

**(SPECIAL) CORPORATE AND ENVIRONMENTAL HELD: 12 JULY 2012
OVERVIEW AND SCRUTINY COMMITTEE**

Start: 7.30pm

Finish: 9.35pm

PRESENT:

Councillors: Bailey (Chairman) Houlgrave (Vice Chairman)

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| Councillors: | Mrs Atherley | G Hodson |
| | Mrs Baybutt | L Hodson |
| | Coyle | Kay |
| | Cropper | Mrs Kean |
| | Dereli | McKay |
| | Mrs C Evans | Nolan |
| | Greenall | Oliver |
| | Griffiths | Wright |

In attendance:

Councillors: Ashcroft
Furey
Grant (Leader of the Council)
Hennessy
J
Hodson
Pendleton
Pye
Pryce-Roberts
West
Westley (Portfolio Holder – Resources and Transformation)

Officers: Managing Director (Transformation) (Mrs K Webber)
Transformation Manager (Mr S Walsh)
Assistant Solicitor (Mrs T Sparrow)
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

In attendance:

Officer Performance and Policy Officer (Mrs A Grimes)

Also in attendance: Chief Executive, One Connect Limited (Mr D McElhinney)
Assistant Chief Executive, LCC (Mr E Sutton)
Director of Revenues & Benefits, One Connect Limited (Mr M Jungnitz)
Director of ICT, One Connect Limited (Mr M Orford)
Director of Performance & Business Development, One Connect Limited (Ms C Kavangh)

18. APOLOGIES

Apologies for non-attendance were submitted by Councillors Fillis, Fowler, Gibson, Mrs Hopley and Owens.

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19. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors Mrs Blake and Mrs Stephenson and the appointment of Councillors Cropper and Kay respectively, thereby giving effect to the wishes of the Political Group.

20. URGENT BUSINESS

There were no items of urgent business.

21. DECLARATIONS OF INTEREST

In relation to Agenda Item 6 (One Connect Limited Annual Review 2011-12 the following interests were declared:

1. Councillor Furey declared a non-pecuniary interest in relation to LCC as his wife works for a school in Skelmersdale.
2. Councillor Coyle declared a non-pecuniary interest as a former employee of BT.

22. DECLARATIONS OF PARTY WHIP

There was no declaration of a Party Whip.

23. ONE CONNECT LIMITED ANNUAL REVIEW 2011-12

Consideration was given to the report of the Transformation Manager as contained on pages 77 to 93 detailing the first Annual Review delivered by One Connect Limited on the ICT and Revenues and Benefits Services.

The Managing Director (Transformation) attended the meeting and at the invitation of the Chairman introduced the item and the representatives in attendance from One Connect Limited and Lancashire County Council (LCC) and provided the background to the Council's shared service arrangements with those bodies.

Consideration was then given to the presentation by Eddie Sutton, Assistant Chief Executive, Lancashire County Council (LCC) and David McElhinney, Chief Executive BT One Connect, with contributions from Martin Jungnitz (Director of Revenues and Benefits), Mark Orford (Director of ICT) and Colette Kavanagh (Director of Performance and Business Development).

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The presentation outlined the background to the 10 year contract, which commenced in October 2011, to deliver shared Revenues, Benefits and ICT on behalf of the Borough Council and provided details of the six months of operation of the Shared Services Agreement for the period 1 October 2011 to March 2012. The review focused on the achievements, performance and growth, particularly how the services were delivered and the involvement of both seconded staff and customers into those processes. It was supported by the WLBC OCL Annual Review 2011/2012 report as contained on pages 79 to 93 of the Book of Reports and outlined the framework to the partnership agreement which runs until 31 March 2021, with an option to extend for a further 5 years.

The presentation included references to the:

Revenue and Benefit Service highlighting the changes brought about by the introduction of the Capita Benefits software system to extend the delivery of a range of Department of Works and Pensions (DWP) benefit transactions and made reference to the next phase of the project including updating of document management particularly for Council Tax and Housing Benefits.

ICT Service highlighting the detailed health check around the ICT processes and infrastructure that had been undertaken that had resulted in the implementation of a centralised customer service desk facility, investment in people and equipment and an increase in performance in certain areas.

Comments and questions were raised in respect of the following:

- Investment associated with the joint partnership.
- The secondment model and transfer of WLBC staff to One Connect Limited.
- Similarities of the model to that of Liverpool Direct (BT and Liverpool City Council).
- Composition of the Board and frequency of meetings.
- Contracts including CISCO systems relationship and local support.
- Changes anticipated at the end of the 10 year contract and the opportunity to extend.
- Terms and conditions of the seconded staff.
- Priority targets and achievements in the period October 2011 to March 2012.
- Risks associated with the joint venture and the liabilities of each partner.
- The structure of the contract between One Connect Limited, LCC and WLBC and the impact of the % split in liability of each partner.
- Shared Service Arrangements and the arrangements to review.
- The opportunities to review targets, particularly as new systems are introduced and the impact of same.
- Protection of data on the obsolete ICT equipment and at the conclusion of agreement.
- Impact associated with the transfer of WLBC staff to One Connect Limited and the savings indicated as a result.
- Impact of automated services on direct services.
- Benefits from the investment associated with the refurbishment and transfer of services to Lancashire Place.

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- Delays associated with the relocation of staff to Lancashire Place.
- Fragmented approach in relation to relevant/experienced staff dealing with benefits/revenues queries.
- Funding initiatives associated with BT in relation to activities within communities.

The Assistant Chief Executive, LCC and Chief Executive of One Connect Limited responded to questions and proffered an invitation to all Members to undertake a site visit to Lancashire Place to see the refurbished accommodation.

The Managing Director (Transformation) also responded to questions and in relation to a request by a Member in relation to the Shared Service Agreement undertook to seek further clarification.

A discussion ensued on the telephony service, IT support for Members, including after office hours service and Wi-fi capability at the Council offices and at the request of a Member a proposal was put forward and seconded in the following terms:

“This Committee notes the contents of the One Connect Annual Review for 2011-12. However, we consider that the provisions of ICT services to elected members of West Lancashire Borough Council needs to be urgently reviewed so those members who want to can:

- 1) Access the Internet at 52 Derby Street using their own mobile and/or tablet computers and
- 2) Access their Council e-mail account online from any PC.

Such changes would bring the provision of ICT services into line with what is common practice elsewhere and recognise the fact that increasing numbers of people are using mobile and/or tablet computers for business purposes.”

The Leader was in attendance and at the invitation of the Chairman addressed the meeting thanking Members and the representatives from LCC and One Connect Limited for their contribution to the item. He referred to the work that the Board had undertaken to date and the targets that would be looked at the end of 12 months of operation of the partnership.

In the concluding discussion the impact and direct benefits to West Lancashire residents as a result of the change of operations, particularly in relation to Benefits and contact with the Council and the smarter use of the data gathered was raised and in relation to performance indicators it was suggested that a greater level of detail would assist review.

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On behalf of the Committee the Chairman thanked the Partnership representatives and Members for their attendance and contributions to the discussion.

RESOLVED: A. That the One Connect Limited Review 2011-12, attached at Appendix A, and accompanying presentations be noted.

B. That Cabinet consider the following recommendations:

That the provisions of ICT services to elected Members of West Lancashire Borough Council be urgently reviewed to allow members to:

- (i) access the internet at 52 Derby Street using their own mobile and/or tablet computers;
- (ii) access their Council email account online from any PC.

Such changes would bring the provision of ICT services into line with what is common practice elsewhere and recognise the fact that increasing numbers of people are using mobile and/or tablet computers for business purposes.

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Chairman