

Enabled and Efficient Organisation / Finance Portfolio Report

1. Public Access Transformation

The work on the Public Access strategy, which encompasses the IT and Telephony strategy, the Accommodation Review and supporting work on service transformation is maturing. Its purpose is to develop and deliver a model that enables us to create cohesive, sustainable and empowered communities that can thrive and become more resilient, delivering the aims and objectives of the joint strategic plan. A key part of the strategy is enabling those who are able to self-serve to do so. Work has begun on a new joint transactional website to support that and we are starting to review our payments strategy and telephony arrangements.

2. 2017/18 Budget and Financial Sustainability

The high level plan of the budget process for 2017/18 has been discussed and agreed with the Administration and is available for councillors under the Joint Strategic Plan on the intranet. Work will now commence under each of the strands of activity within the plan as set out in the Medium Term Financial Strategy.

3. Digital by Design

The joint housing and planning system projects are progressing according to plan with the housing system due to go live in August/September and the planning system in November. At this point all our key service applications will be integrated giving us the consequent service efficiencies. Changes have also been made to how we send sensitive data and how we print documents, which gives us greater security over our information handling.

4. Strengthening Governance

An Electoral Review has been triggered as a result of changes in the number of electors in wards within Mid Suffolk. A presentation from the Local Government Boundary Commission for England is on today's Council agenda. Significant progress has been made in terms of reviewing the constitution. Phase I in terms of housekeeping changes is complete and Phase II looking at roles, protocols, committee functions and the decision making framework is underway. Work is underway to implement a new IT system (Modern.gov), which will modernise our approach to committees, decision-making and transparency of the whole process.

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