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### **Finance and Corporate Services Scrutiny Board (1)**

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**Time and Date**

10.00 am on Wednesday, 18th March, 2020

**Place**

Committee Room 3 - Council House

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**Public Business****1. Apologies and Substitutions****2. Declarations of Interest****3. Minutes**

(a) To agree the minutes of the meeting held on 12 February 2020 (Pages 3 - 6)

(b) Matters Arising

**4. Recruitment Applicant Tracking System (TribePad) (Pages 7 - 8)**

Briefing note

**5. ICT Strategy Update (Pages 9 - 28)**

Briefing note

**6. Work Programme and Outstanding Issues (Pages 29 - 32)**

Report of the Scrutiny Co-ordinator

**7. Any other items of Public Business**

Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved

**Private Business**

Nil

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Martin Yardley, Deputy Chief Executive (Place), Council House Coventry

Tuesday, 10 March 2020

Notes:1)The person to contact about the agenda and documents for this meeting is Carolyn Sinclair, Governance Services, Council House, Coventry, alternatively information about this meeting can be obtained from the following web link:

<http://moderngov.coventry.gov.uk>

2) Council Members who are not able to attend the meeting should notify Carolyn Sinclair as soon as possible and no later than 9am on the day of the meeting giving their

reasons for absence and the name of the Council Member (if any) who will be attending the meeting as their substitute.

3) Scrutiny Board Members who have an interest in any report referred to this meeting, but who are not Members of this Scrutiny Board, have been invited to notify the Chair by 12 noon on the day before the meeting that they wish to speak on a particular item. The Member must indicate to the Chair their reason for wishing to speak and the issue(s) they wish to raise.

Membership: Councillors F Abbott, R Auluck, J Blundell, R Brown, B Gittins, R Lakha, J Mutton (By Invitation), J O'Boyle (By Invitation), T Sawdon and R Singh (Chair)

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting  
OR if you would like this information in another format or  
language please contact us.

**Carolyn Sinclair**

**Telephone: (024) 7683 3166**

**e-mail: [carolyn.sinclair@coventry.gov.uk](mailto:carolyn.sinclair@coventry.gov.uk)**

## Coventry City Council

### Minutes of the Meeting of Finance and Corporate Services Scrutiny Board (1) held at 10.00 am on Wednesday, 12 February 2020

Present:

Members: Councillor R Singh (Chair)  
Councillor J Blundell  
Councillor R Brown  
Councillor B Gittins  
Councillor R Lancaster (substitute for Councillor F Abbott)  
Councillor D Skinner (substitute for Councillor T Sawdon)

Members of the Business Economy and Enterprise Scrutiny Board (3) invited for items at Minute numbers 28 and 29:

Councillor M Heaven  
Councillor T Jandu  
Councillor J McNicholas  
Councillor B Singh  
  
Councillor J Mutton (Cabinet Member for Strategic Finance and Resources)

Employees:

People: D Ashmore, M Burn  
Place: V Castree, C Sinclair, S Weir

Apologies: Councillor F Abbott, R Lakha, A Lucas, P Male and T Sawdon

## **Public Business**

### **26. Declarations of Interest**

There were no declarations of interest.

### **27. Minutes**

The minutes of the meeting held on 15 January 2020 were signed as a true record. There were no matters arising.

### **28. Review of Social Value Policy**

The Board considered a briefing note and received a presentation on the proposed changes to the Social Value Policy.

The Social Value Policy had been adopted by Cabinet on the 11<sup>th</sup> February 2014 and incorporated the Public Service (Social Value) Act 2012 that came into force on 31<sup>st</sup> January 2013. In July 2019 a progress report was taken to Scrutiny Board 1 (Minute 3/19 refers). Following a recommendation of Scrutiny Board, the Cabinet Member (Finance) requested that Officers draft a revised Social Value Policy.

The policy would be presented to the Cabinet and Council for their approval in June 2020.

The Social Value Working Group had reviewed the Policy and were proposing a new and extended policy, including an increased focus on Sustainability. It was proposed that the policy was also renamed as the Social Value & Sustainability Policy (the draft policy was appended to the briefing note).

The key changes were:

- A focus on sustainability.
- Social value and sustainability outcomes based on priorities aligning with the One Coventry approach and that these outcomes would be delivered through the following channels:
  - Procurement and commissioning
  - Major Development Project Planning
  - Anchor Institutions/Partners

The new policy would:

- Replace the Council's Energy and Water Management Policy
- Include a commitment to pay its directly employed staff the Living Wage Foundation 'Real' Living Wage.
- Adopt objective measurement/monitoring tools

Members asked questions and received answers on a number of aspects arising from discussion including:

- How the policy would be applied in situations where major planning projects owned by the City Council were situated outside the City Boundary.
- How the shared set of social value and sustainability principles with partners are monitored.
- The need to emphasise in the new definition that the policy was local and arising from subsequent discussion agreed that, within the paragraph on definition the word "Organisations" be replaced with the word "Council".

The Chair of Scrutiny Board 3, Councillor McNicholas, referred to community wealth and the need to focus on community wealth building in the City and proposed a recommendation for the Cabinet Member that the already-established Task and Finish Group be asked to support the work with anchor partners on community wealth building.

**RESOLVED that the Board welcome the draft Social Value and Sustainability Policy and recommend that Cabinet Member for Strategic Finance and Resources ask the SB1/SB3 Task & Finish Group, established to review Community Wealth Building, support the work to develop community wealth building in Coventry in partnership with anchor institutions within the One Coventry approach.**

## 29. Procurement Strategy

The Board considered a briefing note and received a presentation outlining the proposed new Procurement Strategy 2020-2025.

The policy would be presented to the Cabinet and Council for their approval in June 2020.

The current Procurement Strategy was based on the National Procurement Strategy 2014 and the following 4 key themes: Making savings; Supporting local authorities; Demonstrating leadership and Modernisation

Building on the current strategy's themes of driving efficiencies and good governance, the 2020-2025 strategy strengthened and broadened the Council's focus through a greater emphasis on creating community benefits and delivering social value. The 2020 – 2025 strategy (which was attached as an appendix to the briefing note) dovetailed with the three fundamental themes within the National Procurement Strategy (NPS) 2018. The NPS 2018 strategy described the good progress Authorities had made against the 2014 strategy and the major theme of making savings. However, it recognised that Councils continued to work in very challenging financial environments, with rising demands for public services and increasing cost pressures. The City Council had retained the efficiency and value for money theme from the current strategy, with all four themes also supported by our One Coventry Plan and the One Coventry approach.

The 2020-2025 procurement strategy themes were:

Efficiency and Value for Money

- Governance and Showing Leadership
- Achieving Community Benefit
- Behaving Commercially – including Contract Management

In addition to these themes, the strategy adopts two enablers;

- Digitalisation
- Capacity and Capability

The 2020-2025 strategy set out the high-level ambitions in more detail and demonstrated the specific deliverables for each of the key themes and enablers.

