

Finance & Asset Management  
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## Scarborough Borough Council

Mr T Thorne  
request-109628-  
7bdd0139@whatdotheyknow.com

Your Ref:  
Our Ref: NE/RMF

25 May 2012

Dear Mr Thorne

### Re: Freedom of Information Act 2000 – FOIA 109628

Thank you for your recent request which has been dealt with under the Freedom of Information Act 2000 (FOIA).

I enclose details below regarding the IT costs associated with the Town Hall Accommodation Review.

The amount of £1.7m was originally reported in the September 2011 Town Hall Accommodation Review Report. An extract from that report states:

#### 4.16 A Review of the Town Hall Site Accommodation

4.16.1 A condition survey undertaken independently in 2010 supports the following commentary:

- The minimum investment in the next two years to maintain a minimum standard of accommodation is approximately £2.6 million, not including IT upgrade, electronic filing etc. A further £1.7 million of capital costs would be required for these elements.

This original estimate for the IT works was included within the March 2012 Cabinet/Council Report, yet deliberately excluded from the direct additional revenue costs comparison between remaining at the Town Hall and moving to Prospect House as further analysis was required.

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In summary the detailed cost estimates are as follows:

- £775,000 – Replace cabling, corporate phone system, communication links, Wifi, home working, IT building alterations, consultants and contingency.

A similar sum will be required at Prospect House. This amount of £775,000 is a necessity and it has been used in all the workshops with Members to comparing the costs of staying to moving.

The further costs relate to 'new ways of working' and at this stage they are an estimate of cost. The benefits of undertaking such works will have to be assessed and the financial implications considered as part of the Council's Financial Strategy.

- £320,000 - Corporate Electronic Document & Records Management: Needed to underpin our current legacy IT systems and provide a secure system where all our documents are stored once, in one place and accessible by all who need them, thus allowing our documents to be properly backed up (disaster recovery), making them accessible to mobile workers and substantially reducing our paper storage requirements
- £180,000 - Integration between legacy systems and EDRM: To make above work we need to have any EDRM link to our key legacy systems (maybe 5 in all). Such integrations are not cheap and could easily cost £30k per integration (cost spread across both third party suppliers)
- £75,000 - Digitise current paper filing system: Currently large volumes of paper documents and files are stored across the authority. This is not only a significant expense, but they are susceptible to damage and loss and contain much information that is duplicated and past its 'sell-by' date. These paper files need to be inspected, with duplication and out of date documents removed and confidentially disposed. All working documents then need to be digitised (and placed in EDRM), with historical documents that need to be retained in paper form either sent to the County archive or placed in secure central storage.
- £120,000 - Corporate Mobile Working: If current levels of service delivery are to be maintained then future budget cuts need to come from modernising and working smarter.
- £150,000 - Channel Shift: The huge savings that are possible by encouraging customers to self help via cheaper access channels, e.g. the web, are well documented. But to do this any self-help transactions that are introduced need to be a complete end to end transaction that a customer can complete in their own time and in one session. This would need investment in integration, might include some additional systems to automate appropriate telephone as well as web enquiries and significant business process re-engineering

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- £120,000 – Resources and Capacity: Many of these new ways of working will need injections of capacity to implement revised processes or methods of working. These injections of capacity could be by back-filling to release key staff from their everyday duties or by bringing in specialist staff.

Should you require any further information, please do not hesitate to contact me.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to David Kitson, Senior Solicitor, Legal and Support Services, Town Hall, St Nicholas Street, Scarborough, North Yorkshire, YO11 2HG or email [david.kitson@scarborough.gov.uk](mailto:david.kitson@scarborough.gov.uk).

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner's Office cannot make a decision unless you have exhausted the complaints procedure provided by Scarborough Borough Council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 01625 545745 Fax: 01625 524510 Web: [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely



**Nicholas Edwards**  
**Head of Finance & Asset Management**



