
BRECKLAND COUNCIL

At a Meeting of the

BUSINESS IMPROVEMENT SUB-COMMITTEE

**Held on Tuesday, 1 June 2010 at 9.30 am in
Dereham 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

Monica Coffey	- Customer Services Manager
Carol Dunne-Bathurst	- Revenue Accountant
Stephen James	- Policy and Performance Manager
Kevin J Taylor	- Head of ICT
Helen McAleer	- Senior Committee Officer

46/10 MINUTES

The following points were noted:

Minute No 33/10

(24/10) A presentation had been given to the Green Panel and more work was being done to establish the benefits of ISO14001. A presentation would be made to Exec Board with options.

(29/10) The report had been delayed due to leave commitments. Advice on business priorities was sought to help assess priorities for project progress.

Members were concerned that the Licensing project was still on-going. Data entry/cleansing had been extended due to staff resourcing issues however the recruitment of additional temporary staff would help to bring the project back on target. The project was already delivering operational benefits such as reducing the need for storage space and providing a much needed review of the licensing process. The project also had potential to be a marketable asset when fully completed.

With the removal of the CAA the Policy and Performance Manager said that his team had some spare capacity to take on additional performance functions, but he needed to understand the BIT programme and its delivery aspirations.

The Chairman requested a detailed report on the Licensing project for the next meeting.

Action By

**Kevin J
Taylor**

The imminent introduction of a new VM ware environment should deliver performance improvements for LAGAN system users. This tied in with a review of the Dereham/Thetford link and the placement of key applications which should also deliver noticeable benefits for LAGAN users.

Members were concerned about the lack of a long term back-up power supply for Dereham and resolved to:

RECOMMEND TO CABINET that an on-site back-up generator be provided to safeguard business continuity at Dereham.

Minute No 40/10

More information about the cost of the Digi TV connector from Civica was requested for the next meeting.

A Member was concerned that recent changes in Government might affect future funding in support of housing initiatives, this was to be confirmed.

The minutes of the meeting held on 4 May 2010 were confirmed as a correct record and signed by the Chairman.

47/10 APOLOGIES

Apologies for absence had been received from Margaret Bailey and Kevin Rump.

48/10 URGENT BUSINESS

None.

49/10 DECLARATION OF INTERESTS

No declarations were made.

50/10 NON-MEMBERS WISHING TO ADDRESS THE MEETING

Mr P Duigan was in attendance.

51/10 CUSTOMER ACCESS STRATEGY

The Customer Services Manager advised Members that the Strategy had been re-drafted and refined to three objectives with time-lines. It was currently with the Chief Executive for comment and would be presented to the next meeting.

The 'Tell Us Once' project was moving ahead and a meeting would be held on 17 June to decide the way forward. The Government would be providing the software for the project and an implementation Manager, free of charge.

A report was going to Exec Board on 8 June concerning 'intellectual property' and copyright. The use of the © mark on Council scripts, etc would be investigated.

Action By

**Kevin J
Taylor**

**Monica
Coffey**

52/10 IT SECURITY POLICY

Copies of the Policy were tabled by the Head of ICT, who advised Members that minor changes had been made to the Policy as previously discussed.

One addition was needed to make specific reference to the Social Media Policy prior to submission to a future Local Joint Consultative Committee.

Discussions with other authorities regarding potential ICT partnership arrangements were on-going. It was suggested that NCC Broadband services to the schools had capacity to be shared with public sector users. There was also currently a pilot scheme being run by NCC on wi-fi provision.

The Head of ICT informed Members that NCC had an e-learning package for on-line courses which could be accessed at a reduced cost and that network sharing proposals would open up communication channels to other Partners in Norfolk, avoiding significant costs and providing additional resilience.

A Business Case would need to be prepared to identify where cost savings and benefits could be found. The Chairman warned that cuts were coming and efficiencies needed to be identified. He asked for a report for the next meeting.

The following changes to the wording of the Strategy were agreed:

- Paragraph 3.1.3 (first bullet point) - replace *regularly* with *continually*
- Paragraph 5.1.3 (penultimate sentence) – add *...will be invoked* and could result in dismissal.
- Paragraph 6.1 (third paragraph) – after *Steria* add and ICT Manager.
- Paragraph 6.4 (first paragraph) – after *ICT Manager* add or ICT Deputy.

Other minor typing errors were noted. The Head of ICT said that he would make the changes and re-issue to Policy in advance of the next meeting.

Members asked for clarification of the use of equipment for party political activities (Paragraph 7, second bullet point). The Chairman asked for the wording to be checked by the Legal Department.

53/10 PROJECT APPLICATIONS

None.

54/10 REVIEW OF MEMBER TRAINING

Members had been invited to attend training days offering a range of date and time options, however attendance had been less than 20% which was disappointing.

Action By

**Kevin J
Taylor**

**Kevin J
Taylor /
Mike Horn**

Action By

55/10 PROJECT PROGRESS

The Head of ICT advised that about 15 key projects were currently live.

The Chairman said that it was useful to have a list showing active projects and others that were proposed. He wanted to limit the number being actioned to ensure delivery. The list should also be circulated to the Finance department so that they were kept advised of which projects were active and what was being budgeted for.

The Finance representative noted that capital projects were now linked to the TEN performance system.

Good progress was being made on switching voice and broadband contracts, with expected savings of up to £25,000 per annum.

56/10 PLANNING AND BUILDING CONTROL (FOR INFORMATION)

The Head of ICT reported that due to changes to Building Regulations the Ocella system needed to be upgraded. As this was a result of a change in legislation, the cost of the upgrade may fall to the Council.

The upgrade would be discussed at the Contracts Monitoring Group to be agreed as a project which would be subject to standard governance / application request processes.

Note: There was currently no budget provision allocated for this.

57/10 LICENSING

This item had been discussed at Minute No 46/10 above.

58/10 SERVICE PERFORMANCE

The update from Steria was tabled.

The report was noted.

59/10 SHARED SERVICE UPDATE / PROPOSAL FOR TRANSFORMATIONAL GOVERNANCE

This item would be kept on the Agenda as a Standing Item whilst other opportunities for shared services were investigated.

Members wished to note their disappointment at the failure of the South Norfolk shared service proposals and to encourage officers to seek savings elsewhere including further dialogue with Forest Heath.

It was recognised that delivering savings and efficiencies would be a priority for the foreseeable future. It was likely that funds allocated to projects with a weak business case would be recovered and reapplied to projects with stronger financial justification. This would assist the Council in its internal transformation programme, with ICT/BIT playing a lead role in assessment, governance and delivery of key projects and monitoring the realisation of benefits highlighted through the TENS system and managed by the Performance Team.

Action By

60/10 FINANCIAL PERFORMANCE

The Finance representative tabled the latest Finance Performance Report.

The report was noted.

61/10 NEXT MEETING

The arrangements for the next meeting were noted.

The meeting closed at 11.35 am

CHAIRMAN