The Board asked officers a number of questions on matters relating to:

- Modern slavery: data collection/sharing and training
- Contract management
- Possible opportunities in respect of planning - particularly in terms of the Community Infrastructure Levy

**RESOLVED that the Board note the draft report and officers commit to improving metrics relating to the Procurement Strategy.**

30. **Work Programme and Outstanding Issues**

The Work Programme was noted.

31. **Any other items of Public Business**

There were no other items of public business.

(Meeting closed at 12.10 pm)

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Coventry City Council

## Briefing note

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**To: The Finance and Corporate Services Scrutiny Board (1)**

**Date: 10/03/2020**

**Subject: Recruitment Applicant Tracking System (TribePad)**

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### **1 Purpose of the Note**

- 1.1 To update the board on the progress being made with the implementation of a new Applicant Tracking System (ATS) which is to be used across all Council recruitment. This will include details around the rollout, training and future development of the system.

### **2 Recommendations**

The Finance and Corporate Services Scrutiny Board (1) are recommended to;

- 2.1 Note the changes made to the ATS used by the Council and the changes made to the candidate application process including the introduction of anonymous recruitment.
- 2.2 Make any recommendations to the Cabinet Member on the future use of the system.

### **3 Information/Background**

- 3.1 **Selection of TribePad ATS** – The system was selected following a procurement tender process which evaluated the systems capabilities to;
- Meet mandatory requirements to serve as an online advertising and application portal for candidates.
  - Enable the anonymisation of candidate applications to support the corporate Equality, Diversity and Inclusion strategy.
  - Facilitate the online shortlisting and recording of candidate applicant data.
  - Co-ordinate interviews, including the online booking and ability for candidates to self-serve on arranging interviews.
  - Comply with all relevant legislation including; General Data Protection Regulation 2018, Disability Equality Duty of the Equality Act 2010 and ISO 27001.
  - To provide a reporting solution to assist the creation of key HR reports.

The TribePad system was one of 6 tender responses received and following evaluation scoring of mandatory and desirable functional requirements, the assessment of a full system demonstration and consideration of the costs of a 3 year contract the TribePad solution was scored highest and selected as the vendor of choice.

- 3.2 **Other TribePad Users** – TribePad have a diverse customer base covering multi industry. This includes users from other Public Sector authorities such as; Surrey County Council, East Sussex County Council, Brighton and Hove City Council and the BBC. Private sector clients include; Selfridges, Tesco, BUPA and Shoosmiths.
- 3.3 **Rollout Timescales** – The Recruitment & HR Digital Team have undergone a 14 week implementation plan which led to a system launch date of 5<sup>th</sup> March 2020. The implementation covered the design, build, configuration and testing of the system including User Acceptance Testing which was completed using a mixture of hiring managers from across the Council. Also covered through implementation was a plan for the cessation of TalentLink (the incumbent system supplier), creation of both digital and video guidance and the creation of a full user training plan.

There will be a subsequent 6-9 month period required of system optimisation whereby processes and system functionality is to be refined using data collected by the system. The reporting functions of the system will continue to drive the continuous improvement of the system.

- 3.4 **System Training** – A training plan has been designed which will be phased across a period of 3 months for existing hiring managers. An initial cohort of 175 managers have been identified as being either;
- a) Currently undergoing the approval to recruit to a post.
  - b) Recruit frequently and consistently with a steady volume.

These managers will be trained within 2 weeks of the system going live in a face to face session consisting of no more than 8 delegates. The remaining recruitment managers have been invited to sessions which go through to the end of April.

A number of drop in and floor walking sessions are planned for managers to be able to have access to the Recruitment Team to answer queries. There has also been the creation of a functional mailbox dedicated to answering queries on the system and providing dedicated support.

All new managers to the system will be filtered into system training as part of their new managers induction which has been created by the HR Organisational Design Team.

- 3.5 **Integration with HR Systems** – The TribePad system can integrate with a Zellis Human Resources Information System such as ResourceLink. At present the integration is yet to be completed and information is processed into the ResourceLink system via an external feed. It was decided not to proceed with the integration at the time of implementation due to an ongoing upgrade to the ResourceLink system. This is a project which will be considered as future development work.

**Sam Griffin**  
**Recruitment Manager**  
**024 76 976 871**





Coventry City Council

## Briefing note

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**To: Finance and Corporate Services Scrutiny Board**

**Date: 18 March 2020**

**Subject: ICT & Digital Update – March 2020**

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### **1 Purpose of the Note**

- 1.1 To inform Finance and Corporate Services Scrutiny Board of the progress being made regarding the Corporate ICT Strategy which was approved in October 2019.

### **2 Recommendations**

- 2.1 That Finance and Corporate Services Scrutiny Board

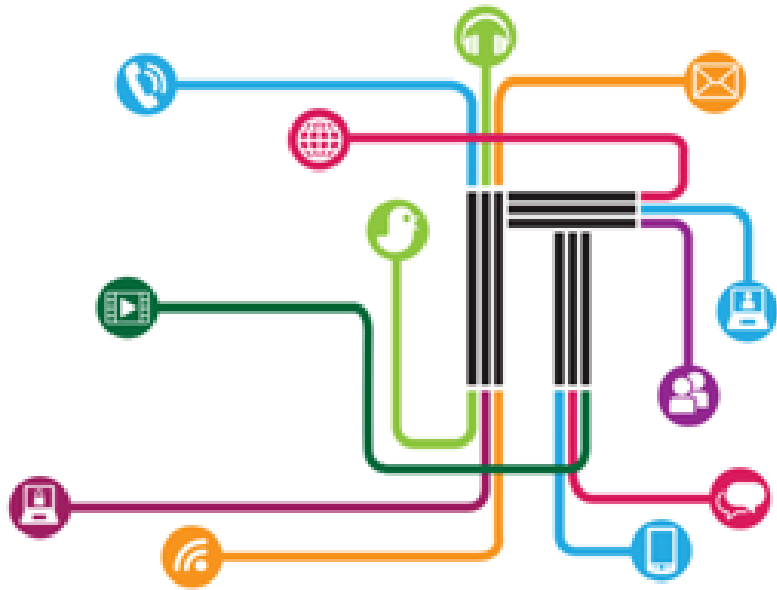
- 1) Note the details in the presentation regarding the topics covered.
- 2) Make any relevant recommendations to the Cabinet Member.

### **3 Information/Background**

- 3.1 Outline information is provided in the appended slides and the Board will receive a presentation from Officers at the meeting which will contain more detail and context on these topics.

**Paul Ward, People Directorate, 024 7697 1381**

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## ICT & Digital Update

### Corporate ICT Strategy – 6 months in

Paul Ward  
Head of ICT & Digital

Finance and Corporate Services Scrutiny Board

18<sup>th</sup> March 2020

The new strategy, approved October 2019 has been designed alongside the emerging thinking around One Coventry and the future savings targets

## Coventry-as-a-platform



*“End-to-end interactions with us are as simple and streamlined as possible. Any process complexity is hidden from our customers and shared across our partners”*

*We will align with the Local Digital Declaration*

## Our Digital Workforce



*“Enabling a workforce which has access to the right tools to do its job and is confident in maximising the use and benefits of technology in its daily work.”*

## ICT Strategy – our key themes

### Engage

- Re-establish **business relationship management** with services to ensure ICT & Digital **empowers and enables** individual service business plans
- Working with partners and peers to share learning, platforms, solutions etc.

