

MINUTES of the meeting of the **COUNCIL OVERVIEW & SCRUTINY COMMITTEE** held at 10.00 am on 3 December 2014 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 29 January 2015.

Members:

- * Mr Nick Skellett CBE (Chairman)
- * Mr Eber A Kington (Vice-Chairman)
- * Mr Mark Brett-Warburton
- * Mr Bill Chapman
- * Mr Stephen Cooksey
- * Mr Bob Gardner
- * Dr Zully Grant-Duff
- * Mr David Harmer
- * Mr David Ivison
- Mrs Denise Saliagopoulos
- * Mr Chris Townsend
- * Mr Richard Walsh
- * Mrs Hazel Watson
- * Mr Keith Witham

Ex-officio Members:

Mr David Munro, Chairman of the County Council
Mrs Sally Ann B Marks, Vice Chairman of the County Council

Present:

* = present

95/14 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Denise LeGal and Denise Saliagopoulos.

96/14 MINUTES OF THE PREVIOUS MEETING: 6 NOVEMBER 2014 [Item 2]

The Committee requested that a reminder be sent to the Strategic Director of Business Services regarding circulating the information of potential savings associated with the South East Business Services Partnership.

97/14 DECLARATIONS OF INTEREST [Item 3]

No declarations of interest were received.

98/14 QUESTIONS AND PETITIONS [Item 4]

No questions or petitions were received.

99/14 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

There were no responses to report.

100/14 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

Key points raised during the discussion:

1. The Committee noted that an update from the Welfare Reform Task Group would be circulated shortly.

101/14 IMT UPDATE ON BETTER PLACE TO WORK PROJECT [Item 7]

Witnesses: Paul Brocklehurst, Head of IMT
Janet Ludley, IMT & Customer Communications Manager

Key points raised during the discussion:

1. The Head of IMT introduced the report and informed the Committee that IMT's customer base had increased by 40%. In addition, it was noted that IMT also supported around 2,000 NHS workers. There had been a rapid growth in the number of laptops distributed to staff from 400 to a current figure of 6,000; this was due to more staff working remotely. The entire network had now been changed to Unicorn system, in line with all 11 Surrey Borough and Districts and the majority of Surrey schools. The Committee were informed that IMT had replaced all IT systems apart from SAP and EMS over the last 3-4 years, to ensure systems were modern and fit-for-purpose. In line with upgrading systems, software on laptops and Blackberries and iPads would also be upgraded to ensure the Council can appropriately communicate and work with partners who use different systems.
2. Officers gave an update on potential risks to the project which included reduced levels of funding or a change in government legislation.
3. The Committee were informed that since visiting staff as part of the Better Place to Work Project, IMT had fixed 40% of issues raised. Officers expressed that this was considered a success as a number of issues raised had resulted in information being provided to staff to resolve their queries, and some of the issues could not be feasibly or easily fixed in the short-term.
4. It was noted the top five issues recorded were logging off/profile issues, printers, IT equipment, Blackberry issues and browser issues. Officers noted that nearly every staff member had the opportunity to present issues as part of Better Place to Work and from this 1000 IT issues were raised and were being dealt with.
5. There was a discussion around the reliability of IT equipment that the public use in libraries. Officers informed the Committee that libraries

hold an external contract, with Axiell, but are monitored closely and get priority when systems fail. There had recently been an incident where the systems had failed and the Head of IMT assured the Committee that this matter was taken very seriously.

6. The Committee raised concern regarding the delay in issuing equipment to new starters and the speed of dealing with faults. Officers explained that they require information from the hiring manager before they can order a laptop and this often caused delays. However, there has been great improvement to the process for providing new equipment in recent months.
7. The Committee were informed the AIS system for Adult Social Care had recently been updated, it was noted IMT were considering moving Adults Social Care onto the same network as the Children, Schools and Families Directorate.

Further Information/Actions:

None.

Recommendations:

None

Committee Next Steps:

That an update on the Better Place to Work Programme be brought to a future meeting of the Committee (an update is scheduled for January)

102/14 DATE OF NEXT MEETING [Item 8]

The next Council Overview and Scrutiny Committee will be held on Thursday 29 January 2015 at 10.30am

Meeting ended at: 11.03 am

Chairman

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