

**BROMSGROVE DISTRICT COUNCIL AND REDDITCH BOROUGH
COUNCIL**

SHARED SERVICES BOARD

19th August 2010

COMMITTEE ROOM 2, REDDITCH TOWN HALL

Notes

Present

Cllr Gandy (in the Chair) and Cllrs Braley, Hall and Hartnett (for Redditch BC)
Cllrs Colella, Denaro and Peters (for Bromsgrove DC).

Observers

Cllr Brazier and Quinney (Redditch BC).

Officers

Kevin Dicks, Deb Poole and Guy Revans.

Notes

Steve Skinner.

Apologies

An apology for absence from Cllr Hollingworth had been received at the previous meeting.

Minutes

It was **AGREED** that

the minutes of the previous meeting of the Board be confirmed as a correct record.

Confidentiality

It was agreed that the business of the meeting was not generally confidential, with the exception of any detail of the report on Environment Services, which was still sensitive because of reference to individual posts / postholders and labour relations considerations / ongoing negotiations. Minute 3 below refers.

1) Transformation Training

Under Matters Arising, a Member asked for an update on his suggestion for Member Training on 'Transformation' so they could better appreciate the full implications of this term / technique. Officers confirmed that this would be provided, initially for Exec / Cabinet members, and later for a wider Member audience.

(Cllr Gandy suggested that all Members would nonetheless be permitted to attend the initial detailed session though, if they wished.)

2) Shared Services Progress Report

Mr Dicks gave a brief introduction to this item and then responded to matters of detail raised by Members. The key issues raised were:

a) Established Projects – Regular Updates

Members agreed that there was no need to continue receiving regular updates on established arrangements, such as Electoral Shared Services, unless exceptional circumstances arose.

b) ICT

Deb Poole gave an explanation of some of the issues which had arisen during the recent migration of email accounts onto the Bromsgrove mail server. She advised how this work had been scheduled to take place over weekends in order to reduce impact. Also it had been anticipated that much of the migration would be an automatic process.

However, several technical issues had arisen owing to the age and condition of the Redditch systems. Problems had been found with both software and hardware and Officers had found it necessary to revert to a high degree of manual intervention which had significantly increased the time being taken to restore previous systems.

Officers reported that the majority of users were now on the Bromsgrove shared server and that most previous set ups had been satisfactorily restored. However, the process had been far more labour intensive than originally projected.

Officers apologised for the disruption Members had experienced, but assured the Board that the final outcomes would merit any recent inconvenience. They advised the Board of the standard operating protocols that would be introduced to minimise any future risks, such as regular password changes / encrypted dongles, etc, as were currently the norm in Bromsgrove. There would be a preference for Members operating on standard Council equipment so that uniform security systems could be rolled out. Members asked for training on any new arrangements and for systems such as Orb.

Members asked for advance warning of any future risk of disruption. They accepted that some of the issues with Redditch systems had arisen from past lack of investment by the Council.

It was noted that the new ICT Manager was Mr Mark Hanwell.

c) Shared Services Development / Transformation

Mr Dicks asked that given staff feedback on the programme for Transformation / Shared Services that HR be brought forward to September.

Board Members **ENDORSED this proposal.**

(Members noted that three permanent posts remain to be filled within the Transformation Team. Interviews for these posts were being held in early September.)

d) Economic Development

Mr Dicks advised that he had a meeting the following day with the Chief Executive of Wyre Forest District Council to progress this project further.

e) WETT

Mr Dicks advised that current reviews would all be brought back to the Shared Services Board in due course for approval.

f) Finance

Mr Dicks referred Members to the update contained in Appendix D. Overall savings had been better than budgeted for, because of salary savings prior to the Heads of Planning and Regeneration and Customer Services taking up their posts.

g) Risk Management template

Members acknowledged that the Risk Management approach continued to be crucial, particularly in the context of the forthcoming Government spending review, when savings of between 25% to 40% might be required of local authorities.

3) **Environmental Services - Interim Review of Structures**

Mr Revans introduced proposals for an interim review of his Service area, and explained the need for this, which was principally because:

- a) it was such a large and complex range of services, with very high public profile; and
- b) 12 Managers currently reported to the Head of Service which posed practical Managerial difficulties.

Therefore a number of service / management improvements were being recommended before the programmed Transformation process began.

Mr Revans explained some of the opportunities available in such a review and responded to Members' requests for clarification of the detailed proposals.

(In view of the fact that information would be revealed in relation to individual posts, together with labour relations matters which are still the subject of negotiation, the remainder of this item continues as a confidential appendix to these notes.)

Proposed structure charts were tabled at the meeting and are now also appended to these notes as part of the Confidential Appendix.

It was **AGREED that**

the report be noted and the proposals endorsed.

4) **Other Business**

No other business was raised for this meeting.

5) **Next Meeting**

It was **AGREED** that

The next meeting be held on Thursday 14th October 2010, commencing at 5.30 pm, at Bromsgrove Council House.

The meeting commenced at 5.30 pm and closed at 7.00 pm.

Att.