

**BRECKLAND COUNCIL**

**At a Meeting of the**

**BUSINESS IMPROVEMENT SUB-COMMITTEE**

**Held on Tuesday, 12 April 2011 at 10.00 am in  
Anglia Room, Conference Suite, Elizabeth House, Dereham NR19 1EE**

**PRESENT**

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

**Also Present**

Mr S.G. Bambridge                      Mr J.P. Cowen  
Councillor Claire Bowes              Mr P.J. Duigan

**In Attendance**

Margaret Bailey	- Senior Accountant Capital and Treasury
Stephanie Butcher	- Principal Licensing Officer
David Green	- Corporate Projects Manager
Terry Huggins	- Chief Executive
Maxine O'Mahony	- Director of Commissioning
Nigel Payne	- Environmental Health Manager
Kevin J Taylor	- Head of ICT
Roger Wilkin	- Interim Business Development Manager

**35/11 MINUTES (AGENDA ITEM 1)**

- (a) To confirm the Minutes of the meeting held on 1 March 2011

The following actions were noted:

- An update on the emergency generator including progress, costs and Bunker provision was required at the next meeting.
- Hometrack – following the meeting it was confirmed that the project had been delivered and the system was fully installed and working.
- An update on Contact Centre data collection, client management, customer ownership and the meeting with ARP was required at the next meeting.
- Insufficient information was available to update Members on the possibilities for Contact Centre assistance to the DWP regarding the single benefit. The item would be put on future agendas for update.
- It was confirmed that the new version of Lagan was live and performing well.
- The need for marketing of ideas and the lack of a marketing strategy would be discussed at the next meeting.
- A report on Licensing mobile working would be presented to the next meeting.

**Action By**

**Teresa  
Cannon**

**Maxine  
O'Mahony**

**Vicky  
Thomson  
Stephanie  
Butcher**

**Action By**

The minutes of the meeting held on 1 March 2011 were confirmed as a correct record and signed by the Chairman.

- (b) To confirm the Minutes of the meeting held on 30 March 2011

The minutes of the meeting held on 30 March 2011 were confirmed as a correct record and signed by the Chairman.

**36/11 APOLOGIES (AGENDA ITEM 2)**

Apologies had been received from the Monica Coffey, Customer Programme Manager.

**37/11 URGENT BUSINESS (AGENDA ITEM 3)**

None.

**38/11 DECLARATION OF INTERESTS (AGENDA ITEM 4)**

None.

**39/11 NON-MEMBERS WISHING TO ADDRESS THE MEETING (AGENDA ITEM 5)**

Mr Bambridge, Councillor Bowes and Mr Cowen were in attendance for Agenda Item 6 only.

Mr Duigan was also in attendance.

**40/11 MEMBERS' ICT OPTIONS (AGENDA ITEM 6)**

The Interim Business Development Manager apologised for the lateness of the supplementary report which was tabled at the meeting. He explained that he had only recently been appointed and he had reviewed the previous report and undertaken the additional work required.

The key issue was Member support. The hardware could be purchased by cost effective procurement through the Council but the way in which support was provided needed to be reviewed. Some work had already been done and indicated that there was scope to improve value for money.

The report recommended Option 1 as the optimum solution, and a review of the support provision.

The Chairman of the Overview & Scrutiny Commission was in attendance. He had also chaired the Joint Audit & Scrutiny Panel meetings. The Panel had received the Interim Business Development Manager's report at a meeting earlier that morning. He said that the presentation had made a lot of sense and the Panel were recommending Option 1 with the additional note that some Members preferred desktops to laptops.

The Panel had also raised the following points:

**Action By**

- 'Twin hatters' (Members that were both District and County Councillors) - there was concern that Breckland residents were paying for equipment used for County Council work. The Assistant Director of Finance had advised that there was a 50/50 split between twin hatters using Breckland equipment and those using County equipment. However, if in future more Members chose to use Breckland equipment, this would need to be reviewed;
- There were some Citrix compatibility issues which needed to be investigated and clear guidance should be given to Members;
- As well as laptops/desktops, Members needed to be able to scan, copy and fax documents. Duplex printing would be more economical;
- Member Support would need to be developed in more detail to ensure that Members were supported as fully as possible;
- Training, specific to the equipment provided, would be required;
- The possibility of procuring the same equipment as South Holland should be explored;
- Reliable routers were needed; and
- More use of 'remote' assistance rather than home visits.

The Business Improvement Sub-Committee Chairman noted that the option chosen had to provide best value and be fit for purpose. There were real Health & Safety issues with the existing system of Member support and the in-sourcing of the IT contract provided a significant opportunity for improvements in IT support for the whole Council.

Members agreed and also suggested that there might be a business case to refresh equipment on a four yearly basis in future.

The Senior Accountant Capital and Treasury noted that if Members were minded to support the recommendation they should also authorise the release of the funding required.

Options

- Laptops provided by the Council
- A Member Allowance

Reasons

See report.

**RESOLVED** that:

- (1) Option 1, direct provision of a laptop/desktop and printer from the Council, with on-going support and maintenance from the IT department be approved;

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- (2) a review of the provision of Member IT support be carried out in order to ensure that it is provided in the most cost-effective manner; and
- (3) £34,020 funding be released from the Refresh budget.

**41/11 STERIA INSOURCING PROJECT (AGENDA ITEM 7)**

The Head of ICT updated Members on the project which was on track and going according to plan.

A paper on the Steria TUPE proposals had been approved by the General Purposes Committee on 30 March 2011.

Negotiations were on-going with third party suppliers who were contracted until September 2011.

The next meeting of the Project Board would take place on 13 April 2011.

The Corporate Projects Manager confirmed that everything was on track for the 1<sup>st</sup> May transfer.

**42/11 FINANCE (AGENDA ITEM 8)**

The Senior Accountant Capital and Treasury tabled a report on the Capital outturn for 2010-11. She apologised for the lateness of the report which was due to Year End pressures.

She explained the contents of the report and advised that a request to carry-over the £548,837 of un-spent budget would be made to Cabinet in June. She asked Members to confirm that they were satisfied that the explanations, for the need to carry-over, were adequate.

She pointed out that there might be an issue as there were three amounts of funding not yet released and no projects were listed against them. She also advised that the £584,837 would be the only funding available for 2011/12.

The Chairman asked for a list of projects to be provided to support the recommendation.

**Maxine  
O'Mahony**

**RESOLVED** to:

- (1) note the virements, final budgets and outturn position as detailed in the report; and
- (2) **RECOMMEND TO CABINET** the carry over of unspent funding of £548,837 included in the Capital Outturn report.

**43/11 NEXT MEETING (AGENDA ITEM 9)**

The arrangements for the next meeting on 24 May 2011 were noted.

**Action By**

**44/11 EXCLUSION OF PRESS & PUBLIC (AGENDA ITEM 10)**

**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 Part 1 of Schedule 12A to the Act.

**45/11 LICENSING PARTNERSHIP (AGENDA ITEM 11)**

The Principal Licensing Officer presented the report.

The Chairman was concerned that there did not seem to be a Marketing Strategy to support this kind of enterprise.

The Chief Executive acknowledged that there was a missing link between service ideas and the Marketing Department.

With regard to the report he suggested that the way forward might be to offer a service rather than engage in a partnership. There were other opportunities to develop.

It was therefore **RESOLVED** that subject to the removal of the word 'partnership' the recommendations in the report be supported.

The Chairman asked that an update be provided at the next meeting.

**Stephanie  
Butcher**

The meeting closed at 11.02 am

CHAIRMAN