

# **CHESHIRE EAST COUNCIL**

Minutes of a meeting of the **Corporate Scrutiny Committee**  
held on Monday, 7th December, 2009 at The Capesthorpe Room - Town Hall,  
Macclesfield SK10 1DX

## **PRESENT**

Councillor A Thwaite (Chairman)  
Councillor J Narraway (Vice-Chairman)

Councillors A Arnold, G Barton, G Baxendale, D Bebbington, J Crockatt,  
M Davies, D Stockton and Rachel Bailey

## **Apologies**

Councillors S Conquest, P Edwards, D Topping and S Wilkinson

## **14 APOLOGIES FOR ABSENCE**

## **15 MINUTES OF PREVIOUS MEETING**

RESOLVED – That the minutes of the meeting held on 9 November 2009 be approved as a correct record.

## **16 OFFICERS PRESENT**

Lisa Quinn – Borough Treasurer  
Mark Nedderman – Senior Scrutiny Officer  
Katie Smith- Scrutiny Officer  
John Barrett – ICT Manager  
Paul Bayley – Customer Services Manager

## **17 ALSO PRESENT**

Councillor F Keegan – Resources Portfolio Holder

## **18 DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **19 PUBLIC SPEAKING TIME/OPEN SESSION**

There were no statements from members of the public.

## **20 HALF YEAR PERFORMANCE REPORT**

The Committee considered a report of the Head of Policy and Performance containing an overview of the 2009-2010 mid year performance.

Mid year performance data had been received for 78 indicators out of the National Indicator set of 190. These included 21 indicators out of the 34 designated LAA targets.

Overall, performance for the 78 returns was reasonably good, with 47 of the targets having reached or exceeded their target, although it was reported that 31 had underperformed.

RESOLVED – That the report be received and noted.

## **21 ICT HARMONISATION**

The Committee received a presentation from John Barrett, ICT Manager on the harmonisation of ICT systems in Cheshire East.

The Council had inherited a number of ICT systems which involved a number of tasks to rationalise systems .

The network and data centre infrastructure was expensive to split – both in terms of capital investment and running costs and it was therefore currently being run on a shared basis through a partnership with Cheshire West and Chester Council. The plan was to extend the partnerships to include the rest of the public sector. Discussions were at an advanced stage with the Fire Service and the NHS.

A number of initiatives were underway to effect the harmonisation including:

- Engaging with Local Strategic Partnership (LSP)
- Establishing a collaborative website
- Joint review of the future ICT requirements of each organisation in order to assess more fully, potential partnership projects.

An ICT partnership day had been held on the 26 November 2009, which had attracted over 40 IT professionals from 16 organisations. Agreement had been reached that the greatest return on Investment on undertaking Partnership working would be achieved by:

- Network Sharing and Data Centre Provision
- Procurement for ICT goods and services
- Pooling of skills and knowledge to enable improved service delivery.

An action Plan had been drawn up as follows:

- A joint Member/Officer board to report on Development Management issues had been established.
- Formal mechanisms had been established, escalation process around problem management. Named individuals identified as first point of contact.
- Initial meetings had taken place with suppliers to discuss short term issues plus longer term strategies around the IT infrastructure to support Development Management. ICT Strategic recommendation is likely to be a full system rebuild in parallel to existing system to minimise disruption to business operation.

- Following recommendations from suppliers, design/document the architecture to support Development Management.
- Work with the ICT Shared Service to ensure the appropriate SLA's are in place for agreed architecture.
- Ensure appropriate release management procedures are in place for Development Management applications.
- Project commissioned in ICT Shared Service to undertake above work. ICT Strategy will oversee the project throughout the full project lifecycle.
- Detailed Project Plan available mid December.
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RESOLVED – That the presentation be received.

## **22 PRESENTATION ON CUSTOMER RELATION MANAGEMENT SOLUTION (CRM)**

The Customer Services Manager outlined the procurement arrangements to secure a Customer Relation Management System (CRM) for Cheshire East.

The CRM would help to resolve the majority of customer enquiries at the first point of contact and to improve accessibility of Council Services in terms of locations, opening hours, access channels and links to other organisations.

The CRM would:

- Develop more responsive customer services; organised to reflect customer characteristics, preferences and life events such as starting school
- Improve the accessibility of Council services in terms of locations, opening hours, access channels and links to other organisations
- Reduce the cost per contact across all customer access channels
- Resolve 80% of customer enquiries at their first point of contact
- Reduce avoidable customer contact caused by service failures, progress chasing and poor communication
- Shift the profile of customer contact to access channels that are more convenient to the customer, appropriate to the transaction and more cost-effective for the Council
- Develop relationships and trust with partners to enable customers to access a range of community services through a local virtual public gateway

There were currently 4 legacy systems from the 4 demised authorities which were in the process of being evaluated.

The procurement process would involve using the OGC CRM Framework Agreement to ensure competition and to secure submissions from companies with proven abilities in this area.

It was intended to implement a system from April 2011 onwards by initially replacing legacy CRM solutions and harmonising the Customer Centres.

RESOLVED – That the presentation be received and the Customer Services Manager be requested to circulate details of the preferred CRM solution to members of this Committee prior to a final decision being taken.

## **23 BUDGET PROCESS 2010/2011**

The Committee considered putting in place, arrangements to manage Overview and Scrutiny involvement in the budget setting process for 2010/2011. The Committee had received a briefing on the budget consultation process to date, at an informal meeting prior to the meeting, at which it had been suggested that a panel of members drawn from all Overview and Scrutiny Committees should develop a programme after the Christmas holidays.

RESOLVED – That a Budget Consultation group be set up on a 4:1:1:1 basis consisting of the following members; the group be authorised to agree its own terms of reference with a view to advising the Borough Treasurer and Cabinet on the process to involve Overview and Scrutiny in the 2010/2011 budget setting process:

Councillors

A R Thwaite – Chairman Corporate Scrutiny (Con)  
G Walton- Chairman Environment and Prosperity (Con)  
R Westwood – Chairman Children and Families (Con)  
S Wilkinson – Vice – Chairman Sustainable Communities (Con)  
G Baxendale – Vice –Chairman Health and Adult Social Care (Con)  
J Narraway - Vice –Chairman Corporate Scrutiny (LD)  
S Conquest - Corporate Scrutiny (Lab)  
P Edwards - Corporate Scrutiny (Ind)

The meeting commenced at 2.00 pm and concluded at 4.10 pm

Councillor A Thwaite (Chairman)