

STRATA - JOINT SCRUTINY COMMITTEE

THURSDAY, 30 MAY 2019

Present:

Councillors Atkinson, Clarence, Hookway, Lyons, Nuttall, Swain and Twiss

Members Attendance:

Councillors Wrigley

Apologies:

Councillors Millar, Pierce and Rylance

Officers in Attendance:

Paul Nicholls, Strata Board Director

Simon Davey, Strata Board Director

Laurence Whitlock, Strata IT Director

Adrian Smith, Robin Barlow, David Sercombe, Martin Millmow, Strata Departmental Heads

Trish Corns, Democratic Services Officer

1. ELECTION OF CHAIRMAN 2019-20

The Democratic Services Officer advised that the Chairmanship was appointed on a rotational basis. Exeter City Council had chaired the Committee 2017-18, and Teignbridge for 2018-19.

Resolved

That Councillor Twiss from East Devon District Council is elected Chairman for the 2019/20 Municipal year.

2. MINUTES

The minutes of the meeting held on 14 January, 2019 were approved as a correct record and signed by the Chairman.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. QUESTIONS FROM THE PUBLIC UNDER PROCEDURAL RULES

None

5. QUESTION FROM MEMBERS OF THE COUNCILS UNDER PROCEDURE RULES

None.

6. STRATA PERFORMANCE REPORT COVERING PERIOD JANUARY 2019 UNTIL MAY 2019

The Strata Business Plan 2019-20 and beyond is attached to these minutes for information.

The Strata IT Director presented the report on the last five months of activity, the aim being to provide background to the core areas of specialisation within Strata and identifying key activities, successes and areas for improvement. 2019 was proving to be a very productive and successful time for Strata.

The successes include a high level of end user satisfaction, business requests BCR's being delivered based on priority and value, Global Desktop and Global Comms platform having excellent levels of system availability, the out of office hours service is proving to be effective in resolving issues outside of normal working hours, and Strata staff are excelling in supporting the ever growing IT demands of the three authorities.

The Team Leads for: Infrastructure and Support; Security and Compliance; Business Systems and Intelligence; and Document Centre were in attendance and presented their areas of the report.

Key areas included:

- The level of savings of £620k generated by Strata was, for the second year running, in excess of those committed to in the business plan of 2016.
- The KPI's (Key Performance Indicators) show all areas of Strata are performing well, this is despite a heavy workload. Strata resources supported the authority election teams. New technology is being rolled out to councillors to support the work they do and to move towards a more paperless model, such as the roll out of ipads to Teignbridge and East Devon Councillors.
- An IT Trainer has been appointed to provide resource to users across all three authorities with accessible IT training. The new post will help to develop and deliver a portfolio of solutions and services based on user demand (includes Officers and Councillors) from all three authorities IT systems.
- The roll out of the new telephony platform into TDC, and the migration of Skype for business is proving successful.
- Strata are supporting Exeter's Agile working project and assisting in defining a device strategy.
- East Devon's relocation was incredibly smooth from an IT perspective, and is testament to the Global Desktop and Global Comms environments that have been built and deployed over the last four years.
- Strata Security team is doing an excellent job in protecting the three authorities against the dangers of cyber-attack.

- The Strata Service Desk continues to deliver a successful service with a high level of Customer Satisfaction being achieved at 96.8%

Resolved

The report be noted and supported.

7. CONVERGENCE UPDATE

The Strata Head of Business Systems and Business Intelligence summarised the report circulated with the agenda which updated the Committee on the progress of convergence projects between similar services across the three authorities. This had resulted in the delivery of financial savings.

Resolved

The report be noted and supported.

8. PROJECT MANAGEMENT PROCESS

The Strata Head of Business Systems and Business Intelligence referred to the report circulated with the agenda on a framework to deliver projects. The methodology is based on Prince 2 but streamlined to reflect how Strata and the Authorities can best work together to deliver the projects. The report detailed how each project would be prioritised and each stage in the completion of a project, and provided a more robust project management system. The proposed system was receiving good feedback.

Resolved

The report be received and supported.

9. FINANCE REPORT

Strata has delivered £623,800 of revenue savings in 2018-19 and refunded £620,000. The key variations were set out in the report. The saving of £623,800 compared well against the original target of £381,961. Previous monitoring reports had highlighted the fact that the saving would be higher than outlined in the original business case.

The report also set out variations in the capital budget.

Resolved

The report be noted and supported.

**10. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
EXCLUSION OF PRESS AND PUBLIC**

Resolved

That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A of the Act.

11. STRATA PEOPLE DATA REPORT

Consideration was given to the report circulated with the agenda. The report updated the Committee on workforce management information.

Resolved

That the report be noted and supported.

CLLR P TWISS
Chairman