

A Samsung smartphone is shown at an angle, displaying a management application interface. The screen shows various icons for 'Activity', 'Staff', 'Reports', 'Messages (1)', 'Sync', 'Orders', 'Documents (15)', and 'General'. The app title at the top is 'Crystal Kitchen Manager - Lever Edge Academy'.

# A digital future, what does this mean for our services ?

Elaine Long - Head of Service Bolton Council

Schools 1st

# The digital family for Dept of Place

On Line Transactions

## Visit Bolton



55,285 visits

## Food and Drink



35,392 visits

## Business Bolton



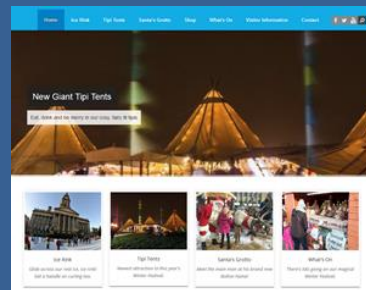
5,370 visits

## Central Bolton



7,155 visits

## Winter Festival



11,424 visits in 2015

## Find Your Future



Launching soon...

Automated Telephony  
Social Media  
On line library services  
Supported Access  
Trained staff to support  
E learning programmes

# Online transactions

## Apply

15,053

Applications made

## Report

6,653

Reported

## Pay

£4,694,835.69

Received

42,765

Transactions including eforms

## Contacts

2,079

Requests or issues

[Source: LCP and PARIS - snap shots taken on 08/09/2016]

## Revs & Bens

9092

Accounts with access to Council Tax, Housing Benefit, Landlords and Business Rates information

[Source: Rev & Bens]

## BECS

9086

96% benefits claims made online

[Source: Rev & Bens – 2015/2016]

## LWP

3417

Local Welfare Provision claims by people who have an unexpected emergency or crisis.

[Source: Rev & Bens – 2015/2016]

## School Admissions

3222

96% Primary online

2870

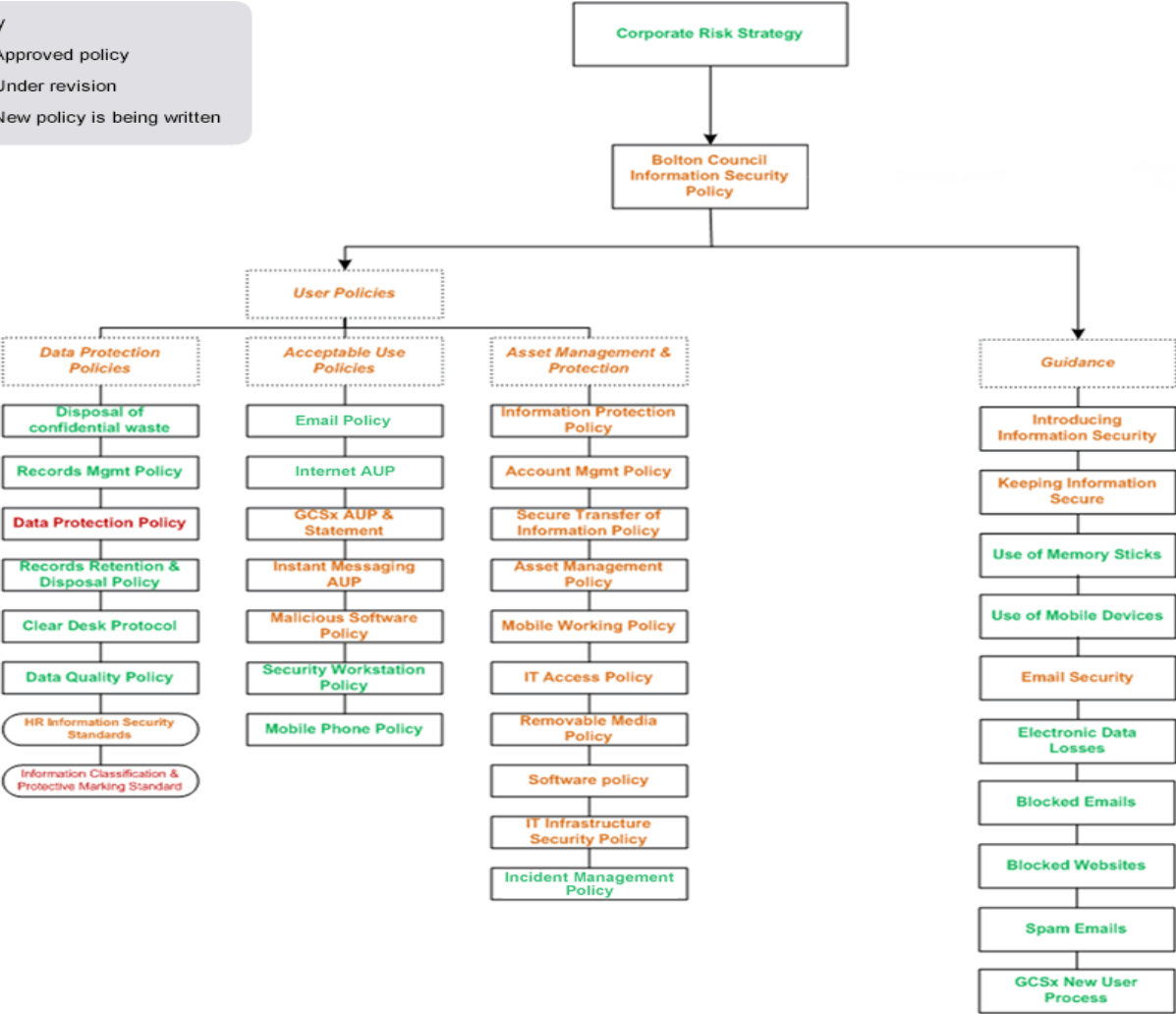
85% Secondary online

[Source: Children's Services]