### Optimise

- Ensure that the day-to-day operation and use of ICT is optimised in terms of **availability, resilience** and **performance**
- Technology consolidation, Service Level Agreements, Key Performance Indicators

### Empower

- Ensure that our workforce has access to the right **digital tools and skills** to do their jobs in the most efficient way. Enabling wider, whole system issues to be addressed through greater collaboration and connectivity with partners.

Digital skills, technology modernisation, data management & tools

### Transform

- Support a **digital process revolution** across the organisation making the best, most innovative use of new technology
- Artificial intelligence, Machine Learning, Automation, Internet of Things

# OUR DIGITAL JOURNEY - BY NUMBERS



## As of today:



Total number of Laptops active 4,860



Total number of Mobile phones active 2,622



Total number of files stored electronically OneDrive/SharePoint/network 42,000,000

## During the last 3 months of 2019:



Total number of emails received	10,400,000
Total number of emails sent	1,900,000
Total number of emails read	6,200,000



Total number of audio calls (Skype)	430,000
Total number of video calls (Skype)	410
Total number of instant messages sent	115,000



Total number of cyber threats blocked	48,000,000
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# ICT Strategy – what is happening

The delivery plan for the ICT Strategy is the ICT & Digital Service Plan. This contains all of the key activities that ICT & Digital are undertaking to deliver upon the strategy.

Some examples of the activity which we will go on to highlight include:

- DigiKnow
- DigiBot
- 8x8 Chat for ICT Service Desk
- Smart Lockers
- Service stability
- Internet of Things/Data
- An enabler for Digital First

ICT & Digital Service Plan 2019/20

Title	Why	How	ICT Strategy theme(s)	Council Plan Ref(s)
 <p><b>Technology consolidation &amp; modernisation</b></p> <p>(ICTSP1)</p>	<p>As an organisation we use a large number of different types of technology; be that systems, servers, desktops/laptops, networking technologies or mobile devices. Our technologies range from the very old to the very new and are based on varying architectures and platforms. It is very costly for the organisation to support this amount of varied technology and also stops us from being as efficient as we can as an ICT service. We need to review these technologies with an aim to consolidate down where we can, pushing for the maximum amount of benefit from the technologies that remain. The remaining technologies will also need to have plans to ensure they are resilient and kept up to date to meet the growing demands of the organisation.</p>	<p>Review our technology estate and proactively look to consolidate where possible with a target of increasing efficiency for the end user and reducing the corporate spend on technology support. For the technologies that remain ensure that each have resilience plans and roadmaps for upgrade which are proactively monitored and maintained. Engage with users in their use of the technologies via the establishment of user groups (where practical depending on the size and use of the technology). We should also proactively look for opportunities of consolidation across the West Midlands Combined Authority region and continue to build on our partnerships with <a href="#">CWPt</a>, <a href="#">UHCW</a>, <a href="#">WIG</a>, <a href="#">WMG</a>, City Fibre, <a href="#">UKBIC</a> and the Universities.</p>	<p>Optimise</p> <p>Empower</p>	<p><a href="#">Delivering our priorities with fewer resources</a></p> <p><a href="#">Making the most of our assets</a></p>
<p><b>What</b></p> <ul style="list-style-type: none"> <li>• Database instance/host consolidation</li> <li>• Mapping of enterprise architecture</li> <li>• Server operating system/stack consolidation</li> <li>• Network infrastructure modernisation</li> <li>• Consolidation of number of physical (and unsupported) networks</li> <li>• Upgrade all core systems to be no further than one release away from current</li> <li>• Standardise our End User device offerings</li> </ul>		<p><b>Sponsor</b></p> <ul style="list-style-type: none"> <li>• Dharmesh Mistry</li> <li>• Adam Simmonds</li> <li>• Dharmesh Mistry</li> <li>• Sat Dhillon</li> <li>• Sat Dhillon</li> <li>• Ollie Burnett</li> <li>• Jas Sandu</li> </ul>		<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Reduction in the number database instances/hosts (current position: 54 instances across 21 hosts)</li> <li>• Delivery of a fully documented enterprise architecture for the ICT &amp; Digital estate</li> <li>• Reduction in the number and type of server operating systems and stacks (current position: 472 OS versions 5 stacks)</li> <li>• Reduction in average age of network kit and operating systems (current position: average age 7 years, 22 OS versions)</li> <li>• Reduction in the number of physical networks, those that remain are in corporate support (current position 4 networks)</li> <li>• Reduction the number of core systems that are more than one version away from current release (current position 9 out of 29 core systems more than on release away from current)</li> <li>• Reduction in the number of types (and versions) of end user device in support (current position 6 types of end user device in support)</li> </ul>
 <p><b>Digital innovation</b></p> <p><b>Digital Coventry</b></p> <p>(ICTSP2)</p>	<p>The ICT and Digital industries move at an incredible pace. It is essential for any modern organisation to make sure that they are keeping up with the pace of those changes and making the right technology decisions and choices. We need to start pushing the boundaries on some of the traditional ways in which we view technology and data and how we deploy, develop and support these. Supporting the Digital Coventry strategy, we need to be able to encourage the development of Coventry as a modern and forward-thinking place to live, work and do business based on a strong digital offering. This will include working closely with other organisations within the city and third parties to support initiatives such as (but not limited to), public Wi-Fi, driverless cars etc.</p>	<p>Continually review the ICT &amp; Digital marketplace and industry keeping up to date with all of the latest developments with a view on how they might bring efficient technology opportunities to the organisation. This includes, but is not limited to Robotic Process Automation, Artificial Intelligence, Machine Learning and Open Data. Seek to push the boundaries and challenge the norms in how we implement, consume and deliver ICT and Digital services. This should support the work taking place within the directorates, in line with the Digital Coventry Strategy, to enhance the digital offering of Coventry as a place to come and live, work and do business.</p>	<p>Engage</p> <p>Transform</p>	<p><a href="#">Globally connected</a></p> <p><a href="#">Promoting the growth of a sustainable Coventry economy</a></p>
<p><b>What</b></p> <ul style="list-style-type: none"> <li>• Supporting the 5G programme including testbeds and accelerators</li> <li>• LoRaWAN (IoT network) pilots</li> <li>• Travel Assistant 2021</li> <li>• City of Culture readiness</li> <li>• Internet exchange feasibility study</li> </ul>		<p><b>Sponsor</b></p> <ul style="list-style-type: none"> <li>• Adam Simmonds</li> <li>• Adam Simmonds</li> <li>• Gary Griffiths</li> <li>• Gary Griffiths</li> <li>• Adam Simmonds</li> </ul>		<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Demonstrable progress made on plans for the delivery of 5G testbeds and accelerators within Coventry</li> <li>• Delivery and evaluation of LoRaWAN pilot projects</li> <li>• Demonstrable progress made on the delivery of the Travel Assistant 2021 programme</li> <li>• Demonstrable progress made on the support to the City of Culture programme especially ticketing and digital infrastructure</li> <li>• Feasibility study completed evaluating the possibility of an Internet exchange being established within the region</li> </ul>
<p><b>Title</b></p>	<p><b>Why</b></p> <p>As an organisation we collect a lot of data in a lot of disparate systems. The data sets often remain in isolation within those systems. We need to tap into the power of this data and what it is telling us as an organisation. We need to start to explore the building corporate data sets that are created from a combination of federated, managed</p>	<p><b>How</b></p> <p>Provide tools, technology, platforms and skills to develop and support a resilient and robust data architecture and environment for the organisation. This should include a focus on Open Data linking into our Internet of Things innovation. This should support corporate data analytics and interaction</p>	<p>Engage</p> <p>Empower</p>	<p><a href="#">Managing performance and maximising</a></p>

