

To: All Members and Substitute Members of  
the Overview & Scrutiny Committee -  
Value for Money & Customer Service  
(Other Members for Information)

When calling please ask for:  
Georgina Hall, Democratic Services Officer

**Policy and Governance**

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Date: 15 January 2021

**Membership of the Overview & Scrutiny Committee - Value for Money & Customer Service**

Cllr Peter Martin (Chairman)	Cllr Peter Marriott
Cllr Joan Heagin (Vice Chairman)	Cllr Stephen Mulliner
Cllr Roger Blishen	Cllr Peter Nicholson
Cllr Jerome Davidson	Cllr Julia Potts
Cllr Jerry Hyman	

**Substitutes**

Cllr Richard Cole	Cllr John Gray
Cllr Simon Dear	Cllr Kika Mirylees

**Members who are unable to attend this meeting must submit apologies by the end of Monday, 18 January 2021 to enable a substitute to be arranged.**

Dear Councillor

A meeting of the OVERVIEW & SCRUTINY COMMITTEE - VALUE FOR MONEY & CUSTOMER SERVICE will be held as follows:

DATE: MONDAY, 25 JANUARY 2021

TIME: 7.00 PM

PLACE:

The Agenda for the Meeting is set out below.

The meeting can be viewed remotely in accordance with the provisions of The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, via the Council's YouTube page.

Yours sincerely

ROBIN TAYLOR  
Head of Policy and Governance

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This meeting will be webcast and can be viewed by visiting [www.waverley.gov.uk/webcast](http://www.waverley.gov.uk/webcast)

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## **Waverley Corporate Strategy 2020 - 2025**

### **Vision**

*Our vision is that Waverley will be environmentally, economically and financially sustainable with healthy, inclusive communities and housing available for all who need it.*

Our strategic priorities:

- ✓ Local, open, participative government
- ✓ Supporting a strong, resilient local economy
- ✓ Taking action on Climate Emergency and protecting the environment
- ✓ Good quality housing for all income levels and age groups
- ✓ Effective strategic planning and development management to meet the needs of our communities
- ✓ Improving the health and wellbeing of our residents and communities
- ✓ Financial sustainability

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### **Good scrutiny:**

- is an independent, Member-led function working towards the delivery of the Council's priorities and plays an integral part in shaping and improving the delivery of services in the Borough;
- provides a critical friend challenge to the Executive to help support, prompt reflection and influence how public services are delivered;

- is led by 'independent minded governors' who take ownership of the scrutiny process; and,
- amplifies the voices and concerns of the public and acts as a key mechanism connecting the public to the democratic process.

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## **NOTES FOR MEMBERS**

Members are reminded that contact officers are shown at the end of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

### **AGENDA**

7. **ICT STRATEGY** (Pages 5 - 6)

The Head of Business Transformation will present the ICT Strategy to the Committee.

**Recommendation**

That the Committee consider and comment on the draft strategy.

**Officer contacts:**  
**Mark Mills, Policy Officer - Scrutiny**  
**Tel. 01483 523078 or email: [mark.mills@waverley.gov.uk](mailto:mark.mills@waverley.gov.uk)**  
**Georgina Hall, Democratic Services Officer**  
**Tel. 01483 523224 or email: [georgina.hall@waverley.gov.uk](mailto:georgina.hall@waverley.gov.uk)**

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## **Financial Overview**

### **General**

The total cost of the service fluctuates annually according to changes in software agreements, licensing costs, staffing changes and in particular capital spend. Budget wise we are typically looking at revenue of £700k, staffing £740k and capital £150k totalling £1590k.

### **Citrix**

As set out in the report we believe the recommended approach would be significantly less costly than going down the alternative lap top route. Including additional support costs we think the Citrix route would drive a saving in the region of £150k per annum.

### **Telephony**

Telephony can now be delivered via head-sets through i-gels. This approach will allow us to dispense with the majority of existing handsets when they reach end of life. This will be a capital as opposed to a revenue saving, it is difficult to predict with certainty what the saving would be but based on the current market we would expect this to be in the region of £200k.

We also have over 200 hundred mobile phones across the business. Reviewing usage will be an operational decision going forward with the current cost to the business being £20k per annum for device replacement and around £20k per annum revenue cost.

### **Hosting**

We are recommending continuing with VMware which currently costs £7k pa. We will keep this under review as the market changes but taking licensing and management factors into account we think this the best approach to get the quality of service we demand.

### **Microsoft**

Although expensive at £140k per annum we do not think there is anything on the market which will better meet our requirements without presenting an unacceptable level of risk.

### **Low Code**

We went through an extensive procurement exercise last year which saw us obtain Master Data Management, Liberty Converse telephony and Liberty Create low code solutions which were all part of the customer services business transformation project. These assets will help us drive efficiencies throughout the business, facilitate automation and in due course enable us to switch off pre-existing solutions as we develop low code equivalents.

### **Line of business applications**

There are many such solutions the most significant of which are set out in the report. These are constantly under review and subject to procurement procedures each time we explore the market.

### **Cyber**

The risks of cyber attack is ever increasing and is an area in which we must invest to off-set the risk of a successful attack. We have re-cycled an existing post to focus on Cyber and there is revenue growth in this area to the tune of £20k per annum.

### **Data**

This is another area of growth with data management being ever more fundamental to operational activity. Services will need to re-cycle existing posts to ensure they have sufficient in-house data knowledge and corporately we are considering investment in a new data manager post which will cost in excess of £50k pa.