	EXECUTIVE 6 February 2019	Agenda Item No. **8**
Title	2019/20 ICT Services Digital Work Programme	
For further information about this report please contact	Tass Smith (01926) 456666 Tass.smith@warwickdc.gov.uk	
Wards of the District directly affected	All	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number		
Background Papers	Executive Report 7th February 2018 – 2018/19 ICT Services Digital Work Programme	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	Yes
Equality Impact Assessment Undertaken	No
Not applicable	

Officer/Councillor Approval		
Officer Approval	**Date**	**Name**
Chief Executive/Deputy Chief Executive		Andrew Jones
Head of Service		Andrew Jones
CMT		Andrew Jones
Section 151 Officer		Mike Snow
Monitoring Officer		Andrew Jones
Finance		Mike Snow
Portfolio Holder(s)		Cllr Mobbs
Consultation & Community Engagement		
Final Decision?	Yes	
Suggested next steps (if not final decision please set out below)		

1.   **Summary**

1.1   This report seeks approval from the Executive for the 2019/20 ICT Services
       Digital Work Programme and provides a progress update of the current
       programme and some of the other Digital Strategic themes, both of which are
       key to the office relocation project and in preparing for the migration to the
       new office headquarters.

2.   **Recommendation**

2.1   That Executive notes the ongoing progress made in all areas of the Digital
       Strategy, including improving the digital security offering and also the return on
       investment made in the provision of high speed broadband services within
       Warwick District. See Appendix 1 for the full update.

2.2   That Executive notes the progress made in 2018/19 with the ICT Services
       Digital Work Programme as set out in the 7th February 2018 Executive Report,
       including a number of learning points.

2.3   That Executive agrees the 2019/20 ICT Services Digital Work Programme which
       will primarily focus on various projects to improve the public-facing, internal
       processes and contractor integrations provided by the teams in Neighbourhood
       Services, as set out in Appendix 3

2.4   That Executive notes that the digital programme seeks to balance the resources
       available in both the front-facing service areas and in ICT Services, and that a
       report will be submitted later in the year addressing whether further ICT
       resources are needed.

2.5   That, subject to the approval of recommendation 2.3 above, the Executive
       notes that these projects, and any outstanding from previous years, will be
       funded from the existing Digital Transformation budget, which has a residual
       balance of £97,800.

2.6   That, subject to the approval of recommendation 2.5 above, the Executive
       notes that the release of funds for this Programme will be subject to a detailed
       financial review of each project's requirements and will require sign off by the
       s151 Officer.

3.   **Reasons for the Recommendation**

3.1   Recommendation 2.1

3.1.1 The ICT and Digital Strategy 2015-19 identified five strategic themes. Digital
       Security naturally sits above these themes.

       Appendix 1 contains a detailed explanation of the progress made towards the
       Digital Warwick theme during 2018/19 and the ongoing commitment for
       2019/20. In addition, it also provides updates of the latest Digital security
       improvements and of the remaining four themes, including projects to support
       our Digital Workforce in an increasingly agile environment and in preparation
       for the migration to the new office headquarters.

3.2   Recommendation 2.2

3.2.1 A number of projects have been completed during 2018/19. These projects
       either originated from the earlier Digital Work Programmes or were
       subsequently identified as a high priority:

Completed projects	Benefits realised
Building Control Completion Certificate Self-serve Requests	This project was combined with a rewrite of the Building Control Register resulting in a reduction in phone calls received and manual processing of requests
Development Control – migrating critical data from spreadsheets	Reduction in data handling and duplication of effort. Increased ability to report on and perform data modelling
Frontline self-serve kiosks	Building on the previous pilot, a robust self-serve solution has now been implemented, which includes the ability to make online payments
Improved planning committee speaker requests	Ensures that only valid requests are made Increased customer satisfaction through progress status updates
Interactive Procurement Questionnaire	Self-serve internal questionnaire created to guide officers through the correct procurement process for their requirements Reduction in advice request handled by the Procurement Team
Land Charges migration to Land Registry	Instant online search results with 24/7 access to the data, reducing delays in receiving searches Reduction in manual administration tasks for land charges staff
Live web chat pilot (Housing Repairs)	Trial proved beneficial in improving the accuracy of Housing Repair call details. May also be adopted by other service areas.
Mobile Food Safety Inspection Enhancements	Ability to complete a broader range of inspection types Reduction in data handling and duplication of effort.
Neighbourhood Services Data Capture exercise	Removes manual processes to identify land ownership Improved contract management processes
Online card payment refunds (Capita)	Ease of refunding card payments, whether full or partial without having to make further contact with the