## ICT Strategy – DigiKnow

Page 16

Digital Skills framework launched

Employee skills support delivered through:

- Webinars
- Tutorial videos
- Bespoke support
- New DiGiBot chatbot
- Over 100 DiGiKnow agents across the organisation offering support on digital skills in their services

**What's next:**

- Expanding the DiGiKnow brand to look externally at how we might support citizens with digital skills when they are in contact with a council service





## ICT Strategy – DigiBot

[DigiBot](#) is the Council's first ever chat bot and our first delve into the world of Artificial Intelligence.

It's an automated facility that allows you to ask a question to the 'bot' in relation to a subject and you will be provided with an immediate response, which is provided from a database of answers.

'DigiBot' was developed in-house and is currently trained to answer questions specifically relating to Microsoft Teams and OneDrive at the moment.

So far DigiBot has answered over 300 user questions

### What's next:

DigiBot was designed to be expandable and therefore, once bedded in within ICT & Digital we will look how it might serve other services on the Intranet and then also public facing on the website



# TIME TO UPGRADE

Agresso changes  
Be aware of some disruption to services

## Let's Talk

Let's Talk  
Your chance to talk to our senior leaders. Book your place now.

### Temporary accommodation charging policy

Have your say

Tell us what you think about a proposed Temporary Accommodation Charging Policy in Coventry

# ONE COVENTRY

One Coventry  
Help develop our One Coventry approach

### Today's news

News 9 minutes ago



#### A big 'thank you' to Friargate staff

The Positive Choices service, along with the young people and families it supports, would

News 9 minutes ago



#### There's lots on offer with Go CV

There are some great offers with Go CV - so make sure you've registered your card.

News 9 minutes ago



#### Dates and ticket prices for the Godiva Festival announced

Coventry's flagship Godiva Festival will return to

News 21 hours ago



#### Broadgate hosts Holocaust Memorial Day 2020 event

Coventry's Holocaust Memorial Day event takes

## ICT Strategy – 8x8 Chat for ICT Service Desk

'Chat' allows you to interact with the Service Desk and the team of User Support Analysts.

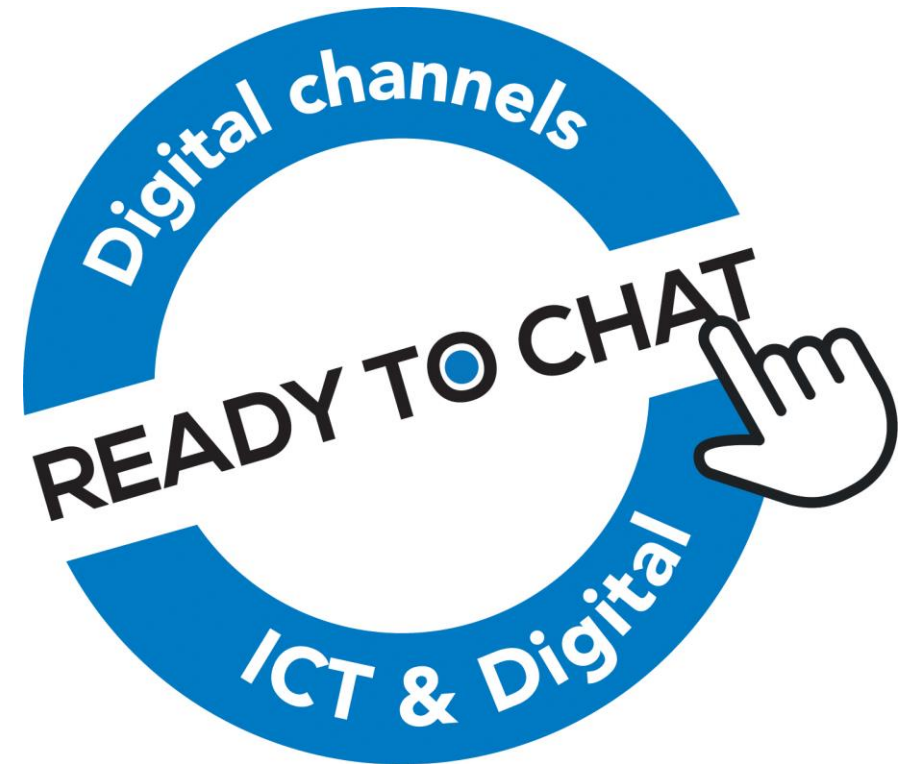
It can provide a speedier response to your enquiry (removing the lengthy delays that can sometimes take place during an email interaction) or when making a phone call to report an issue if the lines are particularly busy.

Analysts will be available to chat with you Monday – Friday from 10am – 4pm. It is really straightforward and simple to start a chat.

'Chat' went live 10<sup>th</sup> February and within the first three weeks served 40 customers.

### What's next:

'Chat' is delivered by the 8x8 telephony solution which is also used in the Customer Service Centre. Once bedded in internally we will be looking at how we make 'Chat' available for customers on our website



