

Time Commenced – 6:00 pm  
Time Finished – 7.48 pm

## **Corporate Services Scrutiny Review Board**

**9 October 2017**

Present: Councillor Jackson (Chair)  
Councillors Bayliss, Dhindsa, Evans, Hudson, Marshall and Pegg

### **09/17 Apologies for Absence**

Apologies were received from Councillors Barker.

### **10/17 Late Items**

There were no late items.

### **11/17 Declarations of Interest**

There were no declarations of interest.

### **12/17 Minutes of the meeting held on 24 July 2017**

The minutes of the meeting held on 24 July 2017 were confirmed a correct record.

### **13/17 IT at Derby City Council – an update**

The Board considered a report of the Chief Executive on It at Derby City Council. It was reported that in April 2016 the Council ended its long standing contract with Serco for the provision of IT services. The Council now manages its own operational IT for the first time in 15 years. In May 2017 the Councils IT team carried out an all-staff IT satisfaction survey to help shape the new service.

Jill Craig, Interim Director of IT, presented a report to the Board on the It Service. It was reported that the operating budget was £8.7 million, with £2.9million recharged and there were 93 members of staff whom service supported 3,500 users across 160 sites.

Members were provided with the headline results of the IT user survey, for which there were 463 responses received. Following the survey, the returns were analysed and an improvement plan was developed. An operational group was tasked with implementing changes and making personal contact with the users that responded.

The Board were informed of the improvement programme progress made, which included CITRIX improvements, telephony upgrade, storage/virtualisation contract, new laptop supplier and Wi-Fi improvements.

It was noted that progress was planned in the form of drop in clinics, portal improvements, Open text upgrade, storage/virtualisation refresh, new laptop devices and Azure /Data centre reconfiguration.

The next employee survey was planned for November and the results would be shared with the Board at the next scheduled meeting in January. Members raised concerns over their own individual IT issues. It was suggested that these be directed to the Interim Director of IT through the Democratic Services Officer.

Councillor Marshall questioned what the day to day performance responses were. It was reported that these were much improved in 2017 than 2016. The number of priority 1 issues had reduced from 110 to 15, with 80% of these resolved in 4 hours compared to 72% previously. The number of priority 2 issues was 209, which previously had been 730 with 66% resolved within 1 day compared to 43% the year before. It was noted that the average call wait time had also been reduced.

**Resolved:**

- 1. to note the presentation;**
- 2. to forward Members individual IT concerns to the Democratic Services Officer;**
- 3. to receive the results of the next employee survey at the January meeting of the Board.**

## **14/17      Topic Review – Council Digital Services**

The Board considered a report of the Topic Review – Council Digital Services. Members received a presentation on the progress development and implementation of the Councils Digital services.

Members of the Board were informed of the priorities, which were:

- Digital Customer Service – enabling Derby's residents to get the services and information they need online
- Digital Workforce – Staff will have the digital tools and skills required to deliver services effectively and efficiently
- Digital Derby – Equipping residents and businesses with the digital skills and technology they need to enhance their lives
- Digital Collaboration – Digital technology will enable the Council and its partners to tackle complex issues and work together seamlessly.

An action plan was presented to the Board covering all areas of the priorities, which included the progress to date and the proposed action in the next period. Bernard Fenton, Derby Direct, thanked Members for recently visiting the Derby Direct Service and spending time with the staff to experience first-hand what the job entails,

and the average day within the service answering the calls. Councillor Jackson encouraged all Members to visit the service experience a back to the floor session.

The Board discussed the alterations on the ground floor and the impact that the DWP would have on the already stretched Derby Direct Service. Members requested that figures be provided on the current service level and how the DWP would impact this. It suggested that the Board be provided with these details before the budget scrutiny meeting to enable the chair to feed any proposals into the budget discussion.

**Resolved:**

- 1. To note the report;**
- 2. To receive detailed proposals on the service impact due to the DWP proposals in a timely manner for the budget proposals.**

MINUTES END