

**CORPORATE AND ENVIRONMENTAL
OVERVIEW AND SCRUTINY COMMITTEE**

HELD: 11 JULY 2013

Start: 7.30pm

Finish: 9.40pm

PRESENT: Bailey (Chairman)

Councillors: Mrs Atherley Griffiths
Mrs Baybutt J Hodson
Mrs Blake McKay
Delaney Ms Melling
Dereli Nolan
Fillis Mrs Stephenson
Fowler Wright
Gibson

In attendance:

Councillors: Furey Wilkie

Officers: Assistant Director Community Services (Mr D Tilleray)
Transformation Manager (Mr S Walsh)
Customer Services Manager (Mrs H Morrison)
Assistant Solicitor (Mrs T Sparrow)
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

Also in attendance: Chief Executive, One Connect Limited (Mr D McElhinney)
Director of Revenues & Benefits, One Connect Limited (Mr M
Jungnitz)
Director of ICT, One Connect Limited (Mr M Orford)
Performance and Business Manager (Ms J Shemeld)

1. APOLOGIES

Apologies for absence were submitted on behalf of Councillors G Hodson and Mrs Kean.

2. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors L Hodson and Mrs Houlgrave and the appointment of Councillors J Hodson and Cropper for this meeting only thereby giving effect the wishes of the Political Groups.

3. URGENT BUSINESS

There were no items of urgent business.

4. DECLARATIONS OF INTEREST

Councillors Dereli, Fillis and Gibson declared a non-pecuniary interest in item 7 (One Connect Limited – Annual Review) in relation to matters relating to Lancashire County Council (LCC) as members of LCC.

5. DECLARATIONS OF PARTY WHIP

There were no declarations of a Party Whip.

6. MINUTES

RESOLVED: That the Minutes of the meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 21 February 2013 be received as a correct record and signed by the Chairman.

7. ONE CONNECT LIMITED - ANNUAL REVIEW

Consideration was given to the report of the Transformation Manager as contained on pages 7 to 59 detailing the second Annual Review delivered by One Connect Limited on the ICT and Revenues and Benefits Service.

The Chairman welcomed the representatives from One Connect Limited .

A presentation then followed undertaken by David McElhinney (Chief Executive BT One Connect), assisted by Martin Jungnitz (Director of Revenue and Benefits) and Mark Orford (Director of ICT) on the work that had been undertaken over the previous 12 months under the shared services arrangement.

The Chief Executive BT One Connect, summarised the Contract in 2012/2013 that had delivered to the Council: Direct Savings of £522,000; Investment of £580,000, Added Value of £2.196 million, refurbishment of Lancashire Place (Ormskirk) and the recruitment of 34 new staff working at Lancashire Place.

He then went on to reference details, contained in the report, related to events over the period of the review, including the challenges in respect of the relocation of personnel to Lancashire Place; the Investment in the Business and the partnership with BT and Lancashire County Council (LCC). Mr McElhinney provided detail in relation to the establishment of Apprenticeships (8) across West Lancashire; the WorkStart and Future Horizons initiatives, that had already established 41 work placements, and the WorkStart Plus paid placements (13). He also made reference to the partnership between BT and The Lord Traveners that had provided a new sensory room for young people with disabilities and special needs at West Lancashire Community High School.

Mr McElhinney referred to developments for 2013/14 including the implementation of a new ICT system for the automation of the revenues systems; the potential for new work associated with debt collection, payroll, revenue & benefits on behalf of other local authorities and opportunities to expand the workforce based at Lancashire Place and the BT job hub, located in Skelmersdale, as a result of the work with BT and LCC.

In closing Mr McElinney concluded that 2012/13 had been a challenging year, particularly with the: transition of services; changes resulting from Welfare Reform; overhaul of the ICT infrastructure; replacement of the Revenue and Benefits ICT Systems and the refurbishment and relocation of staff to Lancashire Place.

The Director of ICT (OCL), continued by providing an overview on operations in relation to ICT Services for 2012/13. Mr Orford highlighted the Service Level Agreement (SLA) targets that had been set and achieved, explaining the definitions used to categorise reported incidents. He explained the benefits /challenges that had resulted from the migration of the ICT processes from Westec to Lancashire Place and the costs and value associated with the changes making reference to a couple of issues that had occurred during migration. Despite the challenges during the change and review period as a result of Welfare Reform and Council Tax changes, he stated that the changes had been achieved with the minimum of disruption.

He concluded that it had been an extremely full and challenging year for the ICT Service to ensure implementation of all the changes and meet the targets set but that the service was in a strong position going forward.