	customer Confidence that online charge-back fraud is mitigated
Various online forms either created or amended to replace previously published generic service email addresses. See Appendix 4 for full list	Generic email addresses have either been completely removed from the website or now appear less frequently. Customers can now self-serve using structured forms to capture the relevant information Staff can be confident that the correct information has been provided first time which allows requests to be completed more efficiently than before.
Waste Contractor mobilisation	Efficient request fulfilment with customer updates and a reduction in manual administration tasks for staff and contractors.

3.2.2 A number of projects, detailed below, are still in progress from the 2018/19 Digital Work Programme:

Ongoing projects	Current project status
Barcode generation system for miscellaneous payments	Waiting on the back office system integration and third-party supplier lead times
Fly-tip Reporting	On hold awaiting completion of the Waste Contractor Mobilisation project as significant elements of that solution will be re-used for this project
Integrating Jadu web forms with maps and automated progress updates	Linked to the above Fly-tip Reporting project which is currently on hold
Lone Worker Monitoring System Limited project scope: ICT involvement restricted to assisting with soft market testing of potential third party products	Software solution pilots are continuing to inform the soft market testing process
Miscellaneous Payments Management System	No spare ICT capacity to resource this internal-only project
Online forms to replace generic service email addresses	Building on the success of the web forms already published (see 3.2.1 above), further projects have been identified for 2019/20 to explore direct integration with back office systems, removing unnecessary data inputting
Replacement Crematorium System	Project Manager unable to be released from normal operational duties. Project anticipated to start in April

	2019
Self-serve Council Tax Forms (OPENChannel)	Some new forms have been implemented internally and the majority of these are being processed automatically through the back office system. Further software changes being tested before rollout of external self-serve forms in 2019.

3.2.3 A number of projects, detailed below, have been withdrawn from the 2018/19 Digital Work Programme:

Projects withdrawn from the 2018/19 programme	Reasons for project withdrawal
Corporate Field Payment Solution	The Service Area resources required to progress this project have not been found
Corporate Purchasing Card System	The project is continuing but outside of this programme as it no longer requires ICT resource
Litter Bin issue reporting	Owing to other bin-related projects, this project scope no longer applies
PCI DSS Compliance centralised logging system	The project is continuing but outside of this programme as it no longer requires ICT resource
Housing Tenants – Self-serve Repair Requests Limited project scope: ICT involvement restricted to assisting with soft market testing of potential third party products and trialling a possible Proof of Concept	The project is continuing but outside of this programme as it no longer requires ICT resource

3.2.4 Based on the learning points from the 2017/18 Digital Work Programme, the following changes were made by the ICT Application Support Team (who resource the technical elements of this programme):

- All support calls are now routed via the ICT Service Desk
- Calls requiring ICT Application Support Team expertise are managed via a staff rota
- A member of the Desktop Services Team has been working closely with the ICT Application Support Team

These changes were implemented over a period of six months and have reduced interruptions, increased resource availability and opportunities to collaborate on projects, and improved the support capability within the team.

3.2.5 In addition, the main learning points from the 2018/19 Digital Work Programme are:

- It has continued to be challenging for Service Areas to maintain their business as usual service while also releasing the most appropriate staff to design and test their transformational solutions.
- The ICT Application Support Team's availability for development work continues to be affected by the volume and complexity of the support calls or other unplanned projects that it handles.

These learning points have been formally recognised within the Chief Executive's Office Risk Register, under the generic risk "Failure to deliver corporate strategies / initiatives" which is included in the 8th January 2019 Finance and Audit Scrutiny committee report (Appendix A). However, the delivery of the Digital Strategy specifically carries a RED risk status.