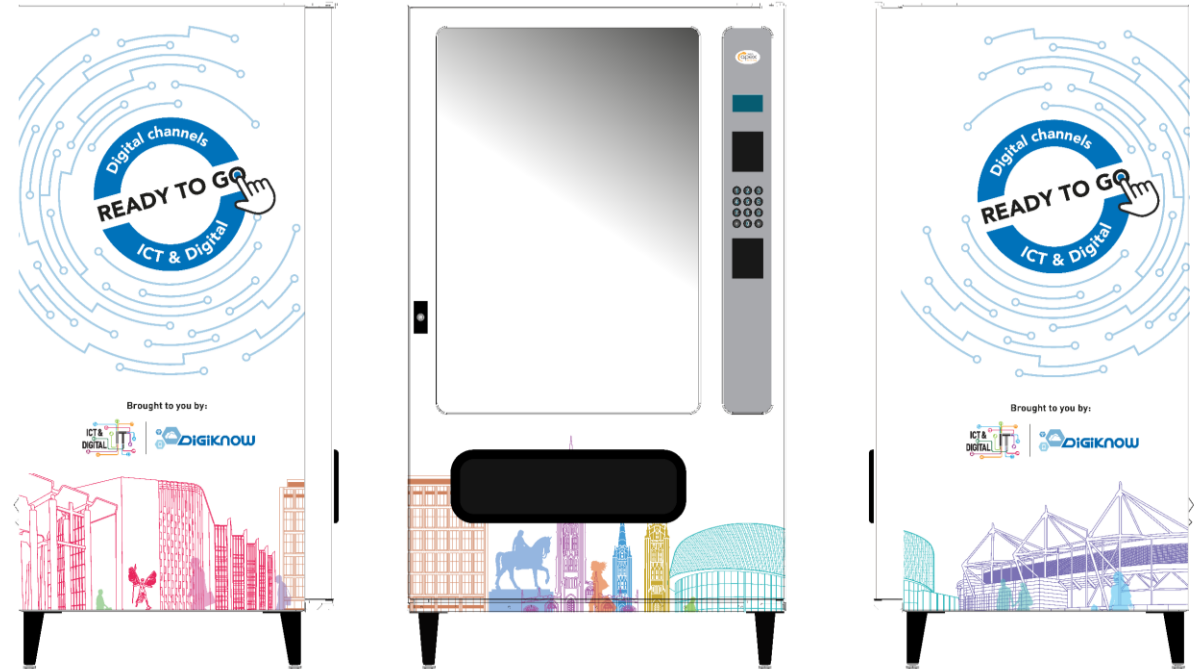
## ICT Strategy – Smart Lockers

Page 20  
Three types of Smart Locker have been procured and will be live in Friargate in March 2020. There will be a click and collect locker for new starters to pick up their new kit, a loan locker for users who need a laptop, powerpack or HDMI lead for a day and a locker that users can collect replacement keyboards, mice and other peripherals with a swipe of their ID badge.

This will offer an improved user experience as users will no longer need to raise a ticket to replace broken or to loan equipment. Additionally new starters will not need to book an appointment providing flexibility as to when they can collect their kit.

### What's next:

Following a settling in period where processed are reviewed and updated for managing the lockers, it is planned to deploy the peripheral lockers in strategic locations across the city. Additionally other use cases will be considered, for example parcel deliveries in to Friargate.



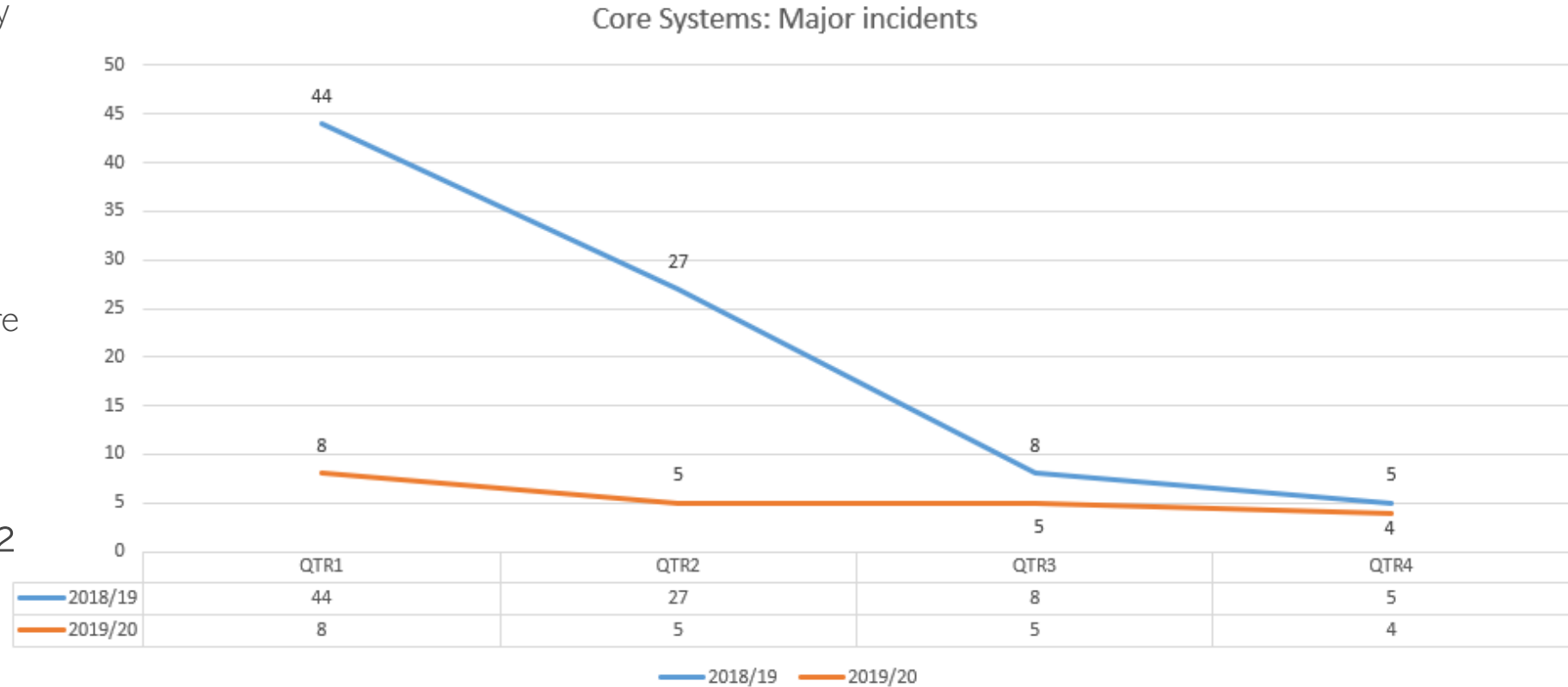
# ICT Strategy – Service stability

Stability and availability of our core systems\* is essential to the day-to-day running of the organisation and also our transformation programmes.

Significant improvements have been made in our stability – measured by a significant decrease in the number of major incidents logged against our core systems.

In 2018/19 we had a total of **84** major incidents.

In 2019/20 (to date) we have had **22** major incidents.



### What's next:

Work is ongoing to increase stability further and also looking at how we can better measure system "uptime"

\*Core systems are:

- Email, OneDrive, SharePoint, Intranet
- Access to the internet
- Telephony

- Finance
- HR & Payroll
- Council Tax & Benefits

- Adult Social Care
- Childrens Social Care
- Elections
- Customer Service/Self Service

