

# GWYNEDD COUNCIL CABINET



## Report to the Cabinet

**Meeting Date:** October 3, 2017  
**Cabinet Member:** Councillor Mair Rowlands  
**Contact Officer:** Geraint Owen  
**Contact Number:** 32335  
**Item Title:** Business Plan – Self-Service Project

### 1 DECISION SOUGHT

- 1.1 Approval of the Self-Service Project's Business Plan
- 1.2 Approval for the release of £104,794 of finance from the Transformation Fund in order to complete the work

### 2 REASON WHY DECISION IS NEEDED

In order to confirm and support the work that is already being done to ensure on-line self Service.

### 3 INTRODUCTION

The Self-Service Project is one of the Council's priorities and is in itself a recognition that the expectations of customers are constantly increasing and that the Council want the public to be able to make contact with us for service or information at times which are convenient to them.

The Business Plan which addresses that need is herein presented. The Plan explains how it is intended to provide on-line self-service whilst identifying the costs involved in completing the work as well as outlining the contribution that these developments has in relation to financial savings across the Council.

Detailed Research was conducted as part of the preparations for introducing self-service and the Business Plan provides details on the conclusions of that piece of work. The information gathered clearly demonstrates the real interest in using simple on-line Services whilst recognising that much work in terms of marketing and changing the mindset is required before a number of people who were consulted will be prepared to apply and pay on-line for Services.

Appendix D within the Business Plan lists those steps identified in the Communication Plan for the purpose of promoting and marketing the self-service provision following the launch of the initial package.

#### **4 NEXT STEPS & TIMETABLE**

An initial sum of £250,000 has already been allocated to finance the project from the Transformation Fund. The Business Plan identifies the need for a further Investment in order to continue work involved in development (and promotion) of self-service following the public launch in November of this year.

The Cabinet is therefore asked to approve the additional sum of £104,794 from the Transformation Fund, which is the difference between the total cost of realising the project (as it appears on page 28) and the sum which the Council has already invested.

#### **VIEWS OF THE STATUTORY OFFICERS**

##### **Monitoring Officer:**

No observations from a propriety perspective

##### **Head of Finance:**

Having reviewed the Self Service Project's Business Plan in detail, I am convinced that the financial figures therein are fair estimates of probable costs and potential savings.

Considering that the Self Service Project will assist several departments to realize significant permanent financial savings, I confirm that I support the decision sought to allocate additional one-off funding from the Transformation Fund.