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**BRECKLAND COUNCIL**

**At a Meeting of the**

**BUSINESS IMPROVEMENT SUB-COMMITTEE**

**Held on Tuesday, 2 November 2010 at 9.30 am in  
Norfolk Room, The Conference Suite, Elizabeth House, Dereham**

**PRESENT**

Mr W.H.C. Smith (Chairman)      Lady Fisher  
Mr P.D. Claussen

**Also Present**

Mr P.J. Duigan

**In Attendance**

Margaret Bailey	- Senior Accountant Capital and Treasury
Teresa Cannon	- District Emergency Planning Manager
Monica Coffey	- Customer Services Manager
Adam Colby	- Senior Business Improvement Officer
Gavin Hughes	- Business Improvement Officer
Stephen James	- Policy and Performance Manager
Helen McAleer	- Senior Committee Officer
Maxine O'Mahony	- Director of Corporate Resources
Jane Osborne	- Committee Officer
Kevin J Taylor	- Head of ICT

**Action By**

**100/09 MINUTES**

The following points were noted:

**Min 72/10:** The Emergency Planning Manager was in attendance to provide an update on the back-up generator. She explained that this matter had been raised at the Performance Clinic as a recommendation from the Emergency Planning exercise that had been held and was on the CMT agenda for 22 November, to formally adopt an action plan, nominate officers and specify requirements. The Bunker back-up generator also needed to be upgraded. CMT would decide the best place for the generator and the Business Continuity Steering Group would monitor the project.

There was concern that a generator at the Bunker would not allow the Council to maintain services to the public from Elizabeth House in the case of a power cut, although it was acknowledged that the Bunker was needed if Elizabeth House should suffer actual structural damage / destruction.

It was agreed that this item should be included on the next agenda for an update following the CMT meeting.

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**Dominic Chessum**

**Min 74/10a:** – the launch of the new website had been put back until December due to problems with data cleansing. A member of the Communications team would be invited to the next meeting to provide an update.

**Min 92/10:** a workshop had been arranged with Steria to determine the exact requirements to use Lagan for the Helpdesk facility.

**Min 95/10:** a joint Audit/Overview and Scrutiny Panel had been arranged to discuss Members' future ICT requirements.

It was noted that the three paragraphs in Minute No 95/10 starting from "The Chairman asked..." and finishing with "...prepare a bid" referred to the ARP project and should have been included under Minute No 74/10b.

Subject to the amendment noted above, the Minutes of the meeting held on 5 October 2010 were confirmed as a correct record and signed by the Chairman.

**101/09 APOLOGIES**

None.

**102/09 URGENT BUSINESS**

None.

**103/09 DECLARATION OF INTERESTS**

None.

**104/09 NON-MEMBERS WISHING TO ADDRESS THE MEETING**

Mr P Duigan was in attendance.

**105/09 UPDATE ON IT SERVICES CONTRACT**

The Head of ICT gave Members a status report on the IT Contract.

There had been a number of meetings with Steria, staff and HR and a detailed project plan was in place for the transfer of the service. The project remained on target and no major risks had been identified. Regular reporting to BISC and CMT would ensure that all key Members and Officers were aware of progress and emerging issues.

Following a report to CMT, three Corporate risks had been identified and added to the plan:

- Loss of key staff
- Loss of IT Helpdesk service
- Loss of specialised knowledge

It was now planned to use the current Lagan Case Management system to provide the service desk function, which would reduce Year 1 start-up

**Action By**

costs.

The identification and transfer of third party contracts was being addressed. A full options appraisal would be prepared to outline potential streamlining.

A further update would be provided to the next meeting.

**106/09 IMPLEMENTATION AND FORMALISATION OF NEW PROJECTS  
REQUIRING APPROVAL FROM BISC**

The Senior Business Improvement Officer presented the report.

He had reviewed the projects from the previous twelve months during which time an application process had been implemented. However, it was clear that the process was not being applied to every report and the system needed to be formalised to ensure that all issues were considered.

The Chairman agreed that he was keen to have a corporate standard for Project Initiation Documents (PIDs).

The Policy and Performance Manager suggested that the form required extending to include closure of project, to ensure realisation of benefits.

Lady Fisher also requested that the form should reflect green procurement requirements.

The Chairman agreed and also wanted a Sponsor to be identified on the frontsheet.

The Senior Business Improvement Officer explained that the form only related to the application process and a Sponsor could be identified at a later stage. The project would also need the Portfolio Holder's agreement.