3.2.6 In consequence of the above, the following steps will be taken:

- To reduce the burden on multiple Service Areas having to resource a range of transformational projects, the 2019/20 Digital Work Programme has been redesigned to focus on a single Service Area which has already committed sufficient resources.
- Service Area staff have been encouraged to make ICT Services aware at the earliest opportunity of any proposed project work so that it can be factored into our overall work programme.
- The ICT systems knowledge base is being continually improved so that more calls can be handled by the Desktop Services Team at the first point of contact, helping to reduce some escalations to the ICT Application Support Team.
- The Neighbourhood Services projects will be developed using the Agile Development Methodology, so that the new solutions will be developed, tested and implemented, in manageable increments, in tandem with relevant back office processes.

3.3 Recommendation 2.3 and 2.4

3.3.1 The pace of change required to embed digital transformation across the organisation has not yet been reached for a number of reasons and this has prompted a shift in the strategic approach for the 2019/20 Digital Programme.

3.3.2 As mentioned in 3.2.6 above, one of the Digital Programme learning points is the burden placed on Service Areas to resource a range of different transformational projects. To reduce this burden, the 2019/20 Digital Programme will focus primarily on the high volume of public interactions currently manually handled by the Neighbourhood Services teams.

3.3.3 While the focus will be on Neighbourhood Services, the other service areas will use 2019/20 to think about more comprehensive service changes which will inform future Digital Programmes.

3.3.4 Appendix 2 contains the 2019/20 Digital Transformation Work Programme which includes the new projects contained in Appendix 3.

The remaining projects have been carried forward from the 2017/18 or 2018/19 Work Programmes as a result of supplier or internal delays.

3.3.5 The Work Programme is based on project urgency and importance, internal

staff resource / third-party availability and any anticipated procurement requirements. In addition, ICT Services resources will be impacted by a major project to migrate all our Business Applications onto new servers to maintain data security compliance standards.

3.3.6 The following table summarises the anticipated customer and business benefits for each project in the 2019/20 Digital Programme. Business Cases have not been submitted as these projects will be managed using the Agile Methodology.

Digital Projects 2019/20	Customer Benefits	Business Benefits
Bulky Waste Collection enhancements	Increased customer satisfaction as able to book in their collection date	Drive usage from phone to web – a cheaper channel Save staff time in the back office handling customers chasing up missed collections
Making various data sets available for on the website	Ease of reporting issues Ease of accessing status updates for reported requests	Drive usage from phone to web – a cheaper channel Save staff time in the back office handling customers enquiries
Integrating website forms to the back office system, performing auto allocation to named officers and customer status updates	Improved service delivery Increased customer satisfaction through regular status updates	Drive usage from phone to web – a cheaper channel Save staff time in the back office handling customers enquiries
Creation of a Members' Portal	Self-service access to Member-related resources including document links, enhanced mapping, and property-related data sets Improved constituent interactions	Drive usage from phone/email to web Save staff time in the back office handling Member enquiries

3.3.7 In addition, the Application Support Team (who resource the Digital Programme) will also be heavily impacted by the following projects:

Internal Projects	Business Benefits
Migration of all Business Applications onto new servers	Ensure that all Business Applications are hosted on fully supported server operating systems
Supporting the project to procure a replacement to the Civica-APP	Executive will be updated in a future report (The Civica-APP system is currently used by staff in Health and Community Protection and Neighbourhood Services)
Supporting the project to procure new Finance Systems	Executive will be updated in a future report
Supporting the office relocation project	Executive will be updated in a future report

Project to review the ICT resources required to fulfil the ongoing Digital Programme	Executive will be updated in a future report

3.4 Recommendations 2.5 & 2.6

3.4.1 The Digital Programme budget currently stands at £97,800 and will be used to fund the outstanding 2017/18 and 2018/19 projects. At this stage, it is anticipated that the new 2019/20 Digital Programme projects will incur only minimal costs and therefore no additional funds are required.

To protect the funds made available for this Work Programme, each project will be subject to a detailed financial review to ensure all costs have been identified, before agreement to release the funds is made by the s151 Officer.

4. **Policy Framework**

4.1 **Fit for the Future (FFF)**

The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things the FFF Strategy contains several Key projects.
The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council's FFF Strategy.