Comments and questions were raised in respect of the following:

- The investment associated with the joint partnership and potential changes in the later years of the Contract.
- Processes associated with the monitoring of complaints, including modes of collection and recording.
- Provision of the detail of the costs associated with the delivery of the savings to facilitate effective scrutiny.
- The reporting mechanisms in place to monitor performance and raise issues / concerns.
- Clarity of: the Business Plan / associated processes and relationship / contribution of BT and LCC.
- Reasons for, and arrangements associated with, the relocation of jobs to the North West (Lancashire and West Lancashire).
- Promotion of employment and recruitment locally.
- Data Protection processes – reassurance that OCL's approach aligns with the Council's approach.
- Definition of figures / categories referred to within the Summary of Financial Benefits 2011-2013 (Table 1.1)
- Provisions, as part of the partnership between BT and Lord Taveners, related to the educational assistance for juniors with special needs and the possible extension of work place initiatives / scholarships for young adults with special needs.
- ICT support to Borough Councillors: arrangements; use / replacement of Members Laptops and the availability of alternative hardware (tablets).
- Funding / risks / transitional arrangements associated with the implementation of the new Welfare Reforms.
- Continuing assistance to tenants related to legislative changes that affect them.

The representatives from OCL responded to questions referencing details within the annual review report. In response reassurance was provided in relation to Data Protection approaches and responsibilities.

In respect of a question related to future employment opportunities for adults with special needs, reference was made to the bespoke work / training programme that had been put in place for a trainee employed at Lancashire Place and it was hoped that the approach used would be extended in the future.

The Transformation Manager also responded to questions, particularly in relation to the SLAs and processes related to the monitoring of the Contract and information associated with the PIs. He made an undertaking to provide a summary explanation, of the OCL categories / targets, with the Quarterly Performance Monitoring data considered by the Committee. He also made reference to proposed changes to the ICT helpline for Councillors and the procedure in the event of an escalation of a problem and proposed changes relating issues raised through Customer Services.

RESOLVED: A. That the One Connect Limited Annual Review 2012/13, attached at Appendix A, and accompanying presentations be noted.

B. That the Transformation Manager be asked to provide a summary explanation of the OCL categories / targets, as part of the QPIs information, considered by the Committee.

8. COMPLAINTS MONITORING

Consideration was given to the report of the Transformation Manager as contained on pages 61 to 97 of the Book of Reports that gave details of the data on complaints received by the Council during the period April 2012 to March 2013.

In discussion comments and questions were raised in respect of the following:

- Definition of a complaint.
- Process of receiving / monitoring complaints received by telephone.
- Patch Problem Information – wider use of information.
- Types, number and trends of complaints – detail behind categories.

The Transformation Manager attended the meeting and responded to questions and comments referencing details within the report.

RESOLVED: That the report be noted.

9. QUARTERLY PERFORMANCE INDICATORS (Q4 2012-13)

Consideration was given to the report of the Transformation Manager which detailed performance monitoring data for the quarter ended 31 March 2013.

In discussion Members raised questions and comments in respect of the following performance indicators:

- NI151(Overall Employment Rate)(working age) – comparison to target from previous Q4 period. Removal of the unemployment PI from the list.
- HS - WL114 (Gas checks) – reasons for outstanding CP12 certificates.

- WL108 (Average waiting time for callers to the contact centre) (seconds) – monitoring period.

The Transformation Manager attended the meeting and responded to questions and comments making reference to the revision of Patch Problem system currently taking place.

RESOLVED: A. That the Council's performance against the indicator set for the quarter ended 31 March 2013 be noted.

B. That the recommendation, to include a performance indicator related to unemployment when the PIs list is revised, be noted.

10. REVIEW TOPIC FOR 2013/14 AND CONFIRMATION OF THE WORK PROGRAMME

Consideration was given to the report of the Borough Solicitor as contained on pages 99 to 106 that gave details of the outcome of the Topic Scoring Exercise undertaken on 20 June 2012 in relation to topics submitted by the deadline and set down the proposed Work Programme for the Committee for 2013/14.

Members discussed the results of the scoring exercise, the proposals and the items already in its work programme and concluded that rather than undertake an in-depth review during 2013-14 that instead it looks at one-off items, taken from the list of ideas previously submitted, through updates, reports and input from internal and external contributors, as appropriate.

RESOLVED: A. That the Summary of the Outcome of the Topic Scoring Exercise (Appendix A) be noted.

B. That the actions recommended in relation to topics referenced (c) to (e) of Appendix A, be endorsed.

C. That, in relation to the topics, namely 'Approach to the Eradication of Non-Native Species of Weeds in our Hedgerows and Riverbanks'; 'Dog Fouling in the Borough'; 'The Night-time Economy' and 'Health Provision Changes – Local Role & Responsibilities' be included in the Work Programme 2013/14 of the Committee as one-off items and that arrangements be put in place for reports and/or internal and external contributors, as appropriate, to attend a meeting of the Committee during 2013/14.

D That an in-depth review is not undertaken in 2013/14.

E That the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee 2013/14 be amended and the revised Work Programme be included on the Council's web-site.

- F That any ideas for longer in-depth study submitted during the course of the year be retained and considered for inclusion in a future work programme, subject to a satisfactory scoring outcome and resources.

11. MEMBERS ITEMS

There were no items under this heading.

12. ITEMS FROM THE MEMBERS UPDATE

There are no items under this heading.

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Chairman