# ICT Strategy – Internet of Things/Data

Page 22

Gateways on council buildings using fibre to access the cloud

Free to use for education and low volume users

Low power sensors

## Coventry use cases



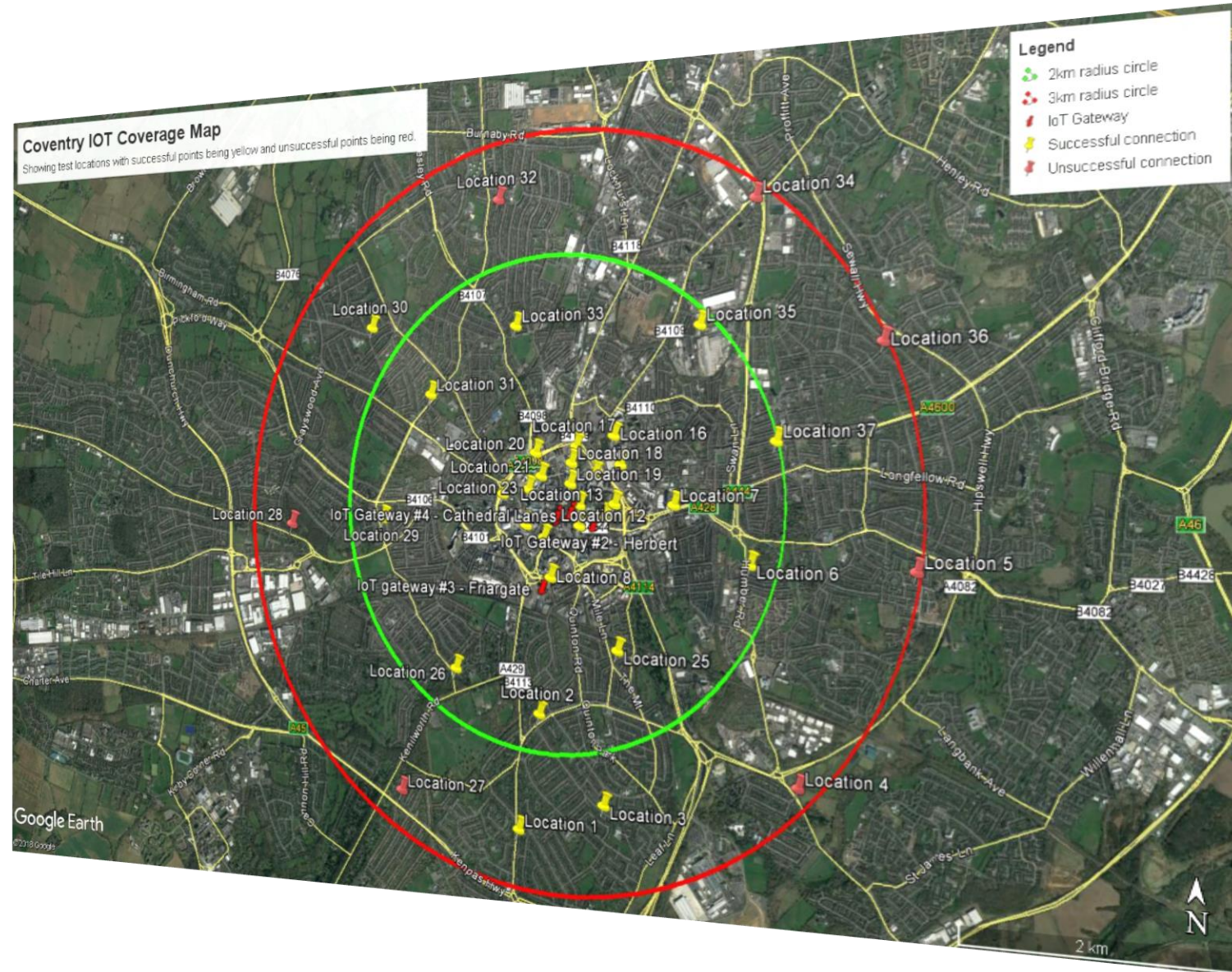
Pest control



Air quality sensors

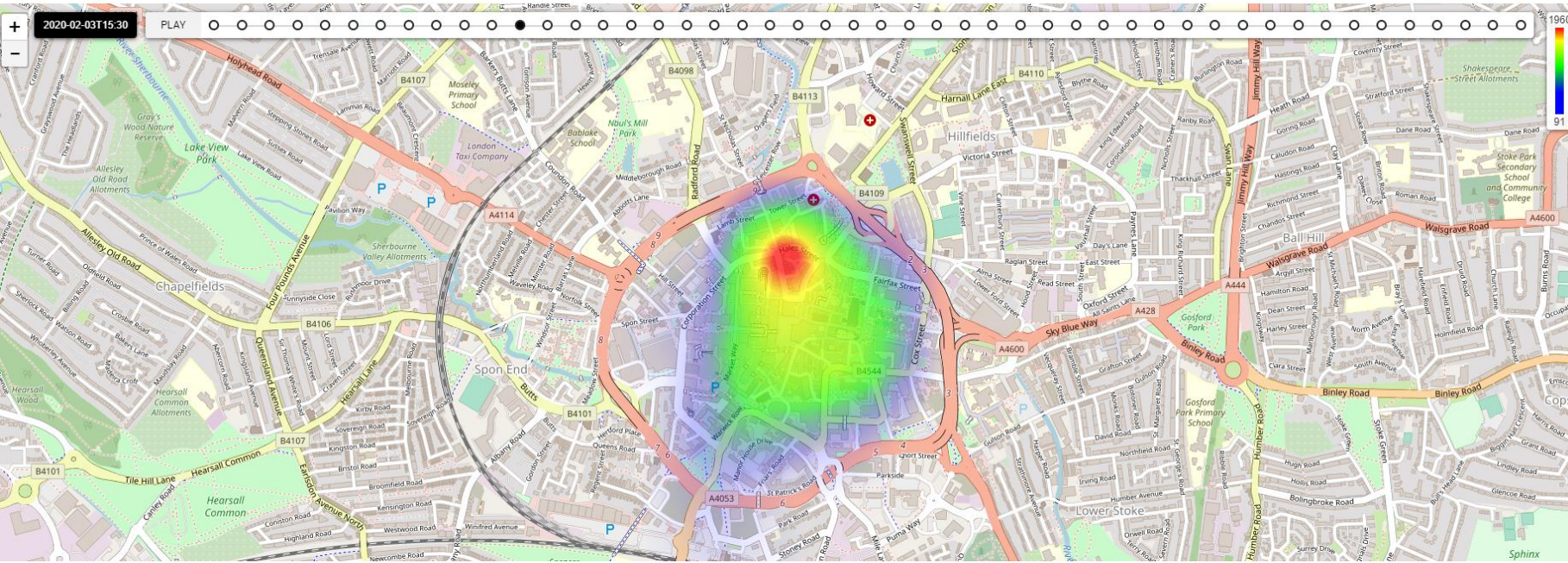


Smart bins



# ICT Strategy – Internet of Things/Data

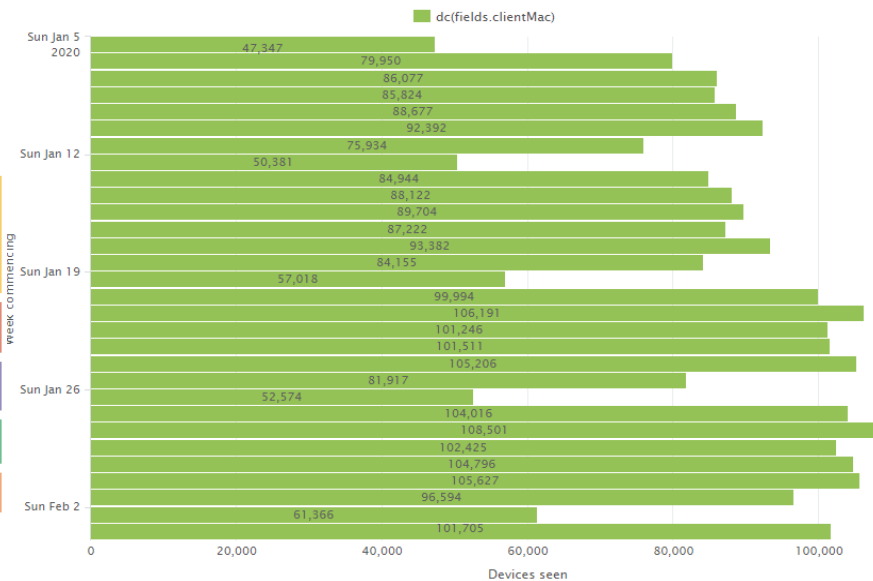
Footfall heatmap for the last 24 hours



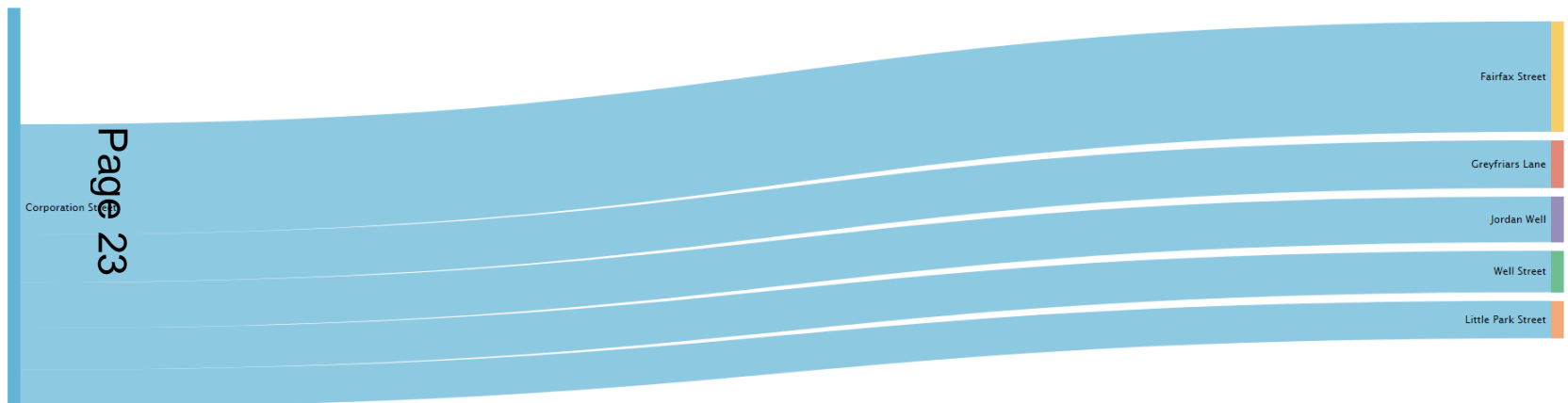
