

## **Finance & Procedures Overview & Scrutiny Committee – 26 October 2004**

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Minutes of the meeting of the **Finance & Procedures Overview & Scrutiny Committee** held on **26 October 2004** when there were present:-

Cllr P F A Webster (Chairman)  
Cllr Mrs S A Harper (Vice-Chairman)

Cllr P A Capon  
Cllr J E Grey  
Cllr T Livings

Cllr Mrs J R Lumley  
Cllr D Merrick

### **VISITING MEMBER**

Cllr C A Hungate

### **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr K A Gibbs

### **ALSO ATTENDING**

S Paton	- Head of Operations, Vivista
B Hall	- Eastern Area Contract Manager, Vivista
E Ellis	- Rochford Contract Manager, Vivista

### **OFFICERS PRESENT**

R Crofts	- Corporate Director (Law, Planning & Administration)
R J Honey	- Corporate Director (Finance & External Services)
S Fowler	- Head of Administrative & Member Services
M Martin	- Committee Administrator

### **451 MINUTES**

The Minutes of the meeting held on 29 September 2004 were approved as a correct record and signed by the Chairman.

### **452 PROGRESS ON DECISIONS**

The Committee received the schedule relating to progress on decisions. The outstanding issue would be carried forward.

### **453 IT CONTRACTOR – PROGRESS REPORT**

The Chairman welcomed representatives from Vivista, the Council's IT contractor, to the meeting.

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The Committee received and noted the report of the Head of Administrative & Member Services, which introduced the six-monthly progress report from Vivista.

Appended to the report were details of the progress Vivista had made in response to the issues raised by Members at the meeting of this Committee held on 23 March 2004.

During Member debate it was noted that:-

- Since March 2004 an additional 7 servers had been installed. This involved taking out old redundant technology and upgrading, replacing or installing new technology to allow the Council's new applications to run on them.
- The new Electronic Document Management System (EDM) was a long-term major project which would take between 18 months and 2 years to install.
- The upgrade to the CAPS system would be enabled in time for the new licensing legislation.
- Vivista acknowledged the need to review their processes for surveying customers and to put in place better call management systems to include contacting members of staff once an incident has been closed in order to invite them to provide immediate feedback on user satisfaction.
- The small number of users who reported they had received a 'poor' response to incidents raised related mainly to a failure by Vivista to keep them informed of progress.
- It was intended that improvements would generate a better response to satisfaction surveys and the outcome would be reported to the Committee in 6 months' time.
- The Council's major systems such as Uniform, Academy and Comino are compatible with other local authorities. For example, Maldon, Chelmsford and Colchester.
- This Council will seek to work in partnership with these and other authorities to obtain economies of scale and to deliver the IEG Strategy.

**EXCLUSION OF THE PRESS AND PUBLIC**

**Resolved**

That the public and press be excluded from the meeting for the remaining item of business on the grounds that exempt information as disclosed in Paragraph 14 of Part 1 of Schedule 12A of the Local Government Act 1972 would be disclosed.

**454 CONTRACT MONITORING PROCEDURE NOTE**

The Committee received and noted the exempt report of the Corporate Director (Finance & External Services) which provided an update report recently requested by Members at the meeting of this Committee held on 29 September 2004.

The meeting closed at 8.15 pm.

Chairman .....

Date .....