

CORPORATE ISSUES SCRUTINY COMMITTEE

12TH OCTOBER 2009

Present – Councillors Shaw (Chairman), Ayub, Connell (as deputy for Councillor Chadwick), Cottam, Mrs. Fairclough (as deputy for Councillor P. Brierley) , Hayes, Higson (as deputy for Councillor Ashcroft), Hollick, Hornby, Mistry, J. Silvester, Spencer and J. Walsh

Also in Attendance

Councillor Thomas	- Executive Member for Corporate Resources and Health
Councillor Kay	- Executive Member for Human Resources and Diversity
Mr. P. Molyneux	- Assistant Director, Highways and Engineering and Committee Chief Officer Support
Mr. I. D. Mulholland	- Principal Scrutiny Officer
Ms. S. Johnson	- Deputy Director of Corporate Resources
Mrs. M. Stoney	- Assistant Director – Legal
Mr. J. Rowlands	- Assistant Director Tax and Benefits
Mr. M. Devargas	- Assistant Director Corporate Resources
Mr. V. Vora	- Senior ICT Manager

Apologies for absence were received from Councillors Ashcroft, P. Brierley, Chadwick and Morris (as Executive Member for Strategy and External Relationships)

Councillor Shaw in the Chair

15. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Committee held on 24th August, 2009 were submitted.

Resolved – That the minutes be approved as a correct record

16. MONITORING OF DECISIONS

The Director of the Chief Executive's Department submitted a report which provided details of the progress of decisions taken at previous meetings of this Committee.

Further to the circulated document relating to Revenues and Benefits Performance Issues, in respect of Housing Benefit Security – The number of Fraud Investigations per 1,000 caseload, Members discussed issues around value for money in this regard. In respect of Housing Benefits overpayments recovered, Members referred to issues around the effect on borrowings.

Resolved – That the position be noted

17. ANNUAL WORK PROGRAMME

The Director of the Chief Executive's Department submitted a report which set out details of the Committee Work Programme for the 2009/2010 Municipal Year.

Members discussed the Work Programme, in terms of any amendments that could be made.

Resolved – That the updated Work Programme be approved.

18. ICT STRATEGY

The Committee received a presentation from the Assistant Director of Corporate Resources entitled "ICT (enabling) Strategy – Understanding the ICT Investment".

The presentation commenced by asking the following, three questions:-

- Was the Council spending appropriately to support its aims and objectives;

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- Was the Council maintaining its ICT infrastructure appropriately to ensure that it delivered the necessary services; and
- Was the Council providing appropriate ICT support services to meet the needs of users of information technology.

The presentation then focussed on the following issues:-

- What actually happened when a PC was switched on;
- What was the Council paying for;
- How did Bolton compare with other authorities;
- How was support accessed;
- How was Corporate ICT performing;
- What was managed by the Corporate ICT Division; and
- What was expected of the Corporate ICT Division.

Following the presentation, Members raised the following salient points:-

- the use of 3,500 mobile telephones and the associated audit trail;
- the warranty cost issue for equipment and system failure rates;
- remote working issues and use of own ICT equipment and associated security issues; and
- ICT resilience to a major incident in terms of the Council's back up facilities.

Resolved – (i) That the presentation and discussions thereon be noted and welcomed.

(ii) That the Executive Member for Corporate Resources and Health be asked to consider at a forthcoming Corporate Resources and Health Policy Development Group the issue of the warranty strategy for ICT equipment in terms of overall value for money.

19. CUSTOMER RELATIONS MANAGEMENT

The Committee received a presentation from the Assistant Director of Tax and Benefits outlining the current position in relation to the Council's Customer Relations Management Strategy.

The presentation focussed on the following key points:-

- The need for change;
- What the Council's customers wanted;
- Selected supplier;
- Project governance;
- Progress to date;
- Implementation timetable;
- Communications;
- Lessons learnt; and
- Customer outcomes.

Following the presentation, Members raised the following salient issues:-

- a review in the coming months to see what progress was being made;
- retaining contact history and the associated permissions needed;
- staff training particularly in relation to data protection matters; and
- staff capacity issues.

Resolved – (i) That the presentation and discussions thereon be noted and welcomed.

(ii) That an update be provided to the February, 2010 meeting of this Committee on the interim lessons learnt following Phase One of the changes.

20. MEMBERS' BUSINESS

The Committee received the extract of minutes of other meetings of the Council relevant to the remit of this Committee:

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- a) Extracts of the Executive held on 24th August and 28th September, 2009;
- b) Extract of the Executive Member for Corporate Resources and Health held on 29th September 2009;
- c) Extract of the Executive Member for Strategy and External Relationships held on 2nd and 30th September, 2009;
- d) Extract of the Executive Member for Human Resources and Diversity held on 2nd and 30th September, 2009;
- e) Human Resources and Diversity Policy Development Group held on 15th September,

2009; and

- f) Corporate Resources and Health Policy Development Group held on 26th August, 2009.

Resolved – That the minutes of various meetings be noted.

(The meeting commenced at 6.00 pm and ended at 7.19 pm)