## Footfall

- Part of the public Wi-Fi
- Wi-Fi enabled devices are detected
- Journey tracking

Number of devices seen per day



Journeys from Corporation Street



# ICT Strategy – Internet of Things/Data

Page 24  
Our Data Warehouse

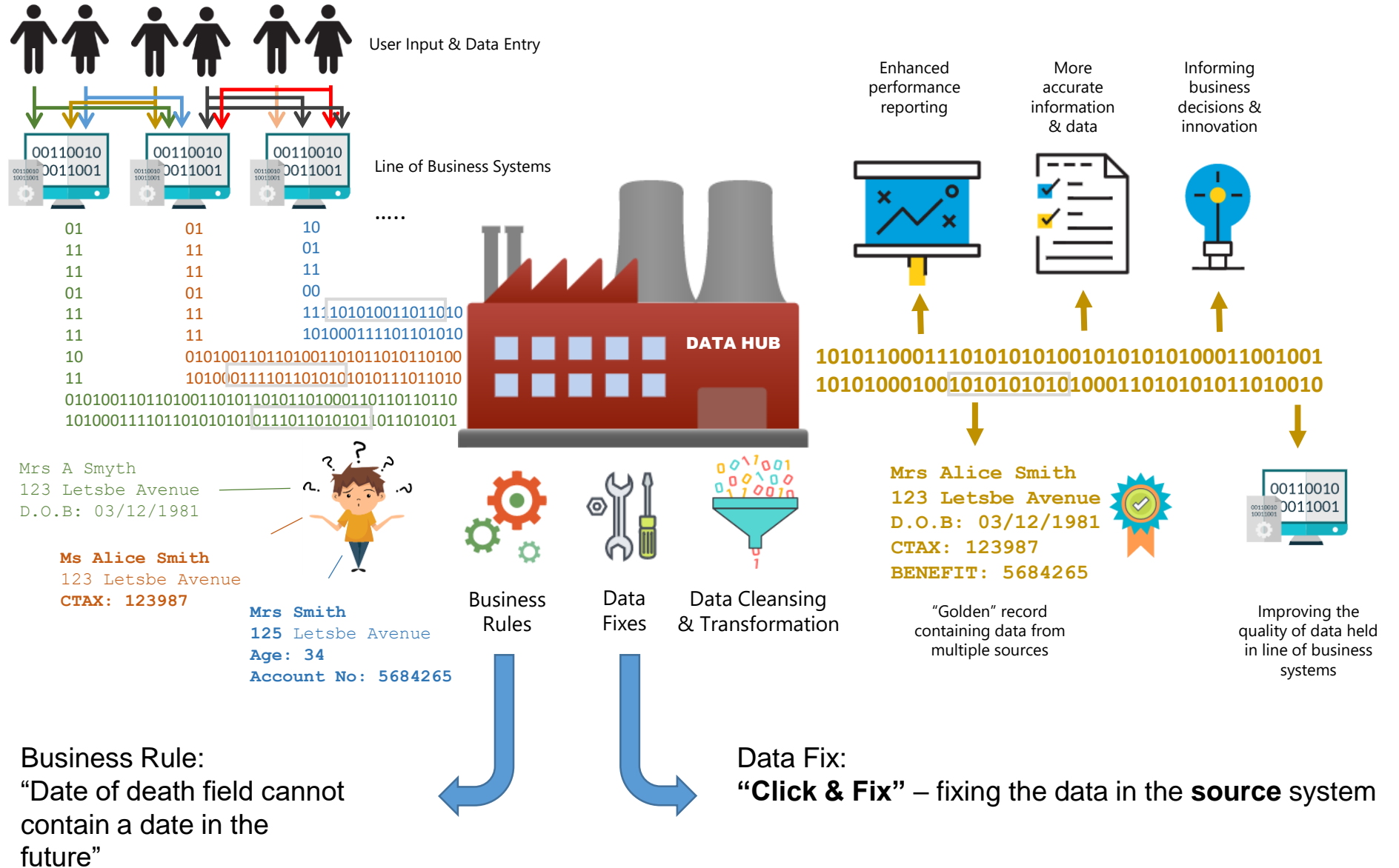
Currently processes 850m records of data each night covering data from

- Adults Services
- Finance
- HR
- Property
- ICT
- Insight

We run over 6000 business rules against this data each night

Next steps:  
Data Warehouse continues to be developed.