FFF Strands		
People	**Services**	**Money**
External		
Health, Homes, Communities	**Green, Clean, Safe**	**Infrastructure, Enterprise, Employment**
Intended outcomes: Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	Intended outcomes: Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	Intended outcomes: Dynamic and diverse local economy Vibrant town centres Improved performance/ productivity of local economy Increased employment and income levels
Impacts of Proposal		
Many of these projects will provide new customer self-serve options and should improve customer satisfaction through automated case status updates	The Neighbourhood Services projects and the integrated web forms will directly contribute towards maintaining our public spaces	The continued investment in the BDUK programme should improve access to superfast broadband which will directly benefit those communities
Internal		

Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
Intended outcomes: All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	Intended outcomes: Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	Intended outcomes: Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
Impacts of Proposal		
The continued feasibility study into a new lone worker monitoring system will ensure staff have the most appropriate tools	Several projects focus on providing self-serve capabilities and automated status updates. Other projects streamline our back office processing and improve our reporting capabilities	These projects will improve staff productivity, therefore reducing transaction costs, by automating processes, reducing avoidable demand and by targeting resources towards the most complex tasks

4.2 Supporting Strategies

Each strand of the FFF Strategy has several supporting strategies and the relevant ones for this proposal are the ICT and Digital Strategy 2015-19 and the People Strategy 2016 - 2020.

The ICT and Digital Strategy 2015-19 clearly sets out how the Council will ensure that its ICT infrastructure will be in place to support the delivery of the council's purpose.

In addition, there are synergies between the ICT and Digital Strategy's Digital Workforce theme and the People Strategy 2016 – 2020, including how the new digital ways of working will impact on the skills, training and management of an increasingly agile workforce.

4.3 Changes to Existing Policies

Not applicable

4.3 Impact Assessments

Not applicable

5. Budgetary Framework

5.1 The Executive should note that the 2017/18 Budget Report included a budget of

£200,000 for delivery of the 2017/18 Digital Transformation Work Programme and that £134,200 has been spent to date. See Appendix 5 for the full expenditure breakdown.

5.2   The Executive should note that no additional funds are required for the 2019/20 Digital Programme. However, any funds that are drawn down to meet the costs of the outstanding Digital Programme projects will be managed within the remaining £97,800 budget, with the release of funds agreed by the s151 Officer.

6.   Risks

The major risk to the programme continues to be the ability to resource projects effectively within ICT Services and the Service Areas. However, it is anticipated that the improvements set out in 3.2.4 and 3.2.6 above should vastly improve the resource availability.

7.   Alternative Option(s) considered

7.1   The option not to continue down the 'digital route' was discussed in the 2nd December 2015 Executive Report and it was accepted that while there will always be situations when it is entirely appropriate for a customer to transact with a member of staff, many of the Council's services do not need to be delivered in this way. Continuing with the proposed Digital Transformation Programme advocated in this report will be financially efficient and will provide an improved customer experience.

Appendix 1 – Digital Warwick, Security and Member updates

The Council's Digital Strategy identified five strategic themes:

- Digital Customer
- Digital Workforce
- Digital Warwick
- Digital Collaboration
- Digital Members

Sitting above all these themes is digital (cyber security)

1. Digital Security update

The citizens of Warwick District expect the Council to provide convenient digital services that equals the experience they receive when online shopping or banking. However, because these digital services provide access to things of very real value, they have become a prime target for cyber-attack.

When a digital service is successfully compromised, the fallout can be damaging, expensive and embarrassing for the organisation involved and potentially catastrophic for the individuals whose data has been lost. Therefore, the Council continues to take a measured approach to security that looks at likely risks in context and invests as appropriate.

In 2017/18 our approach to digital security was to enhance our existing 'prevention' technologies:

- Patching
- Next generation Anti-malware
- DMARC, DKIM and SPF
- UK public sector DNS
- Transport Layer Security (TLS)
- Web Check

In 2018/19 we are focusing on 'detection'. If our strategies to prevent an attack are unsuccessful, how do we detect that a compromise has occurred. Many attacks, such as Distributed Denial of Service (DDoS) and Ransomware, are noisy and disruptive, making them hard to overlook. However, the most impactful attacks tend to be perpetrated by cyber threat actors that are commonly referred to as advanced persistent threats (APT), who use sophisticated and stealthy methods to carry out system breaches.

These sophisticated attacks often go undetected for weeks, months, and in some cases, years — by which time the damage is done. The critical first step is determining that the Council has been breached. Given the advanced nature of the attacks and their discrete techniques, an effective way to detect a historical, ongoing or imminent attack is by proactively hunting for evidence of attackers on your systems and networks.

