

Organisation and Resources Select Committee

Scrutiny Representatives Updates – November 2010

Revenue and Benefits Project Board

Scrutiny Rep: Cllr Pip Ridout

Cllr Ridout met with the Dermot Tully, Project Manager, to discuss the project brief, evaluation process and results for the procurement of a fully integrated revenue and benefits IT system, which will go live in November 2011.

Following this she was reassured that a scrupulous procurement process has been undertaken with Northgate as the preferred supplier for the 5-year contract (with the option to extend by a further 2 years) and that final amendment to the contract schedules are currently being made, with signatures expected imminently.

The Project team has been involved with the evaluations to date, and, with many having been through similar implementations, are aware of the work that will be required to successfully complete this project. Cllr Ridout will continue to act as a Scrutiny Representative and report back as appropriate.

Much of the information concerning this process is subject to confidentiality as it is commercially sensitive, however, should Councillors have queries, Cllr Ridout is happy to discuss them.

Customer Focus Board

Scrutiny Rep: Cllr Peggy Dow

A meeting was held on the 13th September 2010, for which this was the first Cllr Dow had attended. It was heard that generally the Delivering Customer Focus programme is broadly making progress in line with their plan. It was highlighted that over the next three or four month's, changes associated with the Workplace Transformation programme would be of particular focus as Bourne Hill goes live.

A number of achievements were identified since they had last met on the 9th July. These included the continued development of the Highways/road repairs service redesign, the decant of Customer Services Staff from County Hall (which took place between the 8th-10th October'10), the continued progress with face-to-face arrangements in the south of the County and the development of a draft delivery plan for the Customer Priority. This plan will include priorities for the next nine months with delivery dates allocated to specific teams.

Some of the key issues that were raised include the in year cost savings, budgeting for 2011/12 and the October CSR. In addition, central governments requirement to publish spend information of over £500 may have a resource

implication for the Information Management Team, affecting their capacity to deliver on several of their outcomes.

It was of reassurance that the Board are very aware that they must provide a service standard, which improves access to services for the communities in Wiltshire.

Agency Contract Project Board

Scrutiny Rep: Cllr Jonathan Seed

As reported to the Committee in September a decision has been made in regard to the provision of agency staff. Following this decision, the Board is likely to continue until the contract is implemented.

The next meeting of the board is on the 18th November after the Select Committee.

Staffing Management Executive Board (formerly Pay Harmonisation Project Board)

Scrutiny Rep: Cllr Ricky Rogers

This update has been covered under Agenda Item 7 - 'HR Matters '