We are developing a Data Strategy for the organisation which will sit as part of our Digital Coventry Strategy





# ICT Strategy – An enabler for Digital First

## Online Service Reviews:

- Full programme of services redesign being worked up, in the meantime...
- Reviewing the look and feel of our website – making the search bar more prominent
- Reviewing when and why we ask customers to login or create an account to make it easier to contact us
- Looking at end-to-end journeys for our waste and street-scene services

Elected Members are a fundamental part of our Digital journey.

We want to ensure that Elected Members have the right digital tools, skills and support to help you undertake your role.

We are doing this by:

- Continually reviewing and assessing the type of digital equipment available to you
- DigiKnow and reviewing Members Induction
- The Digital First programme is looking at delivering a Members Casework Tool/App
- Upgrading and looking to make improvements to ModernGov



## Digital services will:

- › improve our customer experience
- › be easy to access and use
- › be reliable
- › promote digital inclusion
- › maximise opportunities to provide end to end solutions
- › become our primary contact method
- › keep data securely and use it ethically

## We will implement digital solutions:

- › that enable our workforce to achieve and improve productivity
- › that deliver better outcomes for our customers
- › where it reduces revenue cost or enables income generation
- › where it streamlines processes and replaces manual functions to drive efficiency

# OUR DIGITAL JOURNEY – NEXT STEPS



- Revenues & Benefits Automation
- Planning pre-application Self-Service
- Service Design Mobilisation
- Public litter bin IoT sensors
- Pilots with RPA in Commercial Waste

- GoCV Mobile App
- City of Culture & legacy
- Increased 5G network deployment

QTR 1  
2020/21

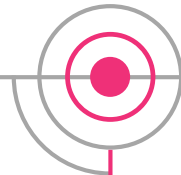


- Contactless kiosks
- Webchat soft launch
- New facilities management system
- AR at War Memorial Park
- Microsoft Teams deployed
- Staff App
- New parking system

QTR 2  
2020/21

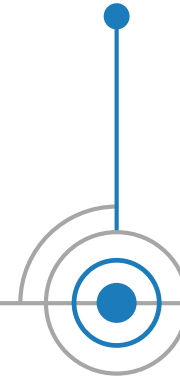


QTR 3  
2020/21

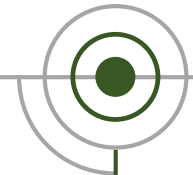


- Self-scan
- GoCV website v2
- Digital Strategy refresh inc. Data Strategy

QTR 4  
2020/21



2021/22...



- City of Culture & legacy
- New Planning System
- Ongoing Digital Transformation
- Continuing to explore opportunities with Data

Thank you

Any questions?

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# Agenda Item 6

SB1 Work Programme 2019/20

Last updated 06/03/20

Please see page 2 onwards for background to items

<b>3<sup>rd</sup> July 2019</b>
- Delivery against the Social Value Policy - Procurement Strategy
<b>18<sup>th</sup> September 2019</b>
- Reserve Balances - 2018-19 Capital Programme
<b>13<sup>th</sup> November 2019</b>
- Digital First - Medium Term Financial Strategy
<b>15<sup>th</sup> January 2020</b>
- Workforce Analytics - Coventry City Council Apprenticeships
<b>12<sup>th</sup> February 2020</b>
- Social Value and Sustainability Policy - Procurement Strategy
<b>18<sup>th</sup> March 2020</b>
- ICT Strategy Update - Recruitment Update
<b>2020/2021</b>
- One Coventry Values (May/June 2020) - Commercialisation - Business Rates - Training and Development Update

<b>Date</b>	<b>Title</b>	<b>Detail</b>	<b>Cabinet Member/ Lead Officer</b>
<b>3<sup>rd</sup> July 2019</b>	- Delivery against the Social Value Policy	To examine the extent to which the Social Value Act is delivering added value and how we can maximise opportunities to increase social value. To include a copy of the SVA Policy, how it's measured and more examples of where it has been used.	Cllr J Mutton/ Mick Burn
	- Procurement Strategy	To scrutinise the Procurement Strategy and it's impact.	Cllr J Mutton / Mick Burn
<b>18<sup>th</sup> September 2019</b>	- Reserve Balances	To receive an update on the position of Council Reserves and identify recommendations for the Cabinet Member.	Cllr J Mutton / Paul Jennings
	- 2018-19 Capital Programme	For the Board to receive a written report updating the Board on the Capital Programme.	Cllr J Mutton / Paul Jennings
<b>13<sup>th</sup> November 2019</b>	- Digital First	To scrutinise the Council's Digital Transformation agenda and the outcomes of the digital assessment undertaken by SOCITIM	Cllr J Mutton / Paul Ward/ David Ashmore
	- Medium Term Financial Strategy	To discuss the Council's Medium Term Financial Strategy prior to its approval through the political process.	Cllr J Mutton / Paul Jennings
<b>15<sup>th</sup> January 2020</b>	- Workforce Analytics	Following on from the meeting on 12 <sup>th</sup> December 2018, Members requested a further update on Workforce Analytics.	Cllr J Mutton / Grace Haynes
	- Coventry City Council Apprenticeships	To consider the apprenticeships being offered by the City Council. To look at how the young people employed are supported to get the maximum value from their placements.	Cllr J Mutton / Grace Haynes
<b>12<sup>th</sup> February 2020</b>	- Social Value and Sustainability Policy	Following the meeting on 4 <sup>th</sup> July, it was agreed to review the Social Value Policy. The new policy will be brought to SB1 for scrutiny.	Cllr J Mutton / Mick Burn
	- Procurement Strategy	The Procurement Strategy is being revised and this meeting will enable SB1 to input into its development before it is agreed by Cabinet/ Council.	Cllr J Mutton / Mick Burn
<b>18<sup>th</sup> March 2020</b>	- ICT Strategy Update	To review the impact of the ICT Strategy following its adoption by Cabinet in October 2019.	Cllr J Mutton / Paul Ward/ David Ashmore

Date	Title	Detail	Cabinet Member/ Lead Officer
	- Recruitment Update	To include an update on the new recruitment system.	Cllr J Mutton / Susanna Newing
<b>2020/2021</b>	- One Coventry Values (May/June 2020)	To update on the development of the One Coventry Values.	Cllr J Mutton / Susanna Newing
	- Commercialisation	To look at opportunities to maximise income.	Cllr J Mutton / Barrie Hastie
	- Business Rates	To discuss any proposed changes to Business Rates when any new information becomes available.	Cllr J Mutton / Paul Jennings
	- Training and Development Update	Including update on statutory and mandatory training including update on the Leadership Development Programme	Cllr J Mutton / Susanna Newing

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