Traditional prevention and detection methods (such as signature-based anti-virus) won't detect sophisticated attacks, which have been tailor-made for our environment.

Preventative technologies, such as firewalls do not prevent the Council's most sensitive information being sent over the internet if the activity is instigated by what appears to be a legitimate user on one of our systems.

Therefore, to detect these types of attacks the Council is investing in log monitoring technology to correlate events across devices and network Intrusion Prevention and Detection software.

2. Digital Customer

   The major focus of the ICT Digital Works Programme will continue to be projects that improve customer service (Digital Customer), and this report highlights many of the projects that contribute towards this. However, as these projects are defined and scoped, opportunities are also identified for process changes that can assist the workforce to become more productive or to improve the interaction with external contractors, partners and agencies.

3. Digital Workforce

   Significant work will take place in 2019/20 on this theme as the Council seeks to make its workforce more agile. This will allow more flexible use of its office accommodation and allow more services to be delivered in the field. Major projects include the transition to Office 365, the introduction of Video Conferencing and the introduction of flexible workspaces that accommodate all worker types. Some changes will also be made to our meeting spaces.

4. Digital Warwick

   The Digital Warwick theme recognises that a strong digital infrastructure is essential for Warwick DC's growing economy to prosper. The benefits of the district's environment, high standards of living and strategic transport connections must be matched by powerful digital advantages to maintain its position as a great place to live, work and visit.

   Locally the vision of bringing an improved broadband infrastructure to the district, including superfast broadband, is being delivered by the Coventry, Solihull and Warwickshire Superfast Broadband Partnership (CSWSBP).

   At the start of the project (2012) the CSWSBP identified that Warwick District had a relatively high commercial roll-out of superfast broadband (SFBB) of 87%. However, other districts in the County, such Stratford District, had a much lower coverage of SFBB due to their rural nature.

   To increase the coverage of SFBB across the Warwickshire region the CSWSBP, utilising partnership, central government (BDUK) and private sector funding, has let a total of three SFBB contracts.

   In Contract 1 Warwick District Council contributed £132,000 to the project which attracted a further £858,000 of investment. In doing so an additional 5,183 premises within the district are now capable of receiving SFBB.

   Contract 2, ending in Q1 2019, required no investment from Warwick District Council, but it is anticipated that on completion a further 1,865 premises in the district will benefit from the availability of SFBB.

   Contract 3 is now in deployment, but, by the nature of it being the last contract being delivered, it deals with the most difficult and expensive premises to

connect to SFBB. Warwick District has committed another £130,000 to this phase of the project.

It is difficult to give final numbers for the end state of the project in March 2020 as this has a number of variables when considering delivery.

Firstly, until the deployment is completed for Contract 3 and matched to the available budget, the full and final extent of the roll out cannot be determined although early indications would indicate a further 1,556 premises in the district should benefit from SFBB availability.

Secondly, for state aid reasons, the CSWSBP cannot fund any connections in an area where a commercial supplier has indicated that they will build. However, using a best case scenario, of the 72,076 premises identified in Warwick district, over 70,000 (97%+) should have access to SFBB by project completion.

5. Digital Collaboration

   The Digital Collaboration theme looks at how the Council interacts with other bodies to deliver a service. This year saw the Council work with the Land Registry to become the first Council in the UK to provide data to the Land Registry.

   Chief Executive and Chief Land Registrar Graham Farrant said:

   "Buying a house is the biggest financial investment of people's lives. By centralising and digitising the local land charges information of local authorities in England we are helping to improve conveyancing. Search results from the new register will be instantly available in a standard, easy-to-read format. This is another significant step forward in the Government's ambition to make the home-buying process simpler, faster and cheaper.

   "Warwick District Council is leading the way by being the first local authority to migrate all their local land charges data to our new register. I look forward to more local authorities joining the central register during the year."

   The Council will now look to work with its waste collection contractor to optimise ways of sharing data on bin collections and in Housing we will be investigating ways of allowing tenants to directly interact with our repairs contractor to book appointments.

