

Review Committee – 8 July 2014

Minutes of the meeting of the **Review Committee** held on 8 July 2014 when there were present:-

Chairman: Cllr M Hoy
Vice-Chairman: Cllr Mrs T J Capon

Cllr C I Black	Cllr B T Hazlewood
Cllr J C Burton	Cllr J L Lawmon
Cllr Mrs L A Butcher	Cllr J R F Mason
Cllr R R Dray	Cllr C G Seagers
Cllr J D Griffin	

VISITING MEMBER

Cllr Mrs G A Lucas-Gill

APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs Mrs H L A Glynn and Mrs A V Hale.

OFFICERS PRESENT

S Scrutton	-	Head of Planning and Transportation
A Mowbray	-	ICT and Web Manager
P Gowers	-	Overview and Scrutiny Officer
M Power	-	Committee Administrator

139 MINUTES

The Minutes of the meeting held on 10 June 2014 were agreed as a correct record and signed by the Chairman.

140 ICT CONTRACT

Members considered the report of the Head of Planning and Transportation on the ICT Contract.

In response to questions, the following was noted:-

- The Committee would be provided with summary documents detailing the main aspects of the Capita contract, including the service level agreement (SLA). Members of the Committee were aware that the details of the contract are to be regarded as private and confidential.
- The Capita contract will expire in 2017; there are financial penalties if any of the four Councils withdraw from the contract prior to this date. Capita is subject to financial penalties if it does not perform in accordance with its SLA. Financial penalties have been used to address breaches of the SLA. The Committee will be provided with a summary of significant breaches

that have occurred in the past year, the penalties imposed and the action taken. The Committee will also be provided with a copy of the report that is provided by Capita, which summarises activity over the past 12 months. This report shows a trend of improving service offered by Capita.

- There is no budget for the replacement of the computer hardware (which is all owned by RDC), only a small IT budget for emergency replacements. Capital depreciation runs at 4-5 years. All the Council's data is stored in the data centre servers, sited at The Ark Data Centre. Data is transmitted via high-speed data links, which Capita maintain as part of the contract. Physical servers are being reduced and are being replaced by virtual servers. A summary of the asset register can be provided to the Committee.
- The contract is volumetric based, whereby the Council is charged for the number of systems, servers, devices, users and support calls to the help desk. The Committee will be provided with a copy of last month's volumetric spreadsheet.
- There are quarterly monitoring meetings held between the four Councils who are part of the contract and Capita to ensure that each of the Councils is being charged on the same basis and being given the same level of service and an equal proportion of the resources.
- Maintenance of and updates on the RDC website are undertaken by the Council's web team, at a cost of staff time.
- The Committee was provided with a full list of all third party contracts within the main Capita contract. It was noted that contract values could be reviewed by a Review Committee task and finish group in a private and confidential session. The cost of in-house development of software (as well as continuity of personnel considerations) would not be feasible for a small authority such as Rochford. The support provided by third party contractors will be by way of global updates; there is no opportunity for bespoke changes to programmes.
- Back-ups of data are made daily, weekly, then monthly and are tested as part of the contract. There are severe financial penalties in the contract if back ups do not work.
- The Council is compliant with its obligations under the Data Protection Act; the Capita site and Capita staff are security cleared to a high level.
- Software is not shared by the four partner authorities; each individual authority can use systems appropriate for their needs. Suppliers do not negotiate joint contracts with multiple authorities: software is licensed on an authority basis. Although there is no financial saving to be made by using the same software as partner authorities, there is the benefit that

the support from Capita could be improved in terms of expertise.

- Contract prices for computer hardware are monitored by the Essex Online Partnership (EOLP), of which Rochford District Council is a member. Although there are few suppliers, rates negotiated by the partnership are significantly cheaper than those on the open market.
- Much of the information held by RDC is already in the public domain. Cyber attacks have not been an issue, as the Council has an extremely effective firewall and effective virus software.
- An audit is to be undertaken imminently of all the Council's software to ascertain whether it is all still required. Spreadsheet programmes created by individual departments within the Council for a specific purpose will be the responsibility of that department.
- In terms of the trends, software costs are coming down.

Resolved that the requested information be provided to the Committee within 7 days of the meeting.

141 KEY DECISION DOCUMENT

The Committee received the Key Decision document.

3/14 Annual Play Spaces Programme The report is due to be re-drafted and reissued.

142 WORK PLAN

The Committee reviewed its work plan for 2014/15. The following was agreed:-

9 September 2014: (1) Car Parking charges – to review April – June 2014 figures for car parking income

(2) Verge cutting/ECC contribution

7 October 2014: Shop at my Local

2 December 2014: The Council Budgets (reference the timetable on the Medium Term Financial Strategy report: Executive 16 July 2014.

6 January 2014: Dog fouling

7 October or 4 November 2014: The Committee wanted to meet representatives from Fusion, the new contractor for the District's leisure centres, to discuss how they plan to operate the leisure centres.

Parks and Open spaces review. Members can approach Council officers for further information on the management of the open spaces, the equipment available at each play space and details of the rolling programme of improvements planned for the current year (Key decision 3/14). Parish/Town Councils may be able to provide additional information on specific play spaces. Any further questions can be brought to the Committee.

The following project team membership was agreed:-

Building Control: this topic would be split into three areas in respect of three perceived options for the future of the Council's building control service, as follows:-

- (1) Private contractor: Cllrs R R Dray, B T Hazlewood and M Hoy
- (2) Consortium of Councils: Cllrs J R F Mason, J D Griffin and J L Lawmon
- (3) Residual Service: Cllrs C I Black, Mrs L A Butcher and J C Burton

Operation of the ICT contract: Cllrs M Hoy, J R F Mason, R R Dray, J L Lawmon and Mrs M H Spencer.

Rochford District Matters: Cllrs Mrs T J Capon, Mrs L A Butcher, B T Hazlewood and J C Burton.

The Committee was advised that County Highways had declined to attend a meeting of the Committee; the Chairman will raise the matter with the Cabinet Member for Highways and Transportation.

The meeting closed at 9 pm.

Chairman

Date

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