

CHESHIRE EAST COUNCIL

Minutes of a meeting of the **Corporate Overview and Scrutiny Committee**
held on Thursday, 15th June, 2017 at Committee Suite 1,2 & 3, Westfields,
Middlewich Road, Sandbach CW11 1HZ

PRESENT

Councillor M Simon (Chairman)
Councillor M Grant (Vice-Chairman)

Councillors Rhoda Bailey, S Corcoran, B Dooley, Nicholas, J Saunders,
H Wells-Bradshaw and B Burkhill

Apologies

Councillors S Pochin, L Smetham and B Walmsley

1 APOLOGIES FOR ABSENCE

2 ALSO PRESENT

Councillor Paul Findlow -Corporate Policy and Legal Services Portfolio Holder
Councillor Peter Groves - Democratic and Public Engagement, Assurance and
ICT Portfolio Holder

Jan Willis – Section 151 Officer
Peter Bates – Chief Operating Officer
Linda Couchman - Interim Director of Adult Social Care and Health
Sean Hannaby - Director of Planning & Sustainable Development
Alex Thompson - Head of Finance & Performance

3 MINUTES OF PREVIOUS MEETING

RESOLVED - That the minutes of the meeting held on 6 April 2017 be confirmed
as a correct record and signed by the Chairman.

4 DECLARATIONS OF INTEREST

There were no declarations of interest.

5 DECLARATION OF PARTY WHIP

There were no declarations of the existence of a party whip.

6 PUBLIC SPEAKING TIME/OPEN SESSION

There were no members of the public present who wished to speak.

7 2016/17 FINANCIAL OUTTURN AND REVIEW OF PERFORMANCE

The Committee considered a report of the Director of Finance and Procurement which outlined how the Council managed resources to provide value for money services during the 2016/17 Financial Year. The report included narrative from the Council's Draft Group Accounts, to highlight financial performance within the year, as well as associated annexes to show how the Council had achieved against outcomes contained within the Corporate Plan.

Members then questioned the Chief Officers and Portfolio holders who were present at the meeting on the contents of the report.

RESOLVED - That the report be received and noted.

8 DIGITAL CUSTOMER SERVICES

Paul Bayley Customer Services Manager gave a presentation on the Digital Customer Services Programme which had begun in 2014 with the development of a high level business case for Digital Customer Services, working in partnership with Price Waterhouse Cooper (PWC)

In 2016, PWC and the Council came to a mutually agreed decision to end the partnership, although some of the functions and features that had been designed in the partnership were to continue.

Paul explained that the Council had already introduced new arrangements for blue badge applicants which had produced benefits by simplifying the process for residents, increasing automation, reducing administrative tasks in the back office, and helping Customer Services to process applications and enquiries more efficiently

The next stage in the process to improve digital services would be to accelerate the pace and scale of transformation across many more services.

RESOLVED – That the presentation be received and noted.

9 BEST4BUSINESS ORACLE REPLACEMENT.

Dominic Oakeshott Head of Professional Services gave a presentation on the Corporate Scrutiny HR and Finance System Replacement

Currently the Council used the Oracle e-business suite for HR and Finance which was shared with Cheshire West and Chester
Oracle was originally implemented by Cheshire County Council in 2002, and was last upgraded in 2014.

Over the years, the system had been heavily customised and upgraded several times. Running costs were considered to be high, but had reduced under the new ICT Shared Service.

Soft market testing had been carried out to replace the Oracle system and a plan to implement a new system by 1 September 2018 had been proposed which would require the de-commissioning of Oracle by March 2019

It was suggested that there was benefit in having a joint discussion with colleagues in Cheshire West and Chester prior to formal decisions being taken by the respective authority Cabinet on the 11 July (Cheshire East) and 12 July (Cheshire West and Chester).

RESOLVED –

(a) That the presentation be received;

(b) That the Scrutiny manager be requested to seek 3 volunteers on a 2(Con) 1 (Lab) basis to represent the committee at a joint meeting with Cheshire West and Chester on a date to be determined but before the 11 July, to formulate this committee's formal response to the proposal relating to Best4Business.

10 WORK PROGRAMME PROGRESS REPORT

The committee reviewed its work programme.

RESOLVED That consideration be given to holding an additional meeting in July to consider the Cheshire East Communications Peer Review

11 FORWARD PLAN

RESOLVED – That the forward plan be received and noted.

The meeting commenced at 2.00 pm and concluded at 4.00 pm

Councillor M Simon (Chairman)