6. Digital Members

   To progress the Digital Members' theme, the Council setup a Councillor ICT Working Party. Initially the work of the group was to identify the Councillor hardware requirements and core applications.
   The group has also recently re-evaluated the Councillor ICT provision and a a separate report entitled IT Equipment for Councillors 2019 to 2023 has been prepared. More importantly, it is proposed that this group continues and is used for expanding the services available to Councillors, specifically the development of a Councillor portal. This portal will be used to consolidate the information that Councillors require into a single place and will provide service information for use in Councillor surgeries.

Appendix 2 – 2019/20 Digital Transformation Work Programme

Task Name	2nd Quarter			3rd Quarter			4th Quarter			1st Quarter		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Business Cases												
Barcode generation system for miscellaneous payments	▰▰▰▰▰▰											
Fly-tip reporting	▰▰▰▰▰▰											
Integrating Jadu web forms into maps	▰▰▰											
Lone Worker Monitoring System	▰▰▰▰▰▰											
Miscellaneous Payments Management System			▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰									
Replacement Crematorium System	▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰											
Self-serve Council Tax Forms (OPENChannel)	▰▰▰▰											
Bulky Waste Collection enhancements	▰▰▰▰▰▰											
Website available data sets	▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰											
Integrating website forms to the back office system	▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰											
Members' Portal	▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰▰											

Appendix 3 – 2019/20 Digital Projects

Digital Projects 2019/20	Customer Benefits	Business Benefits
Bulky Waste Collection enhancements	Increased customer satisfaction as able to book in their collection date	Drive usage from phone to web – a cheaper channel Save staff time in the back office handling customers chasing up missed collections
Making various data sets available for on the website	Ease of reporting issues Ease of accessing status updates for reported requests	Drive usage from phone to web – a cheaper channel Save staff time in the back office handling customers enquiries
Integrating website forms to the back office system, performing auto allocation to named officers and customer status updates	Improved service delivery Increased customer satisfaction through regular status updates	Drive usage from phone to web – a cheaper channel Save staff time in the back office handling customers enquiries
Creation of a Members' Portal	Self-service access to Member-related resources including document links, enhanced mapping, and property-related data sets Improved constituent interactions	Drive usage from phone/email to web Save staff time in the back office handling Member enquiries
Projects to migrate all Business Applications onto new servers	Ensure that all Business Applications are hosted on fully supported server operating systems	
Supporting the project to procure a replacement to the Civica-APP System	Executive will be updated in a future report	
Supporting the project to procure new Finance Systems	Executive will be updated in a future report	
Project to review the ICT resources required to fulfil the ongoing Digital Programme	Executive will be updated in a future report	

Appendix 4 – New and updated website forms in 2018/19

Project Type	Form details
New forms	• Report lost / found dogs and dog attacks • Community partnership team enquiry • Community safety enquiry • Walking for Health enquiry • Contact the safety advisory group • Licensing enquiry • Health and safety enquiry or complaint • Food Safety enquiry or complaint • Anti-social behaviour enquiry - built • Report a street furniture issue • Environmental permits enquiry • Noise nuisance record sheet • Rural street lighting fault • Park enquiry • Park donations and sponsorships • Report a problem with shrubs, grass or pavements • Report a tree issue • Recycling scheme for flats enquiry • Additional waste container enquiry • Interactive Procurement Questionnaire (internal)
Updated forms	• Report suspected fraud • Report a damaged waste container

Appendix 5 – Digital Programme expenditure to date

Description	Budget £	Expenditure £	Balance remaining £
Recurring budget for 2017/18	16,000		
Additional budget for 2018/19 Digital Programme projects	200,000		
ICT Bespoke Development Training (50% of training costs from this budget)		6,600	
Civica OPENChannel project		50,000	
Data Capture project		50,000	
Budget given up at end of 2017/18 as not required for 2018/19 projects		22,600	
Recurring budget for 2018/19	16,000		
Barcode generation system for miscellaneous payments (Estimated expenditure was £2,000)		5,000	
Total	**232,000**	**134,200**	**£97,800**

Description	Budget £	Estimated Expenditure £	Estimated Balance remaining £
Recurring budget for 2019/20	16,000		
Balance brought forward for 2019/20	97,800		
Development Control – migrating critical data from spreadsheets (Not yet charged against this budget)		1,000	
Replacement Crematorium System		55,000	
Remaining 2019/20 Digital projects		5,000	
Total	**113,800**	**61,000**	**£52,800**