

Progress update per service

Each service is working at a different pace and will launch its formal joint working at different times. Text in bold indicates the service's Business as Usual (BAU) status where appropriate.

This appendix explores each service in more detail; any subsequent updates will be given verbally to Committee at the meeting.

Revenues and Benefits

Following the successful Academy migration at the end of June, it has been well received by colleagues internally, with no disruption to our residents and businesses.

The Document Management System (DMS) system is due to go live in October. Good progress is being made with User Acceptance Testing (UAT) readiness. A test strategy is under development to ensure the product is fit for purpose and offers good quality and value for money. Due to the sensitive nature of the information held it is essential that robust testing takes place including system testing; and user acceptance testing from both functional and process perspectives. The Business Analyst's (BA) current priority is to support the business to undertake user testing through development and execution of test scripts.

The project team and assigned testers will undertake a variety of functional and scenario based tests. The project team are continuing to explore and agree reports retention requirements to balance business needs and GDPR requirements. The Project Board notes that the introduction of a DMS will be a significant change for employees so the BA, working collaboratively with the project team will also contribute to the business readiness and change management activities to support a successful transition to business as usual.

As previously stated the process-mapping work can only be signed off once cycles of end-to-end process testing and iterative work have been completed and is therefore dependent on the availability of the test DMS. In anticipation of closer joint working Senior Business Users will attend a workshop to brainstorm an SLA for joint working, the outputs of this will inform a data sharing agreement, this is part of the critical activities in advance of installation of a shared desk top, currently anticipated to be by the end of 2019, **at which point the transition to Business as Usual will become possible.**

Building Control

A Data Sharing Agreement applicable to the sharing of building regulations application records, personal information and systems records has been approved by ENC and BCW. The agreement will enable access to each other's records, information and knowledge which will bring direct benefits to the effective delivery of the joint service for customers.

Privacy statements have been agreed and placed on the relevant service application forms and the website.

The implementation of the data retention policy (for GDPR compliance and to minimise cloud storage costs) is being reviewed in light of the recommendations given in the Dame Judith Hackitt Report: *The Independent Review of Building Regulations and Fire Safety*. The report recommends that a 'Golden Thread' of information relating to the construction of complex buildings should be retained from design through to demolition. Postponing the introduction of the retention policy will enable a more informed decision to be made if the Hackitt recommendation is implemented. The postponement will not have any impact on the

progress of the joint working project and is unlikely to have a negative impact on the DMS and Paperless project.

The joint Building Control Charter has been written and is awaiting comments by BCW before it progresses through an approvals stage prior to introduction. In the meantime, consideration is being given to publishing an ENC-only Charter.

The joint Building Control service is in the latter stages of implementation leading towards becoming a Business as Usual service soon.

Democratic Services

ENC has now procured a hosted electronic Committee Management System and is currently at implementation stage. The go-live date for web functionality has been delayed from May 2019 due to the impact the unexpected European election has had on the Democratic and Electoral Services team. Following the elections, the project plan and milestone date are under review.

The five members of the Member Working Group now have their tablet devices and are able to use them in meetings instead of paper copies. To allow each stage to be tested and proven, the next stage, to allow the remaining members and public to see papers and meeting information, and for officers to submit and manage papers, is not yet activated. Whilst the decision of BCW remains to not go ahead with their own system, BCW staff have started to receive training and to share in ongoing learning opportunities from this project exercise.

The teams are mutually challenging each other's processes through attendance at each other's formal meetings, providing feedback and using this as a basis to undertake an autumn review of their internal policies and guidance in order to achieve greater alignment around the following three areas:-

- Civic functions;
- Committee management;
- Officer and Member Services

A Joint Working Plan is agreed and the teams are meeting regularly to progress actions. Our resource difficulties remain due to the unsuccessful recruitment for a Senior Democratic Services Officer, but enhanced joint working proposals are being discussed to mitigate them in due course.

Electoral Services

Good practice and mutual support was shared in the run-up to the European election that took place on 23 May.

Both councils recently recruited to the post of Visiting Officer following coinciding resignations. The role is to undertake personal visits to properties to follow up on registration enquiries. Officers from each council participated in each others recruitment exercise, fully participating in the shortlisting, interview and selection processes.

Both posts are part-time, on annualised hours and the councils shared recruitment panel duties to ensure efficiencies and to demonstrate the value of joint working to applicants and the direction of travel of the team.

The job descriptions include a reference that the successful applicants, while recruited to one council each, will be expected to accept work in the other council as work demands dictate. Previous staff have worked in each other's areas, and BCW were also able to provide and demonstrate support of the mobile canvassing solution to support ENC's bid to begin using the same software application.

Local Land Charges and Planning Administration

Local Land Charges depend on other teams' data, from Planning Administration and other teams inside ENC and BCW, and from external organisations (e.g. NCC or national statutory bodies).

There are differences between how each council record their data, and we cannot control the quality of data from external parties; accordingly significant alignment work is required before full joint working is possible.

The separate project to transform the management of our land and property data has picked up pace significantly since the last report to this Committee, and made good progress. A previously agreed target of 8th July after which data would be assured to be of a higher quality, was not achieved. However, this only slipped to 15th July for the first two of the three focussed issues, listed below:

- Address linking
- Plotting methods and standards
- Roles and responsibilities

Address linking – This process now sits with Planning Administration, following training by ICT Services. The team manager will use incoming tasks to iterate processes, followed by creating process documentation and cascading training to the whole team to build resilience.

Plotting methods and standards – Planning Services and ICT are working together to agree suitable plotting techniques to improve speed and accuracy, and escalation thresholds where complicated plots (e.g. the boundaries of large development sites) can be completed using specialist plotting software within the team, or beyond to ICT Application Support who have the same specialist plotting software and significant plotting and technical experience. Local Land Charges and ICT are working together to achieve similar goals.

Roles and Responsibilities – This work is underway but is not on the critical path and can logically follow once more iteration is completed.

Resource challenges remain in Planning Services so the Project Sponsor and Business Transformation Team are working closely with the Planning Services management team to ensure resources are used effectively and staff wellbeing is maintained.

Communications

This service has completed its Joint Working Plan and has now successfully become Business as Usual and is removed from the Joint Working Programme. Both councils are enjoying the benefits of a shared Communications Officer.