

STRATA - JOINT SCRUTINY COMMITTEE

TUESDAY, 16 JANUARY 2024

Present:

Councillors Levine, Westerman, Knott (Chair), Clarence, Radford and Smith

Members Attendance:

Councillors Wrigley

Apologies:

Councillors Hartnell, Leadbetter and patrick

Officers in Attendance:

Trish Corns, Democratic Services Officer

Christopher Morgan, Trainee Democratic Services Officer

Simon Davey, Strata Board Director

Suzanne Edwards, Strata Finance Director

Steve Mawn, Director of IT and Digital Transformation

**These decisions will take effect from 10.00 a.m. on Tuesday 6 June 2017
unless called-in or identified as urgent in the minute**

14. MINUTES

It was proposed by Councillor Knott and seconded by Councillor Radford that the minutes of the previous meeting be agreed as a correct record and signed by the chair.

Resolved

That the minutes of the previous meeting be agreed as a correct record and signed by the chair.

15. DECLARATIONS OF INTEREST

None

16. QUESTIONS FROM THE PUBLIC UNDER PROCEDURAL RULES

None

17. QUESTION FROM MEMBERS OF THE COUNCILS UNDER PROCEDURE RULES

None

18. OVERVIEW OF SCRUTINY ROLE AND RESPONSIBILITIES

The Director of IT and Digital Transformation presented the overview of roles and responsibilities to the Committee. The Committee heard that they would have sight of Strata JEC minutes in order to scrutinise decisions and that they were available on the Teignbridge and Exeter Councils' websites. The Committee also discussed how Strata JEC and JSC meetings are administered between the three councils.

19. FINANCE AND PERFORMANCE UPDATE

The Strata Finance Director updated the Committee on the organisation's financial performance.

The Committee heard that:

- The increased staffing cost resulting from the pay award had been offset by cut in contract spending and increased profit.
- 6500 incidents had been logged in the previous month
- The average feedback rating for strata support was 4.5 of 5
- Differing levels of time required for differing scale of incidents
- The two lowest levels on the scale were combined
- The next update would include the SLA
- Strata was created to replace previous Teignbridge IT system
- Each council has unique goals that are covered by Strata
- Benchmarking and structure of accounts to determine cost

It was noted that there is not currently a Councillor consideration for the IT Strategy.

20. 2024/25 STRATA BUSINESS PLAN

The Director of IT and Digital Transformation introduced the plan to the Committee.

The Committee were informed about the following:

- Thousands of projects had been completed by Strata last year
- Transformational changes were requested by the Executive
- Linking of council strategies
- Positive staff survey results
- The move towards digital infrastructure and away from copper
- Loss of Skype system soon, requiring further transformation

The Committee discussed the impact of generative AI which was highlighted in the presentation. It would provide benefits for local residents and work as a tool to aid

Strata - Joint Scrutiny Committee (16.1.2024)

officers. One example given was calculating the dangers of skidding cars on roads in order to target areas for salting. The Committee also discussed the moral and ethical questions that would arise from the use of AI.

The meeting started at 4.00 pm and finished at 6.00 pm.

Chair
Cllr Paul Knott