Information Services

Director: Steve Parrock
Executive Head: Bob Clark
Executive Lead: Cllr Beryl McPhail

Information Technology (IT)

What is provided?	Why is it provided?	What drives demands?	Budget Reference
A central support service providing: • Information communications technology (ICT) business systems and software support and development. • Desktop & network support, ICT improvements projects. • Network installation, server administration & fault rectification. • ICT training. • Information Governance and Data protection & Records management services. Services extend to the Council, Council members, Adult Care Trust, and other Joint Working agencies (i.e. Youth Justice); Coroners.	This is a non statutory service but is providing business critical support to enable statutory services to function. If systems are not operational then the Councils ability to undertake its statutory duties will be compromised and public services will be affected. Responsible for delivering new IT solutions that are either required to meet new legislative requirements or to facilitate improvements in the operational efficiency of the Council's service areas Information governance is a statutory framework to ensure we comply with legislation, data protection and other mandatory standards.	A 1400 user network including front line staff and critical systems at over 30 sites around Torbay Over 300 servers and 1400 telephones, 500 remote access connections Provision of new systems to meet statutory requirements and central government directives. Nearly 500 training courses run for 1400 delegates (13/14) 12983 Service Desk support calls (13/14) 800 annual staff IT moves	502 & 504

Customer Services & Customer Access

What is provided?	Why is it provided?	What drives demands?	Budget Digest
Customer Services provides the primary access channels for the public contacting Torbay Council. Implementing Customer Access Improvement Project (CAIP) and eContact. Face to face services operate in Torquay Connections in Brixham Library and in Paignton Library Information Centre. The Contact Centre manages telephone contact for a wide range of council services The Public Access Channel and Systems Team (PACS) support and develop the back office systems that Customer Services use as well as customer facing systems. The team also provides website design & support, document digitisation, social media support	Customer Services is not statutory but does offer the public's main contact to Torbay Council either face to face, through the call centre or main switchboard. However, many of the functions supported by Customer Services are statutory, such as Elections, Registrars and Housing.	Financial Year 2013/14 demand : ● over 261,000 calls to call centre ● over 71,000 visitors ● over 122,000 calls to the switchboard Call centre demand has continued to increase Increasing demand for channel shift and digital by default to access services through the Corporate website and mobile devices. Office Rationalisation Project (ORP) Corporate initiatives such as Tell us Once (TUO)	500

Print & Post Room

What is provided?	Why is it provided?	What drives demands?	Budget Reference
Printing operates as a trading unit with all work charged on a job basis to clients. The majority of work is required by Torbay council with a diverse range of output from posters and outdoor banners through to offset/digital printing and regular complex mailing jobs obtaining the maximum postal discounts available. The Post Team deal with the receipt and despatch of all internal and external mail generated by and for Torbay, the General and Education courier service's are run from within the post Team and they also operate the council's corporate scanning service.	This service is not statutory although it supports all other departments across the authority as well as external customers.	Number of jobs produced: 1906 for the year 13/14 Number of stationary orders produced: 1063 for year 13/14 The Printing Service's customer base is 64% internal (Torbay Council) and 36% external (Primarily NHS) and turnover is approximately in the region of £842K annually Number of items posted: 793949 (13/14 up to 12/3/14) Scanned items: 74,456 (13/14 up to 12/3/14)	501 and 503