

# **STRATA - JOINT EXECUTIVE COMMITTEE**

**TUESDAY, 28 JANUARY 2025**

Present:

Councillors Bialyk (Chair), Arnott, and Palethorpe

Members Attendance:

Councillors Radford

Apologies:

None

Officers in Attendance:

Steve Mawn, Director of IT and Digital Transformation

Jo Yelland, Strategic Director for People

Neil Blaney, Director of Place

Simon Davey, Strata Board Director

David Sercombe, Head of Business Systems & Business Intelligence

Suzanne Edwards, Strata Finance Manager

Andrew Hopkins, Head of Service, Digital and Data

Christopher Morgan, Trainee Democratic Services Officer

**These decisions will take effect from 10.00 a.m. on 4 February  
unless called-in or identified as urgent in the minute**

## **1. MINUTES**

It was proposed by Cllr Palethorpe and seconded by Cllr Arnott that the minutes of the previous meeting be agreed as a correct record and signed by the Chair.

A vote was taken, and all were in favour.

Resolved that the minutes of the previous meeting be agreed as a correct record and signed by the Chair.

## **2. DECLARATIONS OF INTEREST**

None.

## **3. QUESTIONS FROM THE PUBLIC UNDER PROCEDURAL RULES**

None.

**4. QUESTION FROM MEMBERS OF THE COUNCILS UNDER PROCEDURE RULES**

None.

**5. STRATA BUSINESS PLAN 2025-2026**

The Director of IT and Digital Transformation introduced the item to the Committee. He highlighted the continuing improvements to IT and systems across the partner councils that were identified in the previously adopted business plan. Improvements in 2025/26 would include enabling a move to the cloud-based systems, which would replace the need for physical server rooms across the council estate. The Business Plan also included information on the Operational Management Plan, the Customer Relationship Management system, and the telephony replacement for Skype and contact centre. Other areas of the plan highlighted were the rollout of systems such as MyAccount to Exeter, which was part of an overall improved customer experience.

In response to a question from a member of the Committee, the Director advised how the cloud-based system would work, and that it would be very secure as evidenced by its use by Central Government and Law Enforcement. Microsoft had spent considerable funds in order to ensure the quality of the system.

Other comments were concerns around the implementation of AI and the interest in a flexible solution for shared services.

It was proposed by Cllr Palethorpe and seconded by Cllr Arnott that the Strata Business Plan 2025-2026 be approved by the Committee and that it be brought to the partners' Full Council meetings for further approval.

A vote was taken, and all were in favour.

Resolved

that the Strata Business Plan 2025-2026 be approved by the Committee and that it be brought to the partners' Full Council meetings for further approval.

**6. STRATA BUDGET MONITORING AND PERFORMANCE OCTOBER 2024-25**

The Strata Finance Manager introduced the item to the Committee. It was highlighted that an underspend of £305,000 was forecast for the year and that these funds would be used to resource the partner councils' move to a cloud-based system.

The Head of Business Systems and Business Intelligence informed the Committee that Strata had surpassed its strategic target of completing cases on time, with a 92 percent rating. This was down from its previous rating of 96 percent however this was likely due to an increase of cases in the preceding months. The company would look to increase its service desk officers. The customer satisfaction rating was 4.6 out of a possible 5, and it was noted that if the rating fell considerably that Strata would carry out performance reviews with the partner councils to discuss improvements.

In response to a question regarding Members accessing their Council calendars on external devices, the Director for IT and Transformation informed the Committee that this had been disabled due to security concerns resulting from confidential agendas being attached to calendar invitations. The Director would email members a short statement confirming this. Partner Councils could meet with Strata to discuss a further solution if needed,

It was proposed by Cllr Palethorpe and seconded by Cllr Arnott that the Strata Budget Monitoring and Performance be noted.

A vote was taken, and all were in favour.

Resolved

That the Strata Budget Monitoring and Performance be noted.

The meeting started at 4.10 pm and finished at 5.00 pm.

Chair  
Cllr Phil Bialyk