income generation opportunities.

What are the legal implications?

12 There are no legal implications.

Options, timescales and measuring success

What other options were considered?

13 IDS has assessed the routes available to secure appropriately skilled and experienced resources to supplement the internal team. This has included going to the contractor market via the existing contractor framework that IDS has in place. However, IDS believes the best value will be derived from engaging a delivery partner that can provide all required resources in a timely manner.

How will success be measured?

14 Implementation of Power Platform technologies that are deployed across the council that show a reduction in cost of delivery of services and the realisation of financial savings within required timeframes. Specific financial savings will be identified as part of this work.

15 IDS staff trained in how to further develop and support any solutions developed.

What is the timetable and who will be responsible for implementation?

16 The timetable is from November 2022 to end March 2023.

17 The work will be led by the Head of Digital Change in IDS.

Appendices

- N/A

Background papers

- N/A