

Commenced: 6.00pm  
Concluded: 7.34pm

**Resources and Governance Board  
7 October 2013**

Present Councillor Martin (Chair)  
Councillors Ashburner, Radford, Davis, Higginbottom, Jones,  
Nawaz, Roberts and Stanton

Councillor Stanton was absent for minute numbers 19/13 to 25/13 inclusive.  
Councillor Higginbottom was absent for the latter part of minute number 25/11  
and the entirety of minute number 26/11.

**19/13 Apologies for Absence**

There were no apologies for absence.

**20/13 Late items introduced by the Chair**

There were no late items.

**21/13 Declarations of Interest**

There were no declarations of interest.

**22/13 Minutes of the meeting held on 19 August 2013**

The minutes of the meeting held on 19 August 2013 were agreed as a correct  
record and signed by the Chair.

**23/13 Call-in**

There were no items.

**24/13 Council Cabinet Forward Plan**

Resolved to note the Forward Plan.

**25/13 Information System Update**

The board received a report from the Director of ICT. The report focused on  
three aspects of the Information Systems:

- the service delivery review which was underway as the current Serco  
contract expired on 31 March 2016;
- the arrangements for managing both new requirements and the

- replacement of existing Information Systems when they reached their end of life; and
- How Information Systems could enable efficiency savings for the business.

It was explained to the board that the report had been drafted in the context of the financial pressures faced and the evolution of the council's needs while considering the changing technology market place.

The board heard that various options had been considered with a view to the Serco contract expiration date of March 2016. Options included extending the Serco contract, bringing the service in-house, developing a hybrid alternative or exploring options for a shared service with other local authorities.

Members asked what other providers had been considered in addition to Serco, how the competitiveness of external providers was measured and on what basis Serco had won the existing contract. The director confirmed that benchmarking against comparator local authorities was looked at to ensure competitiveness, taking into account the technology market and the fact that it takes 18 months to procure a new contract. The director also confirmed that in appointing Serco, the quality of service was taken into account as well as price but that there were other providers.

There were further questions about what opportunities there were in terms of procuring jointly with neighbouring local authorities or other businesses. The director confirmed this could increase bargaining power, but that other local authorities presented a better prospect than businesses due to having similar needs. Members also expressed an interest in having more detailed information provided on ICT spending.

The board was told that a report to Council Cabinet on the issue was expected to be presented in December 2013.

**Resolved to receive an update at a future meeting on ICT spending in 2013-14.**

## 26/13      Review of Customer Experience Scoping Report

A report of the Strategic Director of Resources recommended that members of the board consider and adopt terms of reference for a review of customer experience. It was explained that members had agreed the work programme for the board including a proposal to conduct the topic review at its previous meeting.

It was proposed the review will look at:

- The council's customer management and channel shift strategies;
- Channel shift – what has been achieved so far and what future developments are planned;
- Customer contacts and Derby Direct. This would include reviewing the customer experience, including the length of time customers waited

- before being dealt with on the phone and face to face;
- Management of the Council House reception area;
- Management of the website and online services;
- Customer perception/experience of contact with council;
- Assessment of access to services for people for who English was not their first language;
- Facilities that were available in the Council House for people with disabilities; and
- Partners who delivered services from the Council House.

The Scrutiny and Civic Services Manager confirmed that a topic review date had been agreed for 21 October 2013. It was also confirmed that the Director of Customer Management, Head of Communications and Head of ICT were among those invited to attend. It was also confirmed that a questionnaire was being prepared.

**Resolved to agree and adopt the terms of reference for the review of customer experience as detailed in the report.**

MINUTES END