

North East Derbyshire District Council

Council

2 March 2015

Firmstep update and demonstration
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**Report No ADCSI/1/15/JF of the Joint Assistant Director –
Customer Service and Improvement**

This report is public.

Purpose of the Report

- To provide background to the demonstration of the development of the Firmstep customer information system (CIS).

1 Report Details

- 1.1 Members will recall that Council at its meeting of 28th October 2013 agreed the procurement of the new CIS. The system was acquired to streamline business processes and to facilitate joint working across the two Councils where appropriate. The initial implementation targets have been met with the contact centre scripts in place and Environmental Health and Street Scene fully operational. Having successfully completed the initial implementation it was always envisaged that the Strategic Alliance would utilise the Firmstep product as a platform for operating common business process applications across both Councils.
- 1.2 Developments have included internal processes such as room bookings and there is a full work programme to start embedding the system throughout the Council for the coming year.
- 1.3 Development has also included the launch of a self service site, rather like an App, that will allow customers to interact with the Council wherever they are and it will be promoted to encourage customers to transact, where appropriate, on line rather than by phone or in person to realise savings.
- 1.4 The transformation team are planning to meet with groups in the community to encourage the take up of online services and Members are welcome to provide suggestions of groups in their area.

2 Conclusions and Reasons for Recommendation

- 2.1 To update Members and to support the demonstration of the CIS Firmstep system.

3 Consultation and Equality Impact

3.1 The appropriate assessments have been completed.

4 Alternative Options and Reasons for Rejection

4.1 Not applicable

5 Implications

5.1 Finance and Risk Implications

No direct implications as a result of this report.

5.2 Legal Implications including Data Protection

A Data Protection Privacy Impact Assessment has been completed on the system.

5.3 Human Resources Implications

None within this report.

6 Recommendations

6.1 That Members note the progress to date.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	
Links to Corporate Plan priorities or Policy Framework	

8 Document Information

Appendix No	Title
N/A	N/A
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	

Report Author	Contact Number
Business Development Manager	7783
Joint Assistant Director – Customer Service and Improvement	2343 or 7029

AGIN8 (COUNCIL 0302) Firmstep System