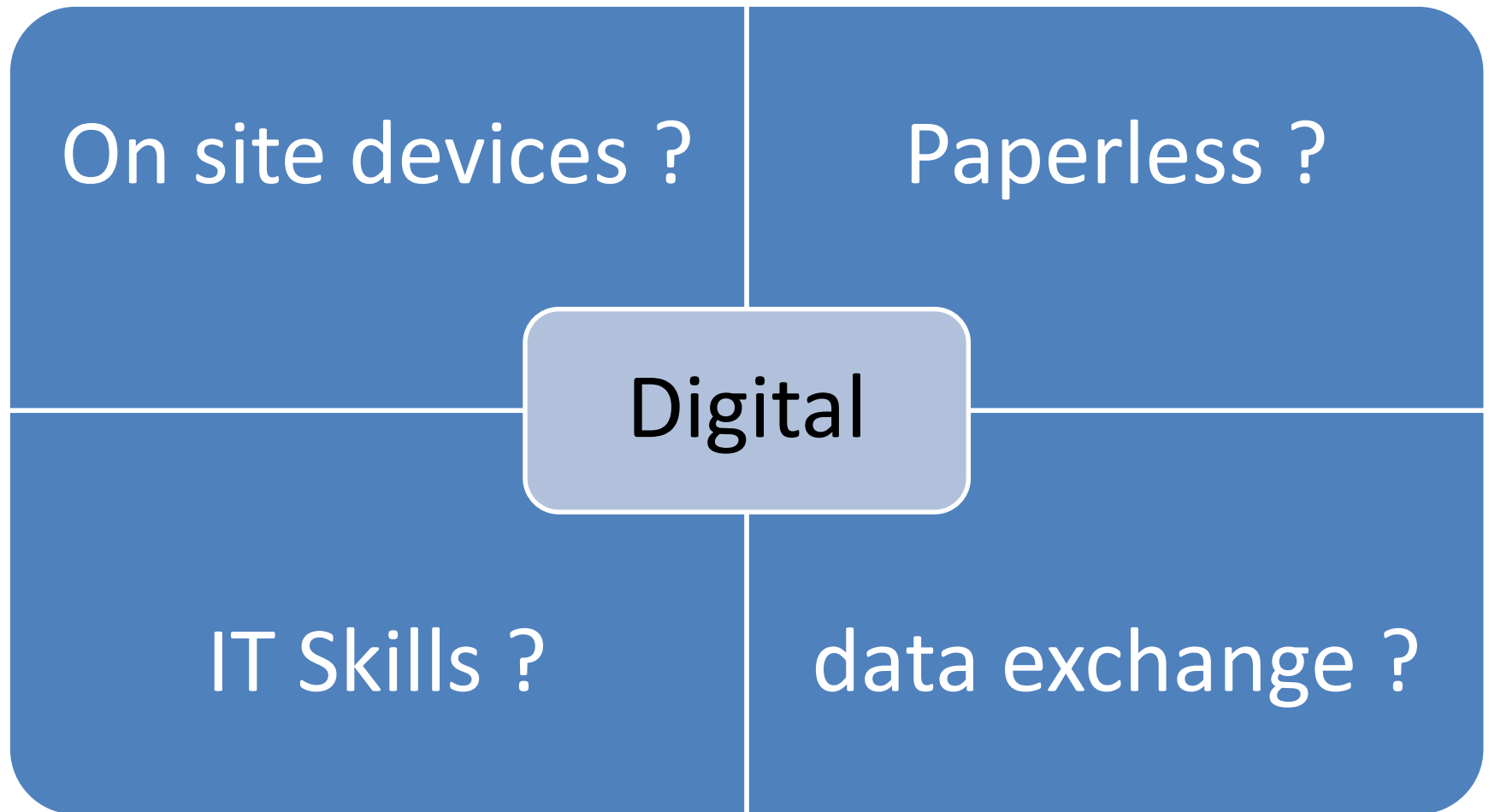
# Corporate Information security policy framework

Key

- Approved policy
- Under revision
- New policy is being written



# Digital Dinner Ladies ?



# Considerations in IT Projects



# Plan to Plan

## Project Outline

### In Kit Technology

### Environmental Services School Meals – May 2014

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#### Project summary – SCHOOL MEALS MANAGEMENT INFORMATION & MONITORING SYSTEM