Some minor amendments were suggested:

- The flowchart on page 15 should be moved to the first page
- References to Steria should be changed to ICT
- Page 14, K.5
- Page 15, after Business Solutions, add Improvement
- References to Board replaced with Sub-Committee
- Page 16, item 5) add and Portfolio Holder

The Senior Accountant Capital and Treasury noted that finance needed to be consulted once all the relevant information was available, and given enough time to provide their evaluation.

It was suggested that the CPWG governance template could be adopted; this required the production of a PID, Business Case, End of Project Report and Post Project Report. The Policy and Performance Manager, the Head of ICT, The Senior Accountant Capital and Treasury and the Senior Business Improvement Officer would work on producing a standard form.

**Stephen  
James,  
Kevin J  
Taylor,  
Margaret  
Bailey,  
Adam Colby**

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All projects would be processed in this way, no matter how small their budget, to ensure that the Council could demonstrate value for money and the projects should show as red on the performance indicator, until benefits had been realised.

**RESOLVED** that:

- (1) a standard application form would be designed by the four officers noted above;
- (2) all future applications for funding and/or projects to the Business Improvement Sub-Committee should be made using the form and following the process detailed in the flowchart; and
- (3) completed forms should be passed to the finance department in sufficient time for them to provide an evaluation before the next Sub-Committee meeting.

**107/09 PROJECT PROGRESS**

A list of current projects was tabled for information. There were no issues to raise.

(a) Licensing and Business Support

The Senior Business Improvement Officer updated Members on the project which was nearing completion but had some issues which were delaying completion.

The Chairman asked when the Business Improvement Team would be handing over responsibility to the Licensing Team, as their resources were needed elsewhere.

The only outstanding areas requiring BIT involvement were the Gambling Act and Street Trading and the redesign had started for those processes.

With reference to mobile working, it was noted that the Lalpac system was currently for Licensing only and would not enable mobile working for other departments.

Concern was raised that the project had not produced any savings, although it was pointed out that due to savings on stationary and with income from training the project was only £4,000 short of paying for itself. More savings would be realised later in the project.

Lady Fisher also noted that the project met the green agenda as taxi drivers no longer had to come to the Council Offices as often as before and that taxi plates could be fitted at Thetford as well as at Dereham, saving on travelling.

The Policy and Performance Manager pointed out that a post project review would clarify benefit realisation.

The Chairman requested a further update at the next meeting. He also asked why the project was not being marketed by the Council.

**Adam  
Colby**

**Action By**

The Director of Corporate Resources was not keen to market the project at this stage, but Members disagreed. The Chairman requested a member of the Marketing Department to attend the next meeting to discuss this matter.

**Pam  
Sayle,  
Dan Cox**

The report was noted.

**108/09 SERVICE PERFORMANCE**

It was noted that service levels were higher than the previous month.

The Chairman expressed his gratitude to Steria staff for their hard work during the recent problem.

**109/09 PROJECT APPLICATIONS**

(a) Video Conferencing

This item had been deferred awaiting further information.

(b) Committee Suite Equipment

The Head of ICT presented the report which requested the release of funds to update the equipment in the Conference Suite.

The current projectors had not been new when purchased and were now at the end of their feasible life. Picture quality had reduced to an unacceptable level especially when showing detailed diagrams such as architect's plans. Maintenance costs for the current equipment were increasing as replacement parts and bulbs were needed more often due to the age of the equipment.

The request for funding provided a solution to rectify the poor picture quality in the Anglia and Norfolk rooms. A Proforma B was tabled.

The Chairman asked if the new equipment was transferrable in case of future refurbishment and this was confirmed.

**RESOLVED** to release £14,020 for the replacement of the existing projectors located in the Anglia Room and Norfolk Room of Elizabeth House with new 4500 lumen Mitsubishi projectors, provision of Crestron Media Control system and Crestron wireless touch panel gateway.

**110/09 EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED** that under Section 100(A) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the disclosure of exempt information as defined in paragraph 3 of Par 1 of Schedule 12A to the Act.

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**111/09 GOV CONNECT PHASE 3**

An amended report had been circulated. The amount requested had been increased to £49,805.

The Head of ICT presented the report which recommended the release of funds for the improvement of information and physical security at the Council to comply with Government requirements.

It was understood that the Government might be relaxing some future requirements of compliance, but the funds were needed to purchase equipment to meet phase 4.1 requirements. The new equipment would provide opportunities for greater internet controls in future.

**RESOLVED** to release £49,805 for improvement of information and physical security within Breckland Council, working towards obtaining compliance to the Code of Conduct (CoCo) version 4.1 of the Government Connect Secure eXtranet (GCSx).

**112/09 NEXT MEETING**

The arrangements for the next meeting on 7 December 2010 were noted.

The meeting closed at 11.15 am

CHAIRMAN