Leeds CITY COUNCIL

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Report of Chief Officer ICT

Report to   Scrutiny Board (Resources and Council Services)

Date: 6th February 2012

Subject: Best Value Review of ICT - Update

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	☐ Yes	**X** No	
Are there implications for equality and diversity and cohesion and integration?	☐ Yes	**X** No	
Is the decision eligible for Call-In?	☐ Yes	**X** No	
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	☐ Yes	**X** No	

Summary of main issues

1. A report on the best value review of ICT was submitted to Scrutiny Board (Resources and Council Services) in September 2011. That report concluded that the central ICT service does represent value for money but that the organisation taken as a whole does not receive the best return from ICT investments. The report recommended that further work should be undertaken in this area through reviewing Business \ ICT effectiveness within business areas. CLT agreed with these recommendations and that a consultant would be appointed to undertake a more detailed review within Children's Services. The consultants proposal is attached.

Recommendations

1.1 Scrutiny Board (Resources and Council Services) are asked to note the contents of this report.

2   Purpose of this report

2.1 To inform the Scrutiny Board (Resources and Council Services) of developments since the report to the Board last September.

3   Background information

3.1 CLT asked for an independent and external review of the ICT function to ensure that it provides a 'fit for purpose service' that can positively contribute to the delivery of 'Best Council' in the UK by 2015. The review was undertaken by an experienced

consultancy company (Mouchel) and the final report was presented to Scrutiny Board (Resources and Council Services) in September 2011.

3.2 The review concluded that whilst the central ICT technical service represents value for money, the organisation taken as a whole does not receive the best business return from ICT investments.

4 Main issues

4.1 The review report recommended that further work should be undertaken in improving ICT effectiveness within business areas by considering each Directorate in turn. CLT agreed that further work should take place initially in one area.

4.2 After consultation it was agreed that **Children's Services** would undertake a Strategic ICT Effectiveness Assessment review within the Directorate.

4.3 This assessment will provide a more detailed investigation into the use and provision of ICT and deliver tangible steps for improving long term ICT effectiveness within **Children's Services**.

4.4 It in anticipated that this review may form the blueprint for further reviews within the remaining services. These reviews will be subject to CLT approval and funding provision.

4.5 This review will not specifically look at Members ICT provision, however the service to Members is being reviewed and an ICT Upgrade project looking at improvements to Members ICT services is underway.

5 Corporate Considerations

5.1 Consultation and Engagement

5.1.1 No implications

5.2 Equality and Diversity / Cohesion and Integration

5.2.1 No implications

5.3 Council Policies and City Priorities

5.3.1 The ICT service is key to supporting the business areas in the delivery of the Council outcomes and priorities.

5.4 Resources and Value for Money

5.4.1 The Strategic ICT Effectiveness Assessment will ensure value for money is being achieved.

5.5 Legal Implications, Access to Information and Call In

5.5.1 None

5.6 Risk Management

5.6.1 Without business area engagement working as partners with ICT and there is a risk that overall utility and value from ICT will not be achieved.

5.6.2 Without the strategic review of ICT within business areas there is a risk that ICT investments will not achieve a return on investment, deliver anticipated benefits and may not support Council priorities.

6 Conclusions

6.1 The Strategic ICT Effectiveness Assessment within Children's Services will provide a more detailed investigation into the use and provision of ICT and deliver a plan for transforming the ICT effectiveness of the Directorate in line with its key objectives and priorities.

7 Recommendations

7.1 Scrutiny Board (Resources and Council Services) are asked to note the contents of this report.

8 Background documents

8.1 None