##### Main Aims

1. Objective to explore improved efficiency of administration systems in remote kitchen offices
2. To reduce housekeeping costs centrally and improve productivity in kitchens by migrating admin. functions to electronic communication :-

##### Objectives

- \* reduce/remove paper and manual bookwork, stock control, orders and communications
- \* increase speed of data exchange between 100 kitchen offices and ES centre – daily updates
- \* reduce operating costs and time of the above both at the centre and in kitchens
- \* extend efficiency to further develop support functions eg e training,  
bespoke menu planning with schools
- \* position the administration activity to integrate with future technology developments in BMBC  
eg. virtualisation agenda, remote working

##### Trialling a live system

###### System Trial Objectives

- To test and analyse electronic migration from paper records to wireless tablets
- To evaluate the hosting service from an off-the-shelf supplier
- To evaluate the potential for development of an OTS system to link with corporate systems
- To identify and measure risk
- To critically analyse costs and savings efficiency before investment.
- To observe and test aptitude of kitchen managers – measure time resource and training need

### Indicative Resources

Project Team time and availability  
Training resource - in place and checked as available at minimal additional cost  
Possible consultancy from Bradford School Meals for initial 2 x set up weeks  
Technical assistance at initiation stage to be assessed – ICT and P&P in early phase  
Management input available for roll out from October 2014  
Back office review to build in est. 7-10 hours per week support and data loading/collection

### Project Plan

New plan for OTS Systems on going – Sharepoint site - In Kit Technology  
PID compiled for detailed reference.  
Approval to Tender Report submitted in October 2014.

### Project Risks

Security breach – checked and analysed and ongoing, thorough assessments -  
Supplier viability – searches done, Escrow Agreement available, Plan b with Agilisys  
Kitchen manager acceptance – good evidence to date, training support available, enthusiasm  
Rising costs of data network and connectivity – not exclusive to In Kit technology  
Service capacity – contract losses not a cost burden as per site licenses  
Procurement Delays



### Project dependencies

Developing ICT Technologies likely to complement the remote management  
Hosting dependency - bought in or developed in – house  
Service capacity in the future maybe dependant on reduced administration and up to date ICT  
Affordable staffing costs maybe dependant upon advanced technology  
Procurement progress and success



# Housekeeping Savings

Item	Volume	Total Cost	Year 1	Year2
Kitchen time staff saving		£ 43,260	£ 21,630	£ 43,260
Admin Time staff saving		£ 12,362	£ -	£ -
Trading Return Pads	96	£ 745	£ -	£ 745
Stock Books	96	£ 650	£ -	£ 650
Meal Recording Sheets	4032	£ 443	£ 222	£ 443
CT Order Pads	300	£ 3,000	£ -	£ 3,000
HACCP Forms	40000	£ 4,400	£ 2,200	£ 4,400
Comments Forms	500	£ 55	£ 28	£ 55
Safe Systems fo Work W	3360	£ 370	£ -	£ 370
Risk Assessments			£ -	£ -
Production Sheets			£ -	£ -
Continuity	5000	£ 510	£ 255	£ 510
PDR	4000	£ 410	£ -	£ 410
Training Passports	800	£ 80	£ -	£ 80
I Memo	2000	£ 220	£ 220	£ 220
Food News	2000	£ 220	£ 220	£ 220
Vacancy Lists	1000	£ 110	£ 110	£ 110
Checklists	2000	£ 220	£ 220	£ 220
Adhoc information	2000	£ 220	£ -	£ 220
Movement Sheets	4000	£ 440	£ 440	£ 440
Envelopes	1000	£ 10	£ 10	£ 10
Labels	1000	£ 10	£ 10	£ 10
TR Envelopes	1000	£ 140	£ 70	£ 140
Kitchen Manual			£ -	£ -
Light Equipment Orders			£ -	£ -
Uniform Orders			£ -	£ -
Postal License		£ 2,000	£ -	£ 2,000
Computer Licenses		£ 1,000	£ -	£ 1,000
Delivery /Petrol		£ 2,500	£ -	£ 2,500
<b>Total</b>		<b>£ 73,375</b>	<b>£ 25,634</b>	<b>£ 61,013</b>

# Benefits of Frameworks

- ▶ ***Suppliers with existing knowledge and experience of delivering educational solutions***
- ▶ ***Evaluated suppliers via an EU compliant competition process***
- ▶ ***Suppliers are quality assured***
- ▶ ***Limited risk exposure to customers***
- ▶ ***Suppliers have signed up to pre-determined contractual terms and conditions***
- ▶ ***Suppliers are subject to contract and management and reporting***

# We are the Champions





# Example Feedback

"very portable"

"if you took it away now, I'd be lost without it"

"I'm not very good with technology but have found it brilliant"

"if I can do it anyone can"

"love it - just wish everything could be on it"

"everything is in one place"

"saves lots of time"



# Future Potential

- More sophisticated monitoring
- Building Cleaning revolution
- Pre Ordering/Cashless/Meal payment links
- Single Point FM administration on site
- Shared incentives with schools/clients
- Improved measuring and mgt. information
- Links to performance and disciplinary



**Thank you**

Questions